

# Leading Finnish software company standardizes on Unit4 ERP as foundation for continued global growth



## Qvantel



### Leading digital business support systems (BSS) product and service provider Qvantel is using one centralized, cloud-based Unit4 Enterprise Resource Planning (ERP) platform to underpin continued growth worldwide.

A single source of the truth underpins centralized processes, agility, people empowerment, and data integrity.

- Estimated 30% improvement in operational efficiency
- Streamlined, automated, and accelerated everyday tasks
- Improved people engagement and satisfaction
- Delivered a more rewarding and engaging customer experience

#### Digital BSS leader

Qvantel is one of the fastest-growing tech companies in Finland, with successful BSS digital transformations completed worldwide for major telcos. Qvantel currently serves leading telecom operators globally, covering more than 230 million end-users in more than 20 countries.

To support growth, Qvantel launched a transformation program to move the company's business management model to a project-driven mode. Key activities and work were to be organized as projects, with clear targets, start and end dates, as well as related resourcing, tracking, and reporting. Qvantel wanted to move from static planning and limited visibility of activities to 'always online.' This, in turn, would deliver dynamic insights into progress and resources of key activities and improved forecasting of anticipated needs.

To achieve this, Qvantel needed to replace its traditional operating model, which featured static planning and less up-to-date visibility to improved progress and resourcing. A reliance on 10 different systems in multiple units and locations also led to fragmented forecasting, planning, tracking, and reporting. Moreover, these separate systems also represented a significant cost overhead.

The transformation needed to drive a completely novel way of working, instead of simply moving old processes and data models into the new system.

#### Industry

Telecommunications

#### Location

Finland

#### Size

Serving leading telecom operators world-wide in more than 20 countries with more than 230 million end-users

#### Product

Unit4 Enterprise Resource Planning (ERP); Unit4 Human Capital Management (HCM)

#### Challenges

**Qvantel, a fast-growing tech company, relied on separate systems and processes. Siloed HR, finance, and other functions undermined agility and the ability to pivot rapidly as new opportunities arose.**

#### Key metrics

**30%**

Increase in operational efficiency

**<1 year**

Unit4 HCM deployed in less than one year

**“Unit4 ERP is an instrumental factor in setting the company up for continued growth internationally, with a transformation to dynamic forecasting, planning, and tracking globally. It also empowers people for common direction, faster decision making, and agility.”**

**Kaj Wikström**  
CFO, Qvantel

Therefore, Qvantel first defined the new target processes for business management and related data models, and then evaluated which ERP solutions would provide out-of-the-box product capabilities to best support the new target state.

“We were looking for an agile cloud solution that would deliver a new People Experience and intelligent insights to our teams,” said Kaj Wikström, CFO of Qvantel. “We want to use technology in transformative ways to help us differentiate our services, an approach very much in line with Unit4’s software development philosophy.”

The Unit4 deployment was implemented in phases. It began with sales opportunity management and project planning, followed by time management postings and travel management and resource planning. HR and finance, including annual planning and budgeting, followed in the final phase.

The Unit4 PSO Industry Model was used as a foundation for the entire implementation, reducing time of implementation by approximately 30-40%.

### **Empowers people to make agile, informed decisions**

“Unit4 ERP is an instrumental factor in setting the company up for continued growth internationally, with a transformation to dynamic forecasting, planning, and tracking globally. It also empowers people for

common direction, faster decision-making, and agility,” says Kaj.

The business-led capabilities were rolled out in phases to all 20 countries simultaneously – including training for the target users in each global wave. This way, Qvantel was able to achieve a more rapid time-to-value for new capabilities worldwide. The pilot rollout for Qvantel Finland took just nine months, with regional roll-outs taking one to two months each. Regional roll-outs benefitted from Unit4’s no-code configurability, with local requirements such as tax jurisdictions implemented extremely quickly.

“The move to one centralized, cloud-based ERP brings significant efficiency gains for our IT team while delivering fundamental value to our business. The ERP provides one source of the truth, with well-defined centralized processes and data integrity. We can trust the data managed centrally,” says Niilo Neuvo, CTO, Qvantel.

### **Supports continued global growth and agility**

This innovative, cloud-based ERP platform is empowering people to be more agile in adapting to customer and market changes. Common processes, tools, and visibility enable the organization to better anticipate needs, plan, track, and report.

Through the transformation to this more dynamic way of working,

Qvantel can support continued international growth and business agility. Everyday tasks for individual employees are now more streamlined through the elimination of overlapping systems and faster ways to get more things done in one, easier to use system.

According to Jussi Eskelinen, Head of HR, Qvantel, the connected Unit4 HCM solution is driving rapid people transformation. “We achieved rapid results by replacing multiple people systems with one platform: time and attendance, HR master data, employee lifecycle management, travel and expenses, project allocation management, people surveys, and talent management. This was a huge change for us, and the entire suite was implemented in less than one year.”

Qvantel estimates a 30% improvement in operational efficiency.

