

### The Customer:

**THOMSON WEST** publishes legal, business and regulatory information in print and on electronic services such as WESTLAW. Clients get instant online access to sophisticated tools and specialized legal information. The company also helps law school instructors and students with resources for education and research.

**INDUSTRY:** Publishing

**Growth Fact:** Thomson West initiated more than \$2 million in order entry process improvements and realized a 20% increase in net operating margins.

### Pain Points and Challenges

- ✓ Order entry and management processes laden with negative customer impacts
- ✓ Many un-integrated acquisitions
- ✓ Lacking functionality and utilization to effectively manage orders
- ✓ Poor fulfillment lifecycles

### Pragmatek Involvement

- ✓ Identified critical process disconnects impacting customer satisfaction, revenue and profitability
- ✓ Prioritized SAP software improvements to reduce order entry problems and issues

### The Payoffs

- ✓ Identified \$2.1 million in realistic first year order entry process improvements
- ✓ Net operating margins increased by 20% in one year
- ✓ Savings produced an estimated 6X return on the consulting investment

Learn how  
Thomson West booked  
**Higher Net Margins**  
by improving order  
entry systems.



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**YOUR Company**  
**Accelerate**  
**Profitable**  
**Growth.** 