

*Alta Resources provides outsource services to companies that have well-known business center and call center services. With locations across North America, Asia and Central America, Alta solves complex customer care challenges for the world's biggest brands.*



Professional Services  
Oracle Cloud EPM  
Financials & Revenue Modeling

## Business Challenge

- **Rapid Business Growth & Change** - Maintaining a significant number of offline spreadsheets and processes became cumbersome and decentralized
- **Inconsistent Reporting** - Extensive Metadata and their revenue models were unique and maintained in separate Excel spreadsheet models with little control. This resulted in difficulties producing consistent reports
- **Disconnected Financial Systems** - Sought for one source of the truth to simplify driver-based revenue modeling with a more cohesive, integrated EPM planning and reporting solution

## Solutions

- **Foundation** - Implemented Oracle Cloud EPM as the foundation for client level revenue modeling, Financials planning and financial reporting and analysis
- **Standardization** - Established standards and controls across business metadata, revenue and expense drivers, and financial reports allowing for more consistency across organization
- **Dynamic Reporting** - Developed Management Reports views that allowed for dynamic views based on Location and Client selection

## Impact

- **Driver Based Modeling** - Consistent revenue models across all clients, as well as driver-based labor and expense, attrition, and asset depreciation models
- **Scalable** - Gained the ability to provide better analytics to support the business with an application and metadata that supports future growth
- **Centralized and Standard Reporting** - Dynamic Management Reporting views allows the Finance team to distribute standard reports to Account Managers