



Supporting business on the Information Technology Journey

Salar IT has decades of experience helping organisations to maximise business benefits from their IT systems.

Solving business IT challenges

- Justification for IT investment
- Choosing new systems
- Implementing new systems
- Rationalising complex IT systems
- When things go wrong (IT Supplier problems)
- Data driven business management
- Business process automation
- Project management skills
- Effective use of Excel
- Load and extract data

... see below

A selection of clients:-

Norbrook Laboratories, AVIC Cabin Systems, Government of Western Australia (DOH), Thompson Aero Seating, Mullan Training, Whitemountain (Breedon Group), The Medway NHS Trust, Milligan Oil, Dyno Rod, Nottingham University Hospitals NHS Trust.



Rod O'Doherty

For over 30 years, Rod has been helping companies maximise genuine business benefits from their Information Technology journey.

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| Business Challenge | <ul style="list-style-type: none"> ● Questions to be answered ○ Issues to be resolved | Service(s) |
|---|--|---|
| <p>Justification for IT investment <i>(Making the business case for new or upgraded IT systems. Seeking an impartial justification or review of IT investment plans)</i></p> | <ul style="list-style-type: none"> ● What needs be done and why? ● What benefits should the business expect? ● What does <i>success</i> look like and how will we measure it? ● What are the alternative approaches/technologies? ● What is the cost and when can a return on investment be expected? ● What size of budget and contingency should I set. ● How long will it take? How will it be managed? Who will be involved? ● What are the major risks and how do we protect against them? ● Should it be done at all? ○ A need for impartial scrutiny of cost and estimates. ○ Confirm alignment with overall business strategy | <p>IT Project Justification</p> <ul style="list-style-type: none"> ● Definition of opportunity/ problem/need ● Preparation of business case <ul style="list-style-type: none"> · Alternative approaches/risks · Project cost estimates · Alignment with business strategy. · Outline plans for delivery · Organisation of project team · Investment appraisal · Risk to the business · Justification review process |
| <p>Choosing new systems <i>(Use a structured approach to make a logical, objective and un-biased decision)</i></p> <p><i>Implementing a system where none existed before can seem a daunting prospect. However, taking a structured step-by-step approach will lead to the best possible decision.</i></p> | <ul style="list-style-type: none"> ● What features are needed to benefit my particular business? ● What sort of access is required (In the office, factory floor and out on the road)? ● What are the immediate and long-term costs? ● When will it pay for itself? ● How will I manage the implementation of the new system? ● Will it work-alongside and integrate-with my existing systems (eg: CRM, purchase planning, finance, manufacturing)? ● Will it scale-up (or scale-down) as needed? ● Will my business culture support the successful application of a new business system? ● What are the risks? How will it be secured from both internal and external threats? ● Is a new system really needed and will it deliver benefit for my business? | <p>Solution & System Selection <i>(Independent, impartial guidance)</i></p> <ul style="list-style-type: none"> ● Business needs analysis ● Stakeholder needs analysis ● Selection/criteria definition ● Evaluation of alternatives ● Risk evaluation ● Proposal and decision support |

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| <p>Implementing a new IT system <i>(Managing delivery of IT systems)</i></p> <p><i>Having chosen a computer solution, the next challenge is ‘making it happen’ through a structured management approach.</i></p> | <ul style="list-style-type: none"> • Where to begin? • What needs to be done? • Who will do it and how will they be managed? • How do we ensure we gain the expected business benefit? • Will it be delivered on time and within budget? • What are the risks and how do we mitigate them? • What happens if something changes? | <p>IT Project Management</p> <ul style="list-style-type: none"> • Structured Project Planning • Team organisation and development • Monitoring budget • Controlling risks, issues, quality and changes • Communication and progress reporting • Test and quality management • Manage user training, go-live and downstream support |
| <p>Rationalise complex IT systems <i>(Merge, upgrade, decommission)</i></p> <p><i>As a business expands and evolves, it is common to have created complexity due to multiple separate systems which do not ‘talk’ to each other OR multiple systems which do the same functions for different parts of the business. Merging, upgrading or replacement are potential options to minimise such complexity.</i></p> | <ul style="list-style-type: none"> • Are my computer systems helping or hindering my business? • Does my business really understand the capability of our computer systems? • Is my business duplicating effort and wasting resources? • Do I really need to upgrade the systems I already own? • Are there common business functions which could be merged into one of my existing computer systems? • Should I consider replacing computer systems to gain business benefit? • Can we work smarter? | <p>Systems/Process Review <i>(Identify strengths and weakness)</i></p> <ul style="list-style-type: none"> • Business systems review • Business interaction review • Stakeholder interaction analysis • Improvement criteria definition • Evaluation of alternative improvements • Proposal and improvement decision support |

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| <p>When things go wrong <i>(Resolving IT service/supplier issues)</i></p> | <ul style="list-style-type: none"> ○ Frequent problems with IT systems. ○ IT system supplier won't or can't fix a problem. ○ IT System delivery timescale overruns. ○ Delays in resolving IT systems problems. ○ Increased service costs from IT system supplier. ○ Poor system quality or dispute over what has been delivered. ○ Being forced to upgrade to a later version of system. | <p>Independent Dispute Resolution</p> <ul style="list-style-type: none"> • Problem Definition • Mediation where appropriate • Facilitation • Negotiation of resolution • Ideally aim for win-win or at least mutually acceptable resolutions |
| <p>Data driven business management - poor management information</p> <p><i>(Difficult to extract timely, meaningful business insights from computer systems. Difficulty in securely providing information to multiple employees.)</i></p> | <ul style="list-style-type: none"> • How to get visibility of current business performance? • What are the evidential trends in my business functions? • What is the forecast for the future of my business? • What insights can I learn from historical data? ○ Hard to extract information from IT systems. ○ Need to merge and present information from different systems. ○ Need immediate access to current live information. ○ Need to provide multiple user access to information. ○ Regular heavy effort using Excel to produce management reports. ○ Complex or arduous Excel manipulation leading to errors. ○ Re-inventing the wheel when new employees tasked with reporting. ○ Manually compiling and distributing reports to multiple stakeholders. | <p>Data extraction and Presentation</p> <ul style="list-style-type: none"> • Reporting process review • Analysis of available data • Understanding of reporting needs • Produce meaningful KPI's • Automation of reporting process <ul style="list-style-type: none"> · Business Data Dashboards (BI) · Automate Excel process · Potential for application of Artificial Intelligence and Machine Learning |
| <p>Business process automation</p> <p><i>(When a business process is burdensome or complex, but is unique to your business, a bespoke workflow system may be the answer)</i></p> | <ul style="list-style-type: none"> • Can I automate some of my business functions? • Can I reduce time preparing spreadsheets? ○ A process unique to my business ○ Poor collaboration/communication across business functions ○ No commercially suitable computer applications are available ○ Need a quick solution ○ Need instant visibility of the state of my business throughput | <p>Rapid Database Development</p> <ul style="list-style-type: none"> • Data capture/forms • Workflow development • Data Processing • Data Storage • Reporting |

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| <p>Project-management skills</p> <p><i>(Deliver successful business projects using a structured approach to project management. This covers IT and non-IT projects alike)</i></p> | <ul style="list-style-type: none"> ● Why do business projects fail? ● How do you manage change? ○ No internal or formally trained project managers. ○ Business projects peter-out or fail to deliver. ○ Projects tend to overrun or exceed budget. ○ Projects don't go to plan. | <p>Project Management Training</p> <ul style="list-style-type: none"> ● 1 day course ● 1:1 or multiple attendees ● Remote or on location ● Based on industry standard (PRINCE2) ● Certificate and materials supplied |
| <p>Effective use of Excel</p> <p><i>(Learn to use the advanced powers of Excel to gain business insights from your data.)</i></p> | <ul style="list-style-type: none"> ○ Data: Loading, sorting, sub-totalling, transform, validation, lookups. ○ Manipulation: Conditions, Pivot tables & charts, formulas, date handling. ○ Sharing: Shared workbooks, charts, pdf, formatting. ○ Programming: Recurring tasks | <p>Excel Training</p> <ul style="list-style-type: none"> ● 1 day course ● 1:1 or multiple attendees ● Customised to your business ● Remote or on location ● Certificate and materials supplied |
| <p>Load and Extract Data</p> <p><i>(Extract, cleanse, transform, load, interface)</i></p> | <ul style="list-style-type: none"> ○ Check application data integrity. ○ Cleans data (fix errors, re-format, fill in the blanks). ○ Bulk load data into application/system. ○ Extract data (eg: Mailshots, email campaigns). ○ Prepare data for use in Artificial Intelligence models | <p>Data Manipulation</p> <ul style="list-style-type: none"> ● Data scanning for errors and anomalies ● Bulk data uploads ● Application interfacing ● Repeatable rule-based data extraction |