

Business Consultancy

How to achieve effective change that meets strategic aims?

If your business is due for changes, can you ensure they'll really work for you? Only a co-ordinated, well-planned and executed programme that thinks of everything will truly meet your strategic aims. Addressing such complex issues effectively often requires specialist resources and dedicated time your in-house team simply cannot stretch to. Yet without continually improving and innovating, any organisation will struggle to thrive and compete.

As your business evolves, adapting your strategy may require you to gain a strategic overview of your marketplace position and to realign business activities and related ICT. Two critical areas that could call for expertise beyond your resources. No wonder then that reshaping the business strategy is one of the major reasons why many companies seek specialist guidance.

The key hurdles to achieving organisational change are:

- Not your core business - ICT is a support function that enables the overall business strategy and not your area of expertise. So it can be difficult to disseminate 'best practice' and create effective business cultures.
- Lack of skills – Management and organisational processes are tired and in need of an overhaul, but your organisation lacks the in-house know-how to provide effective change management and bring about real improvements.
- Lack of resource/ budget- – Effecting change normally requires short but intense periods of work on an infrequent basis, so does not justify hiring or retaining expensive in-house resources. For most organisations it's commercially impractical to maintain the people and the skill sets to support and advise on business aligned ICT.
- Lack of standards. Inability to meet Best Practice in providing consistent quality.

Impact of failure to act

Organisations that do not change, manage change poorly, or do too little too late fall behind the curve. Even the best strategies will fail without the expertise to support them.

Lack of a co-ordinated, comprehensive approach brings these pitfalls:

- Systems and processes stay outdated and do not evolve in line with a new strategy; the business is unable to move swiftly to implement its plans and achieve objectives.
- Resources are focussed on business as usual activities and are unable to dedicate time and resources to meeting the changing business needs.
- Supporting a single business environment and not having a depth of tried and tested experience.
- Conflict of interest between business as usual and new ICT strategy.
- Tactical company decision-making is hampered without independent advice.

Business Requirements

Any organisation embarking on a programme of change needs the ability to:

- Provide a strategic overview of their organisation's position within its marketplace or environment and recommend a sound mid to long term strategic direction.
- Deliver an independent review on specific company issues and offer 'best practice' solutions.
- Designate someone with the expertise to act as a catalyst for change, who can suggest alterations to management and ICT processes and practices.
- Achieve the implementation of a new system or process at specific times.

The Capita Business Consultancy Solution

Meeting these four key business requirements calls for an objective, independent specialist resource – a dedicated team with a strong track record helping diverse organisations steer through a comprehensive, considered programme of strategic change. Capita Managed IT Solutions can offer:

- A skilled, experienced team capable of defining and aligning ICT to your business strategy.
- Experience working with customers of various sizes and complexities across all sectors. We provide consultants that have a deep experience of your particular industry and bring a broader view, revealing how other sectors have coped with similar issues.
- New technologies and solutions through our partners to fulfil your plans. Capita have trusted, long-term relationships with leading ICT providers, ensuring the right level of expertise to match your needs.
- A flexible combination of short-term and long-term engagements to meet immediate needs and maintain consistency through delivery.
- Our partnership approach. We believe that to achieve consistent success it's vital to work as a team with your company. In this way long term benefits are realised.

Benefits of the Capita Business Consultancy Solution

The advantages of a smooth, seamless process of change can't be overestimated. But the longer term benefits of well-managed change that fits your strategy are even more valuable. So how do we achieve it? It's all down to the unique Capita approach:

- We engage closely with your business to truly understand your plans and outcomes, so you can be confident that ICT is aligned to the strategy delivery.
- Tailored short term and long term engagement models deliver immediate requirements and support through any change programme as necessary.
- Unique solutions reflect your particular aspirations.
- We get the job done promptly. Because our consultants, unlike your in-house team, are not constantly distracted by other tasks.
- Knowledge of 'best practice' and effective solutions within our clients' specific commercial or public sector assures value for money.
- As our client, you'll tap into expertise and experience gained

"United Dairy Farmers manages a significant number of business transactions on a daily basis, most of which involve automatic data capture and interchange. This includes a wide variety of transactions with leading UK retailers as well as customers both in the EU and worldwide. In order to support our growing operation, and the increasing demands placed on technology throughout the business, we required a stable and flexible technical infrastructure. In addition to improving our data security, the key benefit of our partnership with Capita has been the identification and implementation of a number of key technical".

David Brown, Group IT Director, United Dairy Farmers.

from other industries and sectors.

- Your change management skills are enhanced by our ability to give independent, objective advice.

