

Our Capabilities

Business Outsourcing

Organisations face a complex technology environment - and the need for specialist skills comes at a cost.

Outsourcing is defined as allocating a role or activities to a third party unrelated to the organisation. The most common motive why organisations choose to outsource core and specialist functions is to reap reduced operational costs. However, experience has shown, that this benefit may not be as advantageous in practice as it is in a proposal.

Pitcher Partners offer clients a Managed Outsource model - a solution that provides:

- Sound business solutions
- Flexible arrangements - short or long term contracts
- Experienced staff - chartered accountants **and** IT specialists
- Collaborative approach
- Genuine risk sharing with Pitcher Partners
- Real benefits - knowledge transfer, management control, efficiencies and improvements.

Examples of the assistance we have provided to our clients, both in short and long term arrangements follows:

Case Study -

Operational IT Support

This client provides a mobile credit card point-of-sale solution, allowing business and individuals to conduct direct customer-to-business credit card transactions via mobile phones.

Due to a changing staff structure within the Support Division, the client found itself without the appropriately technically skilled expertise to provide the level of customer service it sought.

Outsourcing Solution

The back-office IT function and Help Desk function has been outsourced to Pitcher Partners. We provide technical and operational support, such as transactional processing, help desk support, back-up, documentation and technical linkage with third party suppliers.

Through regular facilitation sessions with senior executives, we facilitate strategic IT policies to ensure the continued viability of this technological company.



Pitcher Partners uses a consultative approach - getting to understand your business, your challenges and the industry you work within. When partnering with us, we will commit to meet your satisfaction with:

- *cost effective and practical solutions;*
- *appropriate technology;*
- *real tangible benefits;*
- *guaranteed delivery;*
- *unprecedented value for money.*

Case Study

Financial Manager

A long-standing client in the pharmaceutical industry required a Financial Controller with specialist IT expertise for a six month contract. The responsibilities of this position was to manage the accounting functions and provide monthly management reports to the overseas parent company.

Outsourcing Solution

Pitcher Partners placed a full time senior consultant with the required expertise in this role to manage the operational and financial requirements, such as management of accounting staff, daily Financial Controller operational duties, monthly management reporting, reporting to Australian statutory authorities, the client's Australian Board and overseas parent company.

The position also required extensive technical and operational knowledge of the client's enterprise system and to plan and maintain IT strategies for its continued relevance in the organisation.

Case Study

Program Management

With our assistance, our client developed a three year IT strategy and embarked upon a program of inter-related projects. They soon realised that to maximise benefits from this strategy they would be required to complete the program of projects within a limiting time frame.

A tight schedule would over-allocate their existing executives and staff who were required to continue to undertake their operational duties.

Outsourcing Solution

Placing a senior consultant who had both business and IT expertise in a full time role to oversee the program of projects ensured the client's business objectives were realised. It also reduced stress within the organisation, and provided an independent approach to realising the benefits within strict time frames and budgets.

Case Study

IT Manager

Following a company restructure, a large manufacturing business required a full time IT Manager to oversee the day-to-day operational duties. This role's responsibilities were to maintain the appropriate level of help desk service and infrastructure support, including the development and delivery of the IT strategy and training of staff.

Outsourcing Solution

An experienced senior consultant performed this role for over eighteen months. During this contract, the business was sold however the new owners continued to use Pitcher Partners services to ensure a smooth transition and migration of the two disparate information systems. The new owners saw value in continuing with the IT strategy and approved its continuing implementation.



"We considered a number of options for my leave replacement and decided on Pitcher Partners Consulting because of our relationship with them and their understanding of our business. We envisaged Pitcher Partners Consulting would be backed by our financial controller, but his unexpected departure only a week into the secondment made things considerably more difficult. Most people would have run out the door but we trusted Pitcher Partners Consulting to manage both jobs capably, as well as, supervise the strategic pre-plan of our three year budget. That Pitcher Partners Consulting more than lived up to our expectations, is a testament to their adaptability as well as the culture all staff are accustomed to at Pitcher Partners Consulting."

Donna Richardson, Finance Manager
Servier Laboratories

For further information please contact:



Frank Zahra
Partner/Executive Director
T 03 8610 5192
E frank.zahra@pitcher.com.au



Rob McKie
Associate Director
T 03 8610 5443
E rob.mckie@pitcher.com.au



Christine Wigg
Associate Director
T 03 8610 5552
E christine.wigg@pitcher.com.au



Pitcher the difference

Melbourne
Telephone +61 3 8610 5000
partners@pitcher.com.au

Sydney
Telephone +61 2 9221 2099
partners@pitcher-nsw.com.au

Perth
Telephone +61 8 9322 2022
partners@pitcher-wa.com.au

Adelaide
Telephone +61 8 8179 2800
partners@pitcher-sa.com.au

Brisbane
Telephone +61 7 3222 8444
partners@pitcher-qld.com.au