



Tennant Corporation



## The Client

Tennant Corporation is a global manufacturer of industrial cleaning equipment and specialty floor coatings. Tennant supplies industrial and commercial sweepers, detergents, and carpet cleaning equipment to customers around the world.

## Pain Points & Challenges

- Non-scalable business processes and ERP systems making it difficult to integrate several business acquisitions resulting in higher SG&A expenses.
- Poor Quote-to-Cash (QTC) business processes, controls and measurement practices creating inefficient sales support and back-office operations.

## Pragmatek Solutions

- Identified Portfolio of Improvements and executed Quick Hit solutions to streamline processes and reduce SG&A Spend.
- Executed SAP foundational improvement project to remove SAP customization and drive business process standardization for improved productivity and continued SG&A efficiencies.
- Introduced streamlined QTC process along with a Lower-Cost Global Sales Model to realize and sustain SG&A efficiencies.

## The Payoffs

**\$5.2 Million**

**Average Annual Net Income Increase**

**5%**

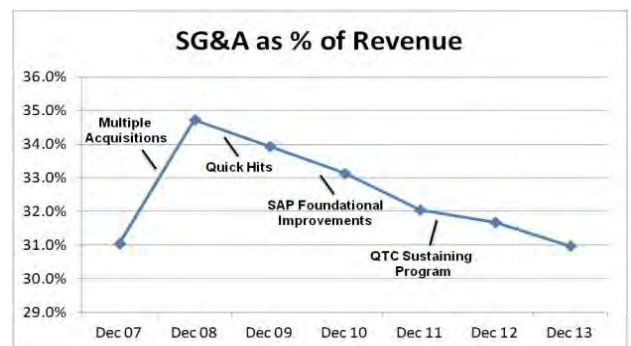
**Increase in Net Profit Margin**

**20%**

**Improvement in Revenue per Employee**

**13%**

**Improvement in SG&A Expenses**



## From the Client



"Tennant needed a trusted partner to help us streamline our U.S. and European operations, find areas of cost savings, and map these new processes to our outdated SAP instance. PRAGMATEK brought a seasoned team of professionals that delivered outstanding bottom-line results. I highly recommend PRAGMATEK and their Business Process and Technology Alignment approach to get the most out of your SAP system and help drive growth."

**-Tom Paulson, CFO**