

Irish Taylor & Co.

Case Study

Business Consultation

August 2024



Business Consultation

Background

Irish Taylor is a leading provider of innovative software solutions, specialising in business consultation. The primary focus of this case study is on the business consultation services we provided to ensure the success of these projects. CIHSR was facing numerous challenges related to resource management, coordination among departments, and project monitoring, which significantly disadvantaged their efficiency. Our role was to address these issues by providing a strategic business consultation to guide the development and implementation of these solutions.



Objectives

The primary objectives of the Business Consultation project for CIHSR:

- To identify gaps and assess the key areas needed for improvement through detailed interviews and a thorough understanding of the organisation's current processes.
- To evaluate the impact of identified vulnerabilities and the use of strategic planning involved in managing projects and ticketing.
- To provide actionable recommendations to digitalise processes through technology integration within ongoing systems.
- To develop scalable and adaptable systems that can accommodate future growth and additional software requirements.

Methodology

Business consultation process with CIHSR:

- **Comprehensive Needs Assessment:**
 - We began by conducting in-depth interviews with key stakeholders across various departments, including administration, IT, and support services. This allowed us to comprehensively understand the institute's current processes, pain points, and aspirations.
 - Our team also performed a detailed needs assessment to identify critical gaps in the existing systems.
- **Defining Clear Objectives:**
 - Based on the insights gathered, we helped the institute define clear and measurable objectives for the project.
 - These included reducing response time, improving resource allocation, enhancing communication between departments, and creating a system that could easily adapt to future needs.
- **Workflow Optimization:**
 - One of the primary outcomes of our consultation was the design of a new business process workflow tailored to the institute's specific needs.
 - We mapped out the complete support service workflow, from ticket creation to resolution, ensuring that each step was optimized for efficiency.
- **Cost Analysis and Allocation Strategy:**
 - We provided the institute with a framework for accurately logging time and materials, allowing for precise cost allocation to the respective departments.
 - Our consultation focused on developing a robust cost allocation strategy.
- **Adaptability:**
 - Irish Taylor fosters a culture of adaptability and resilience to ensure seamless implementation of new requirements within the ticketing and project management software.

- **Future-Proofing the System:**

A key aspect of our consultation was ensuring that the software would be scalable and adaptable to CIHSR's future needs. We advised on creating a flexible structure that could accommodate additional features and modules as the organization's requirements evolved.

Key Findings

Irish Taylor implemented several strategic initiatives to significant improvements for CIHSR.

- Through our business consultation services, we initiated two key projects aimed at enhancing overall efficiency and streamlining processes throughout the organisation.
- Our detailed interviews and stakeholder research uncovered significant issues, including poor communication and a lack of coordination between departments, which led to delays in project execution and resource mismanagement.
- We advised on the digital transformation of their existing processes, guiding them from outdated paper-based workflows to more efficient digital systems.

Impact Analysis

The Impact of Irish Taylor's business consultation services on CIHSR is evident through tangible improvements:

- Enhanced operational efficiency of the project management software allowing the client to initiate, monitor and track the progress of CIHSR projects.
- We provided expert consultation on best practices for the project management software and ticketing software tailored to the organisation's unique needs.
- The ticketing software improved response times to tickets and helped measure the efficiency of the service-related operations.
- The project management and ticketing software were both implemented successfully due to regular communication with stakeholders helping to align the software with the client's goals.

Conclusion

Irish Taylor's business consultation services over the two months in 2023 have helped to improve significant areas for CIHSR, by employing a strategic approach and leveraging the extensive knowledge in these services to address the complex business challenges. Customised responses have been shown to significantly enhance the productivity and overall efficiency of the organisation.