Beltone Improved their Enterprise Performance

Through Comprehensive Business
Intelligence Solutions

Customer Background

Beltone Financial was formed in 2002 by leaders of
the financial community in the Middle East and North
Africa whose vision is to enrich individuals, corporate
and community wealth by engaging in transformational
relationships. They formed a company with a culture of
partnership and ownership. Beltone clients are served
by five main divisions: Asset Management, Investment
Banking, Brokerage, private equity and research.
Beltone's professional financial advisers are strategically
located to benefit clients. Almost 300 staff serve clients in
different countries

BELTONE BOBJ Implementation

Company:
Beltone Financial

Industry:
Banking and Financial

Number of Employees: 600

Location:
6TH of October -- Egypt

Website:
www.beltonefinancial.com

SAP Solution and Services:
SAP BusinessObjects

FAST FACT

Objectives

- Find a performance system that enables better collaboration and enhances employee engagement
- Better evaluate, identify, reward and retain top performers
- Increase performance rating accuracy and workforce productivity
- Enforce Consistent HR Performance review process
- Develop aligned and meaningful goals

Challenges

- Inconsistent performance review process
- Extended time to complete a performance review cycle
- No system for goal setting

Resolution

- Implementing **ECS Online Time Management Solution (OTMS)** - SAP certified interface HR-PDC

Implementation Results

60% streamlined performance process which is much faster and more effective	Clearer goals and easier way to track results and goal achievements	Improved workforce productivity and reduced manual administrative effort	50% Reduction in average custome's call time

Challenges

Beltone Financials' clients are served by five different divisions, each running with a separate software. As the company keeps on growing and always wants to enrich individual, corporate and community wealth by engaging in transformational relationships, it lacked a solution that can gather information about the activities of the customers from the different applications and view it in a single report. Managers and executives in Beltone were in need of such a tool in order to be able to view customer's whole picture, gain a deeper understanding of their activities. With no in-house competence to set up such a system, Beltone searched the market for the best solution to improve the services for its clients. As significant data was spread across SAP and non-SAP systems, Beltone comes to a decision that SAP BusinessObjects software is the best selection because it would effortlessly integrate into the existing environment and it will gather all the required information from the different applications in a single place.

Implementation

ECS started the project preparation with Beltone and the requirements were well identified and studied. Keyusers were trained on how to create and generate crystal reports, Web Intelligence reports and dashboards. The implementation was on-time and on-budget and took 2 months.

Results

Today, Beltone's Brokerage is ranked among the region's Top 5 - winning more than 10% of market share. Almost 70% of transactions are on behalf of institutions. Trading is centralized to best serve institutional clients and minimize market impact. The balance of trading is distributed between some 1,300 clients: asset managers, high-net-worth individuals, brokers and retail clients. Brokerage's capacity and leverage of a strong network of strategic partnerships enables seamless execution and settlement globally.

After ECS implemented SAP BusinessObjects software, there was a remarkable reduction in report creation time, better access to information as Beltone employees are gaining an even better understanding of their customers. By enabling employees to be more proactive, the customer's experience has been enhanced; Beltone can now innovate to meet ever-increasing customer demands faster than ever.

Today

Beltone continues to focus on developing products and services that are innovative and successful. Right now, Beltone has offices in Cairo, Dubai, Doha, Tripoli, Benghazi, London and New York that serves institutions and individuals clients from 30 countries

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