



A case study: Clear insight drives future efficiencies

"The formulation of a problem is often more essential than its solution, which may be merely a matter of mathematical or experimental skill."

- Albert Einstein

Understanding the business landscape to plot a sustainable future

Executive Summary

Analyze Consulting successfully assisted the operations team of a large non-profit organisation (NPO) to gain a clear understanding of their business, processes and key objectives which effectively enabled them to determine the way forward for their organisation.

Problem statement from client:

"We are having difficulty finalising our year end as a number of systems issues have prevented us from closing several month-ends. Reconciliation is going to be challenging as we have to do it manually and we simply do not have the time"

The Challenge

The operations team for the NPO was faced with uncertainty and reduced productivity due to duplicated and, in most cases, undocumented processes. Inefficient manual processes opened the organisation up to data capture errors which were exacerbated through the use of multiple systems.

The team was overworked and falling behind deadlines due to these challenges which resulted in low of morale and poor productivity.

How Analyze Helped

Analyze undertook a detailed review of the organisation's functions, processes and systems in order to understand what they do and how they do it:

- Key challenges were outlined and appropriate solutions were formulated, working closely with the management team.
- Constant feedback was given throughout the process to gauge the organisation's appetite and suitability of the suggested solutions. Regular communication helped to ensure employee buy-in to the change process.
- Key deliverables that would bring the greatest value to the organisation in the shortest time were presented by Analyze and agreed to by the team for the next phase.
- A recommended journey to implement these changes was developed, allowing for important dates in the organisation's calendar.

Results & Return on Investment

In just 6 weeks Analyze provided the team with clear insight into their organisation, the key challenges and inefficient processes.

This insight aided both teams to collectively formulate the next steps required to successfully move the business forward.

Future Plans

Instead of spending money on new and unnecessary systems, a more considered approach to resolving process bottlenecks as well as applying a fit for purpose solution architecture, will now be conducted as Phase 2 of this project.

Client Testimonials: *"This process has helped us to identify what needs fixing and where we need to improve. Currently we are duplicating both work and effort. Employees are stretched and are not getting to complete their work which means they are further pressured to try and meet deadlines."*

"Our annual conference is key for us and Analyze has highlighted how best we can utilise the time between now and then to improve the organisation. Year-end this year will be far better than previous years due to the many issues that have been addressed and resolved"