



Business consulting services

Why engage Elkera to help optimise your business processes

Dear business leader,

My name is Peter Meyer, principal consultant at Elkera Pty Limited.

Please consider the points that follow. I hope your investment of time will be amply rewarded.

What issues are you facing?

- Do you need to reduce operational costs?
- Are customers reporting problems with product or service delivery?
- Have you reduced personnel numbers, only to find that important tasks are falling through the cracks, or remaining staff are overloaded and burned out?
- Are you using outdated software that is not fit for purpose or is no longer supported?
- Are there problems with communications and collaborations between business units?
- Are there undocumented processes that make it hard to train new personnel?
- Are you overly dependent on a few 'gurus' who carry everything in their heads?
- Do you sense that personnel are spending too much time on email or in meetings?

Solution foundations

To correctly diagnose and solve those issues, it is necessary to thoroughly analyse what people do, who they interact with, their sources of information, the tools they use and what they produce. That is a business process analysis. Without that foundation, a good solution is very unlikely.

Once the 'as is' processes are understood and documented, it is possible to identify waste and forgone opportunities. A plan for improvement can be developed.

Most business processes are reliant on software tools. While much might be achieved by changing processes using existing software tools, it is very likely that you will need to upgrade, replace or add software tools to achieve maximum benefits. Before making an investment in new software, there should be a business case that supports the necessary investment. An accurate business process analysis is essential to eliciting good software requirements.

Why you should use an expert business consultant

Process analysis, developing a business case, and defining requirements each require specialised skills.

Most business process projects lead into software projects. It is widely accepted that 50% or more of software projects seriously under deliver and that many fail completely. Only around 30% of projects are rated as successful. Key reasons for those dismal results include inadequate business analysis and poor software requirements, often because the work is done by non-experts.

Using non-experts creates a high risk of wasted investment, lost benefits, or complete project failure.

How Elkera can help

I have more than 20 years of experience running businesses and working with clients to understand and document their processes, plan improvements, define software requirements, and manage complex software projects. I have the experience to understand your business and provide real business value. We are completely independent. We do not sell products or benefit from any particular solution.

Elkera offers a free consultation process so that you may assess if, and how, we can help, and so I can understand your needs. We start with an initial 30-minute consultation and follow up with a free, half day process to explore issues in sufficient depth that we can provide a business proposal for further work.

It should be all up-side for you. You should gain valuable insights, whether or not you decide to proceed.

To get started, please call Peter Meyer at Elkera on 0418 980 220. Confidentiality is assured.

Elkera Pty Limited, ABN 68 092 447 428

<https://elkera.com.au>

Phone: +61 418 980 220

Email: pmeyer@elkera.com.au