

# Case Study

**Speridian revolutionizes Quote-to-Cash experience for North America's largest provider of non-destructive excavating services.**

## Client

Badger Daylighting Ltd

## Industry

Environmental Services

**Badger Daylighting Ltd.** is a publicly traded Canadian environmental services company, specializing in soil excavation, and headquartered in Calgary, Alberta. It is North America's largest provider of non-destructive excavation services.

## Challenge

The customer required a common business platform that is seamlessly integrated and provides an enhanced customer experience. Badger's business model is customer centric, so all activities must be aligned to support this. Their entire **"Quote-to-Cash"** process was a key component of that strategy.

Their existing systems were mostly manual and disjointed. The expectation was to have a low-touch system that allows a quote to be prepared and sent to the customer, following all transaction and activities right through until the service is delivered, billed, and reconciled.

**Speridian** teamed up with **PwC**, where PwC implemented the back-office and Speridian implemented the front office functions and collaboratively integrated the entire technology stack.

## Solution



**Speridian** conducted the Blueprinting sessions with the client to envisage the proposed solution and draw the value proposition. Our Solution Architect and Functional Leads worked in collaborative workshops with the client to achieve the following:

- Clearly identify business objectives
- Define a high-level process value chain
- Determine the desired maturity level across all impacted business functions
- Identify Technology and Process gaps and develop a strategy to address
- Create a clearly articulated project implementation plan describing the roles and responsibilities of each stake holder



## The Speridian Advantage



This was a sweeping migration, where the entire **Oracle Fusion Cloud** has been implemented and integrated. From hiring a new area manager in HCM, to provisioning an Area Manager in the Field Service cloud for the respective geography with appropriate permissions, to ticket creation in the engagement cloud, to advanced dispatch services to Field Services, from Customer signing the ticket on the field, to generating the invoice in AR, from Purchase Order requisition, to Adding third party services through the CRM. It is all done in a seamless, integrated manner.



Speridian worked with the **PwC** team to integrate the Fleet, HCM, and HSE to **Oracle Field Services**.

The client was completely dependent upon the implementation partner to provide consulting and implementation services. With a limited IT team, they provided business Subject Matter Experts for each domain, working closely with our team to define the appropriate process and framework. The customer expectations were high. We worked very closely with them, and throughout the journey we focused on having continuous workshop sessions to keep the expectations aligned.



### Results

An integrated common business platform that allows badger to focus on customer satisfaction and service rather than managing the processes and systems.

**50%**

Reduction in  
Operational Work

**80%**

Reduction in Credit  
and Rebills

**35%**

Increased Utilization

### Technologies

#### Implemented:

- Oracle Engagement Cloud
- Field Service Cloud
- Integration Cloud

#### Integrated with:

- Workforce, Twilio
- Online Payment Gateway (Bambora)
- Oracle Cloud – HCM, AR, HSE, SCM, FLEET



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