

Business Optimisation Services & Strategy (BOSS™)



Are you confident that all the processes in your organisation are performed by the right people, at the right time and with necessary controls, to ensure effective and efficient business operations?

You have invested in systems that have helped to structure the way key operational functions are performed within your organisation. However, inefficiencies often arise in the layer of unstructured work that is carried out within and around these systems. Hidden and potentially unnecessary processes and manual workarounds could be costing your business money. Furthermore, undocumented and “messy” processes could mean you are not getting the most out of your existing IT investment.

Are the following types of questions keeping you awake at night?

- How can I improve the **productivity** of my workforce?
- How can I best **maximize value** per dollar spent?
- How can I ensure we have **consistent and reliable** management information?
- How can I ensure we are **compliant** with current legislation and standards?

Why do you need BOSS?

We believe every organisation has the potential to be a high performing workplace. We have designed the Business Optimisation Strategy and Services (BOSS) offering to work with you to:

- Identify, prioritise and document pain points and challenge areas within your current environment
- Analyse selected key processes to identify areas for improvement and provide recommendations on optimising these processes
- Provide an Adoption Roadmap & Implementation Plan

Potential Areas You May Consider for BOSS™

Supply Chain Processes

- Request For Proposal
- New Vendor Approval

Sales Cycle

- Contact Management
- Opportunity Management
- Sales Forecasting
- Debt Collection
- Approval of New Credit Accounts

Production Cycle

- New Product Development
- Job Control
- Warehouse Management

Financial Management

- Loan Application Management
- Collections
- Journal Approvals
- Chart of Accounts Management

Human Resources

- Leave Administration
- Recruitment
- Performance Management
- Training; Payroll
- Travel and Expenses

Other

- IT Help Desk
- Service Level Agreements
- Call Centre Management
- Complaints Handling
- SLA Management

Business Optimisation Services & Strategy (BOSS™)



BOSS will uncover, optimise and standardise critical steps that drive your business. The result will be processes that are consistent, repeatable and transparent and a strategy to help answer those 'nagging' question around productivity, value, consistency and compliance. In addition you will have documentation to support faster on-boarding of staff, improved training and tools to help you plan for future growth.

The BOSS Team that will work with you

The unique difference is that you will engage the most senior personnel at Professional Advantage who combine their thorough knowledge of business processes with the deep expertise in the broad range of IT solutions. This combination of skills is guaranteed to deliver positive results to your business.



Elzina Hodzic

As a Solutions Architect Elzina has designed complex solutions to integrate multiple products and optimise business processes, developed long term solution frameworks that align technology and business strategy and designed and applied information management concepts and methodologies to help clients plan, monitor and analyse performance. Elzina has been delivering business-solutions to clients for over 10 years.

Sign up or find out more:

To sign-up or discuss how BOSS™ could help drive higher performance in your organisation, please phone:

Elzina on (02) 9466 8616 or email elzina.hodzic@pa.com.au

“Standardisation and automation of the critical sub processes in performance management has delivered 60% decrease in time to gather and analyse performance data and 30% increase in accuracy.”