



## OUR CAPABILITIES

*Pitcher the Opportunity*

### System Review

System Reviews are a simple way to secure peace of mind and ensure your company's IT systems are operating at maximum efficiency for your business.

In today's tough business environment, in which companies are under constant pressure to take advantage of new opportunities, the value of IT systems is often only recognised when things go wrong.

However, we frequently see situations where ineffective systems and processes have a negative impact on business growth.

A simple and effective way of ensuring longer-term business health is to evaluate an organisation's systems through planned reviews.

#### IT Health Check

A carefully planned IT Health Check helps diagnose problems before they impact on profit. Through an interview-based discovery of the status of IT systems and infrastructure, followed by an analysis against best practice and industry trends, our clients have benefited from these checks that highlight:

1. **Operational Cost Savings** – opportunities for increased efficiencies;
2. **IT Strategy Gaps** – potential threat to achieving business objectives and goals;
3. **Insecure Processes** – potential for exploitation through IT abuse;
4. **Reporting Integrity** – security of company information;
5. **Risk Management** – adequacy of IT procedures and policies;
6. **Disaster Recovery** – ability to restore mission critical functionality.

#### Project Review

Management of projects is a specialised skill that requires the project manager to be familiar with all aspects of project, quality and change management. Many organisations choose to nominate an internal project manager, often on a part time basis, to concurrently manage both a project and their operational daily tasks.

Whilst we recommend that mission critical projects are undertaken by a full time experienced project manager, we provide the following services to clients.



#### Mentoring and coaching

Commonly we participate at Steering Committee meetings, guiding and assisting project managers and project teams to ensure the project remains on track and as scoped.

#### Project reviews

Appropriate and adequate documentation is vital to any project, particularly a system implementation where functionality is mission critical to an organisation. Clients seek our services to review internal project manager's control of the project, ensuring adherence to sound methodologies, risk and quality management and appropriate risk mitigation plans.

## Post Implementation Review

Commonly undertaken 4 – 8 weeks after implementation or “go live” date, Post Implementation Reviews (PIR) provide an opportunity for client, vendor and project management teams to assess the implementation process, confirm the adequacy of processes and resolve issues of inefficiencies, functionality and review support.

## Case Studies

### IT Health Check

Our consultants frequently identify opportunities to reduce duplication of work and increase productivity through greater reduction of manual processes and integration between IT systems, **resulting in operational savings**. We recently saved a client over \$100,000 per annum when an IT Health Check revealed the cost spent on outsourcing the IT and Telecommunications support role far outweighed the cost of recruiting staff to perform this function in-house.

Another client recently asked us to investigate why it was having difficulty meeting sales targets, despite having undertaken a thorough business

planning process with its sales team to identify new products and markets. Our IT Health Check concluded that while each business unit had established appropriate IT systems and processes to meet these targets, **no thought had been given to IT integration between the units**, resulting in a significant amount of duplication of work. Pitcher Partners assisted the client to overcome this problem by facilitating a cross-business planning session and the company is now working together to meet its goals.

### Post Implementation Review

Built on the foundation of a long and mutually successful relationship from implementing solutions to meet their business requirements, a large Australian health insurance fund and medical benefits provider approached Pitcher Partners to assist them with a major information system project.

After an extensive selection exercise, a new system was chosen and the implementation began. **Prior to the system going live, Pitcher Partners was asked to perform a review of the implementation**. This was with the view to providing assurance as to the go live readiness of the system.



Through our extensive experience of IT Project Management, Project Methodologies, IT Reviews and Project Audit, Pitcher Partners was able to highlight areas that needed addressing to ensure a smooth go-live of the system.

**Pitcher Partners also performed a Post Implementation Review** to provide further assurance the systems were performing as expected. More specifically, the review focussed on the strength of control over the processing, completeness, accuracy and validity of premium and claims transactions. Of critical importance was the successful management of the membership lifecycle. Through our knowledge of business systems and implementation, Pitcher Partners was able to assure our client that all benefits expected from the system were realised.

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