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DOCUMENT OVERVIEW

The Unified Reboot

Restoring margin through EOS, Lead-to-Cash synchronisation and SLA accountability

INTENDED FOR	Executive leadership (COO, CFO and operations sponsors) evaluating a margin-recovery and operating-model programme
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WHY THIS PROPOSITION

Legacy Drag quietly taxes margin. Fragmented systems, duplicated vendor spend and service level agreements written to protect the vendor all erode EBITDA and slow the business down. The cost rarely shows up as a single line on the P&L, so it is rarely managed.

The Unified Reboot sets out a 90-day path from reactive, siloed spend to a synchronised, defensible operating model. It rests on three pillars: operational discipline through EOS, Lead-to-Cash synchronisation and contractual accountability through the SLA Shield. AI sits on top of that foundation. It raises the return on a clean operating model and multiplies the cost of a fragmented one.

AT A GLANCE: PAST RESULTS AND PROGRAMME SHAPE

50%+ Margin Approximate: engagement margin uplift at Traversa Solutions	15%+ OPEX Approximate: OPEX reduction at UCX in a comparable engagement	90 days Roadmap From diagnosis to institutionalisation	3 Pillars EOS, Lead-to-Cash and the SLA Shield
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WHAT THE FULL PROPOSITION COVERS

- **The Executive Challenge:** Legacy Drag, the Integration Tax and its three symptoms: Human Middleware, Revenue Leakage and Siloed Spend. Public evidence from the German federal audit office and FIS research shows the pattern can be measured.
- **Where AI Fits:** why the Lead-to-Cash data foundation and the contracts come first, then automation, so that AI reduces Human Middleware instead of adding another layer of Legacy Drag.
- **Three Pillars:** the EOS Engine, Lead-to-Cash Synchronisation and the SLA Shield, with a seven-point SLA audit that includes AI accountability.
- **90-Day Roadmap:** diagnosis, optimisation and institutionalisation, with four quick wins: redundancy audits, vendor governance, decommissioning roadmaps and a TIME model pilot.
- **Appendices:** a glossary of the terms the paper coins, and references to published sources.

REQUEST THE FULL PROPOSITION

The Unified Reboot runs 7 pages and sets out the three pillars, the SLA audit checklist, the 90-day plan and a glossary. Email s.topiwala@praxiskar.com for the full copy.