

Technical Consultancy

Meeting the need for specialist ICT expertise.

Unless IT is your core business, or your company has extensive resources; chances are, you don't have a specialist in-house team to help you make sense of the complexities of planning, selecting, implementing, managing and adapting IT use in your business. Yet to make the best, most cost-effective use of this major investment and valuable asset, guidance which covers all the following areas is critical to success:

- **Strategic Advice.** With the ever-increasing reliance on and importance of ICT to business, you must have an ICT strategy that supports your overall goals and objectives.
- **Technology Restrictions.** As technologies advance, it's important to adopt those which provide real business advantages, either through more efficient processes, improvement in service delivery, or a better user and customer experience.
- **Cost Management.** With the ever-present need to demonstrate value for money and achieve cost reduction and efficiencies, ICT is always an area targeted for such savings.
- **Industry and Sector Pressures.** In the current marketplace, it's vital that you maintain your competitive edge. By staying up-to-date with technologies employed by your competitors or similar businesses, you can ensure your company does not lag behind.

Impact of failure to act

Without expert direction, ICT shortcomings are inevitable, hampering operations across every area of your business.

- **An ineffective ICT environment.** Fails to support the business performance required, leading to poor productivity, low user morale, increased costs and a major risk of business disruption and/or data loss.

- **An unstructured ICT environment.** Restricts your opportunities and ability to react to market demands quickly, meaning benefits that should be achieved using the latest technology don't happen.
- **A badly designed ICT environment.** If not properly structured to maximise productivity, reduce complexity and build-in centralisation, rationalisation and other time and effort savings, your ICT could end up accruing exponential costs in day-to-day management, new deployments and recurring support and maintenance.
- **An inefficient ICT environment.** If your processes are inefficient or overly complex and difficult to use, your company could lag behind its competitors. Fail to introduce technologies which bring process and productivity improvement, and the costs could be more than financial..

Business Requirements

To meet the challenges and opportunities ICT can bring, your business needs expert assistance that goes far beyond mere advice. A dedicated ICT partner can offer:

- **Independent and impartial advice** to ensure the technology fits in line with your business strategy and that all elements can be implemented and supported effectively over time.
- **An ICT environment designed for your business.** Based on best of breed technologies, your system will be flexible and saleable, enabling you to obtain maximum return from your investment.
- **An environment that makes optimum use of technology** to reduce the amount of management time and effort required to keep the systems running.
- **Support and maintenance for the systems.** The ideal is to ensure 'lights on' at all times, providing maximum availability to users, boosting morale and reducing downtime.

- Help in maintaining the competitive advantage through the best use of ICT in a fast-paced, dog-eat-dog marketplace.

The Capita Technical Consultancy Solution

Our professional consultancy covers all aspects of ICT for business. This comprehensive service consists of four strands designed to harness the power of ICT to benefit you:

- **Consult.** Our Professional Services Practice can provide an extensive range of consultancy services across a wide spectrum of businesses and technologies. As 'client centric' independent advisors, we are free from any manufacturer ties, so all our solutions are driven solely by your needs. Not only today, but over time.
- **Design.** Our Design Services Practice brings together extensive design capability and best of breed technologies to create a highly effective, scalable ICT environment that will support your objectives now and moving forward.
- **Improve.** Fundamental to our approach is that the technology should work for you, not you working for it! All Capita solutions reduce administration to a minimum: scripts and automation is applied to reduce user intervention, the technology has redundancy built in, and we only use technology from leading software and hardware manufacturers proven to deliver a high degree of systems availability.
- **Share.** With sector specific consultancy capability and wide experience across a diversity of businesses, our consultants can bring together market information and case study references, so that your business can benefit from the shared knowledge of experts, as well as peers working in a similar industry.

"GB-Oils engaged Capita Managed IT Solutions to provide technical consultancy to ensure that the technology in use is running effectively and efficiently. With Capita's extensive experience and knowledge delivered by well-qualified, industry-experienced and certified engineers we have deployed a robust, scalable and flexible solution which meets our current and future needs. Through our rapid growth, both organic and acquisition this has allowed for the seamless integration of new companies".

Andrew Hewison, Head of IT, GB Oils.

- **Return on Investment.** Through a solution that maximises profits and lowers costs.
- **Competitiveness.** Maintain or develop your advantage within your sector.

Benefits of Capita Technical Consultancy Solution

Capita has a proven track record of success in helping organisations of all types and sizes to work more profitably and productively through ICT. Our services have delivered key business benefits, which you too can expect when teaming up with Capita.

- An ICT environment that develops clearly and uses the latest technologies best suited to the business. In this way, ICT facilitates corporate objectives.
- Maximum systems availability. Productivity and user satisfaction levels stay consistently high.

