

Booker Harris  | TM

Insights

Strategic Transformation
Above the Line Consulting

What is above the line consulting?

Above the line consulting is the where consultants take responsibility and are accountable for the delivery and output of tasks. A good consultant in this regard is outcomes driven; an even better one is responsible for revenue generation or cost reduction at the same time.

Increasingly organisations are outsourcing large and complex projects to large primary system integrators (PSIs). Although there are benefits in doing this, there are also dis-benefits such as with poor visibility and control.

The norm is becoming the smaller more agile consulting firm, because they are:

- More accountable and transparent,
- Are agile in their approach and decision making, and
- They send in their senior staff.

The smaller more agile consulting firm is best placed to provide the following:

- Flexible Delivery,
- Professional Quality, and
- Customer Service.

An Engagement Model for change

Clarifying the Strategic Vision

Ingredients for success are always offering the option of an on demand resourcing, being selective in resourcing decisions, continuously managing the quality, going with the organisation through the challenges and opportunities.

Empowering real change

On-demand Resourcing is about minimising costs without sacrificing quality. Delivering the resources required in the right place, at the right time is invaluable. It is not always enough to be accredited; delivery of real outcome requires the full package - someone with vision equal to the organisation.

Do I need on-demand resourcing?

- Do you often require resources at short notice from a reliable and trusted source?
- Do you need to maximise timely delivery of projects without impacting the machine of government?
- It is about placing a price on the outcome, not the people.

Selective Resourcing is about speeding up implementation. Scoping, negotiating and implementing a viable solution is dependent on real-time data, such as with a Service Request Catalogue and consolidation of services, such as through a Managed Service Provider (MSP).

Multivendor arrangements are often too complex and if they are not, they can become so over time. The management of delivery also becomes a further consideration in terms of integration with interdependent processes and flexible scalability requirements, such as with show back and chargeback models.

Tighter oversight and close management are the name of the game for selective resourcing and are worthy pursuits if to just minimise costs, such as with monitoring the complex supplier-to-supplier interaction.

Constant Quality Improvement or quality management is about providing assurance for the quality of outcomes and solutions. The focus should be a holistic consideration of the process, not as a means unto itself but a tool that empowers internal and external stakeholders in the promotion of organisational objectives.

Although time and material approaches to projects and other huge bodies of work offer many advantages, so too does providing an end-to-end solution that allows the consultant to live and breathe the daily grind. To see what the stakeholders are seeing, to feel what they are feeling and to provide value wherever possible in support of them.

The power of the 'right' management consultant

Management Consultants specialise in low cost, quality delivery. Some benefits of a professional Management consultant are:

- Enhanced Decision making,
- Budgeting,
- Cost behaviour,
- Overhead costing, such as product, service and activity based costing,
- Process and job costing,
- Standard costing,
- Variance analysis,
- Capital expenditure,
- Inventory, pricing decisions and cost-volume-profit analysis, and
- Performance measurement and evaluation.

Saving costs with integrated advantages

Booker Harris is pragmatic and experienced - we have a number of experienced and accredited consultants. Please contact us should you require further assistance or information.

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