



ADVISORY SERVICES

Finding and delivering better ways of working.

Progressive organisations recognise that providing quality, modern and efficient services is essential to ensuring that they remain connected to their communities.

We understand that it can be challenging to achieve all of these things at once. Our specialist Advisory Services enable local councils and other organisations to achieve their service delivery and operational goals.

In our highly practical approach we look at one or more service areas to identify where costs can be saved, capacity can be built and services can be improved.

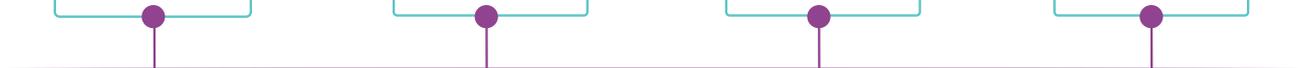
OUR ADVISORY SERVICES PROCESS:

Assess and define opportunities for improvement

Design tailored solutions and delivery frameworks

Work alongside council to implement and manage change

Realise benefits and measure results



ADVISORY SERVICES – BUSINESS REVIEWS

Our business reviews provide a transparent overview and comprehensive breakdown of the visible and hidden costs associated with the delivery of a business service or group of services within a council or organisation.

OUR BUSINESS REVIEWS INCLUDE:

- Service reviews
- Organisational reviews
- Efficiency reviews
- Benchmarking reviews

We look beyond organisational structures for a functional view of service delivery, allowing us to identify key service, organisational, efficiency and operational challenges. Importantly, our reviews can look at all service delivery 'touch points' within an organisation – not just 'traditional' customer services.

Our business reviews provide facts and data upon which informed decisions can be made to improve service delivery and efficiency. On completion of our reviews, we produce a comprehensive service area or business health report including recommendations and advice to address areas for improvement.

OUR BUSINESS REVIEWS:

- Assess the capacity and resource requirements for existing customer service model/s, identifying associated costs, including how customers currently engage with an organisation (typically more than 50% of operating costs are hidden)
- Evaluate the cost effectiveness and quality of customer interactions
- Measure customer satisfaction and provide recommendations to enhance services
- Examine the status of customer service technology investments and assess their value for money
- Identify major service delivery challenges and opportunities for an organisation across resourcing, technology, channel strategy, processes and systems
- Identify opportunities and provide recommendations to realise tangible financial and operational efficiencies across customer and transactional service areas

ADVISORY SERVICES – SOLUTION DESIGN AND IMPLEMENTATION

Following our review phase, we can work alongside an organisation to design and deliver better ways of working.

We apply our change management and business transformation expertise to action business review recommendations, design better ways of working and provide the expertise to ensure successful implementation.

Our solution design and implementation sees us:

- Provide frameworks, processes and implementation advice for business and service transformation

- Deliver a tailored corporate governance structure, related processes and advice for implementation success
- Provide a structured and strategic change management plan and advice for implementation success

Through building and implementing frameworks and processes that address areas for improvement we achieve real service delivery gains for our clients.

CONTACT US

Connect with us today to find out how we can help your organisation discover a smarter future.

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