

Digital Architecture

Capability Statement



Your 'Digital Architecture' is the overall structure and design of your IT systems and infrastructure, and how it works cohesively to support your business objectives.



About Rivor

Rivor Advisory is a specialised and independent member of a global enterprise employing more than 4,000 people and providing business and technology-related services to various organisations and industries throughout the USA, Europe, Africa, and Australasia. For more than 40 years, our Group has collectively assisted in transforming the businesses of some of the world's largest and most respected brands. The ability of Rivor to tap into our group's vast expertise and global reach enables us to extend our support to organisations worldwide, all while operating from our Australian base. In doing so, we are proud to offer a seamless blend of local insight and global proficiency, ensuring our clients can take advantage of proven digital architecture solutions specifically tailored to their unique needs.



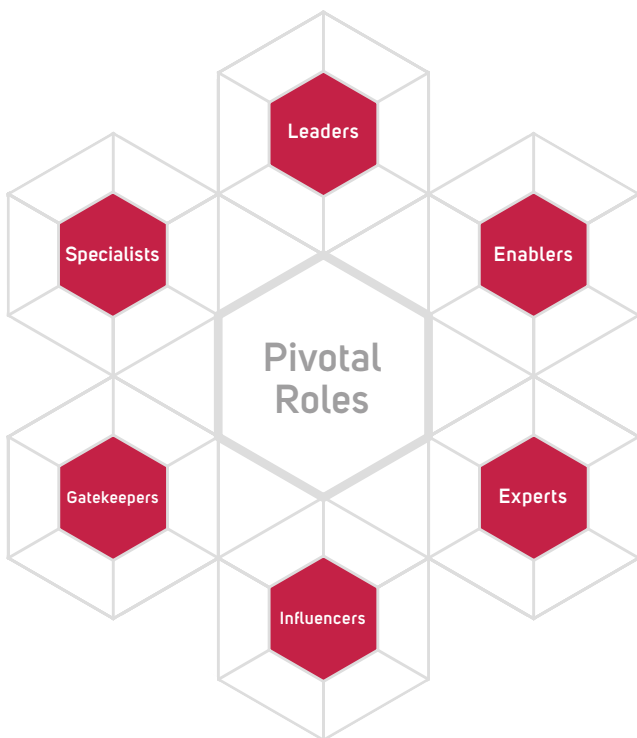


Making it work

Ours is a distinctive and highly practical advisory approach that is driven by our mission to ‘make it work.’ It starts with recognising that only people can create value and identifying and optimising the pivotal roles that play a decisive role in the success or failure of any project, process, or undertaking. These roles wield substantial influence over outcomes, and our in-depth understanding and analysis of them empower us to craft our innovative and tailored digital architecture solutions. These solutions, in turn, enhance individual efficiency, promote collaborative excellence, and foster a culture of continuous development.

Focus on the pivotal roles

In every organisation there are pivotal roles that determine the success or failure of any undertaking. At Rivor, our starting point is to identify and optimise those pivotal roles so we understand who they are, what they do, and how they can best work together to help create value.



Leaders

We assist leaders by providing them with tailored guidance, resources, and strategies to enhance their decision-making abilities, foster effective communication, and inspire cohesive teamwork within their organisations.

Enablers

We assist enablers by providing them with streamlined tools, efficient processes, and comprehensive guidance to enhance their effectiveness in facilitating the achievement of those goals and objectives.

Experts

We aid experts by providing them with specialised resources, advanced tools, and collaborative platforms that further augment their knowledge, refine their skills, and facilitate their ability to contribute significantly to their respective fields and the overall organisational objectives.

Influencers

We support influencers by providing them with tailored resources, effective strategies, and insightful guidance to amplify their impact, expand their reach, and enhance their ability to inspire and drive positive change among their communities.

Gatekeepers

We assist gatekeepers by providing them with streamlined tools, efficient processes, and comprehensive support to optimise their compliance and decision-making procedures, ensuring a smoother flow of information and resources.

Specialists

We support specialists by offering them targeted resources, advanced tools, and a collaborative environment that fosters their continued professional development, encourages innovation, and enables them to make impactful contributions.

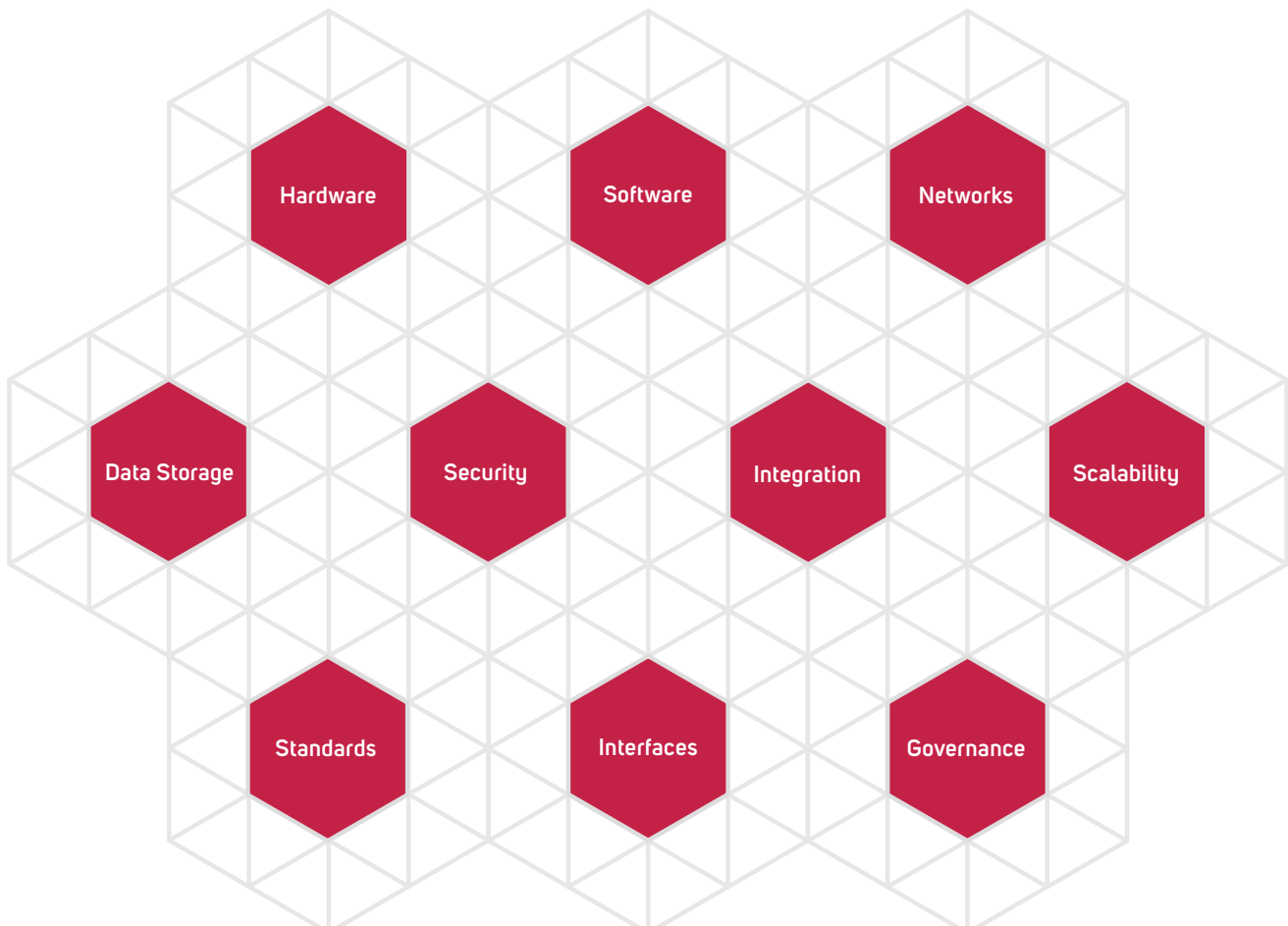


Making Digital Architecture Work

The primary goal of Digital Architecture is to seamlessly align an organisation's IT assets in support of its business objectives. Misalignment may lead to inefficient resource use and technology initiatives that don't support the business's strategic direction. Additionally, a lack of scalability or adaptability can render the architecture obsolete, requiring costly modifications. Developing and maintaining an effective Digital Architecture is vital for optimising investments, enhancing operational efficiency, and staying competitive in a rapidly evolving technological landscape.

Aligning technology with your strategic goals

Rivor helps organisations take a proactive and strategic approach to technology planning, implementation, and management to ensure that the digital architecture aligns with the overall strategic goals of the organisation.





Making Digital Architecture Work

Rivor offers a people-focused, independent approach to ensuring that your technology is both understood and relevant to facilitating the value you intended. We make technology work for you, not the other way around.

Hardware

This includes servers, computers, storage devices, and other physical equipment that form the foundation of the digital architecture.

Software

This comprises the operating systems, applications, databases, and other software solutions that enable various business processes and functions.

Networks

The communication infrastructure, such as local area networks (LANs), wide area networks (WANs), and internet connectivity, is crucial for facilitating data transfer and communication between different parts of the organisation.

Data Storage

This involves the organisation's strategy for storing, managing, and accessing data. It includes databases, data warehouses, and other storage solutions.

Security

Digital architecture must incorporate security measures to protect the organisation's data and systems from unauthorised access, breaches, and other security threats.

Integration

The architecture should facilitate the integration of different systems and applications to ensure seamless communication and data flow across the organisation.

Scalability and Flexibility

The architecture should be designed to scale with the organisation's growth and be flexible enough to adapt to changes in technology and business requirements.

Standards and Protocols

Adherence to industry standards and protocols ensures compatibility and interoperability between different components of the technology architecture.

User Interfaces

The design of user interfaces, including both internal and external interfaces, is an important consideration to ensure that technology is user-friendly and supports efficient workflows.

Governance

Establishing governance policies and frameworks helps in managing and controlling the digital architecture, ensuring alignment with business goals, and maintaining compliance with regulations.



Project Snapshots

Rivor has successfully undertaken many client engagements throughout our 25 years of operation. These examples serve to showcase our proven expertise in evaluating and improving the robustness and efficiency of Digital Architecture solutions.

Financial Services

Financial Systems

Played a key role in developing a strategic plan to address the Financial Management Information Systems requirements of the bank. This collaborative effort ensures a robust and tailored approach, aligning the organisation's financial management with its long-term objectives, fostering effective decision-making and financial efficiency.

Healthcare

Financial Systems

Played a vital role in the re-implementation of comprehensive financial systems for a major Hospital Zone, encompassing all aspects of the finance function. This transformative initiative optimised financial management processes, bolstered data accuracy, and empowered the organisation with efficient financial controls and reporting capabilities.

Utilities

Shared Services

Efficiently project managed the design and implementation of a Shared Services framework across 15 support units, piloting with the IT unit. Multiple projects assessed the commercial structure and competitiveness within the market, fostering streamlined operations and cost-effectiveness while optimising services for improved organisational efficiency.

Utilities

Financial Systems

Provided expert guidance in defining financial management best practices for the implementation of new financial systems, encompassing planning, budgeting, and reporting. This included designing revised management reports based on best practices and establishing a framework for developing key components of their Chart of Accounts, optimising financial operations and reporting.

Defence

Financial Systems

Provided valuable support in implementing SAP to facilitate the adoption of a new resource management framework. The comprehensive scope involved Budgeting & Planning, Costing, Reporting, Cash Management, Procurement, Accounts Receivable, and Assets & Projects. The implementation included reengineering associated business processes to align with SAP's best practices, optimising operational efficiency and effectiveness.

Private Healthcare

HR & Payroll System Implementation

Aided in deploying a new HR/Payroll system across 28 entities, encompassing 20,000+ employees. Orchestrated a standard payroll service model integration while tailoring a cohesive HR model across diverse entities. Ensured seamless implementation, fostering uniformity and customisation to meet unique operational requirements.



Legal

Practice Administration System

Provided expert assistance in defining practice administration system requirements and expedited a swift system selection process. The project yielded a comprehensive business case, recommending the preferred vendor based on a detailed evaluation, ensuring optimal alignment with the organisation's needs and goals.

Agriculture

Management Information System

Provided expert guidance in defining information requirements to support management's daily decision-making activities, facilitating the selection of an appropriate system. This strategic support ensures streamlined data access, empowering management with timely and relevant insights for effective decision-making across the organisation.

Mental Health & Disability

HRIS

Crafted a strategic business case advocating investment in a transformative HRIS technology suite, pivotal for organisational expansion and service enhancement. Guided the client in efficient third-party vendor management, overseeing seamless technology implementation. Enabled streamlined service delivery and robust support for sustained business growth.

Health Fund

CRM Review

Conducted a thorough business risk assessment of the CRM system ahead of implementation, with a focus on evaluating its strategic value and assessing the organisation's readiness for the upcoming implementation. This comprehensive review ensures a seamless and well-prepared integration, maximising the CRM system's benefits and aligning with the organisation's objectives.

Insurance

Quality Assurance of System Selection

Delivered a comprehensive quality assurance role in assessing software providers for core system replacements. This multifaceted role involved both coaching and auditing aspects, ensuring a well-informed selection process, optimising the organisation's choice, and facilitating a smooth transition to enhanced core systems.

Manufacturing

Technology Review

Performed a comprehensive review of the digital architecture, analysing its current setup's relevance to the organisation's future direction and structure. This strategic assessment ensures alignment with the organisation's goals and optimises technology investments for enhanced efficiency and long-term success.

Manufacturing

Business Continuity Plan

Developed a comprehensive business continuity plan facilitating data centre relocation, cost reduction, and minimised organisational risk. This strategic plan empowers the business to navigate potential disruptions efficiently, while optimising operations, ensuring data security, and fostering overall resilience for sustained business continuity.

Advertising

Review of Location & Navigation Business

Conducted an extensive review of L&N business to identify present improvements and future challenges considering market trends. Additionally, the project involves designing a dashboard to facilitate ongoing business management, ensuring data-driven decision-making and alignment with market dynamics for sustained success.

Retail

IT Review

Performed a comprehensive review of the organisation's IT function and architecture, evaluating its current alignment with business needs and potential changes required for future readiness. This strategic assessment ensures optimal IT support for the business, fostering scalability and adaptability to meet evolving demands effectively.



Waste Management

Technology Review

Conducted a thorough review of the digital architecture, assessing its current setup's relevance to the organisation's future direction and structure. This strategic evaluation ensures alignment with the organisation's goals and optimises technology investments for enhanced efficiency and long-term success.

Healthcare

Billing System

Led the selection and implementation of a billing system, enhancing revenue capture and management for the hospital. This successful project resulted in significant financial benefits, eliminating revenue leakage and fostering a more efficient and accurate billing process.

Higher Education

Student Management System

Managed a project facilitating the sale of a student management system to a third party, involving extensive consultation with the participation of 11 universities. This collaborative effort ensured seamless implementation, delivering valuable solutions, and fostering successful partnerships within the education sector.

Higher Education

Post Implementation Review

Conducted an in-depth review of an HR & Payroll system implementation to investigate the reasons behind the initial project failure. This thorough assessment provided valuable insights into the challenges faced and identified crucial areas for improvement, ensuring a successful system deployment in subsequent efforts.

Higher Education

Go-Live Assessment Review

Conducted a preliminary assessment of the project's go-live status, providing valuable insights and recommendations for necessary changes to ensure a successful implementation. This proactive approach helped address potential issues and optimised the project's outcome for a smooth and effective go-live process.

Mental Health & Disability

ICT Architecture

Collaborated with the organisation to design a comprehensive ICT architecture supporting a workforce of over 3,000 employees. The design encompassed all aspects of the business, ensuring seamless integration, enhanced efficiency, and optimal technological support for the organisation's operations and growth.

Mental Health & Disability

HR & Finance System Implementation

Supported the organisation in successfully implementing a new HR & Finance system for a workforce of over 3,500 people. The project involved deploying a standardised HR & Finance service model across various divisions and programs, ensuring efficient operations and seamless integration throughout the organisation.

Mental Health & Disability

ICT Architecture

Collaborated with the organisation to develop a robust ICT architecture capable of accommodating rapid growth demands while remaining cost-effective within financial constraints. The strategic approach ensures scalability, adaptability, and optimal resource utilisation, fostering sustainable growth and enhanced operational efficiency.

Mental Health & Disability

ICT Architecture

Collaborated in designing a comprehensive ICT architecture to support a workforce of over 600 people, encompassing all business aspects. The tailored solution ensures seamless integration, improved productivity, and efficient technology utilisation, empowering the organisation to thrive in its operations and achieve its goals.



Higher Education

Digital Architecture Transformation

Conducted a review of the legacy technological environment, which was creating a range of risks and inefficiencies. Developed detailed functional requirements to overcome this and incorporated them in a tender process for the provision of a new ERP solution and on-going partnership model, providing the basis for a broader technology transformation and stabilising the client's technology environment.

Manufacturer

Ticketing System

Clarified business needs, capturing and monitoring customer requests across various channels. Constructed and managed a solution on behalf of the client, ensuring all requests were addressed efficiently and promptly.

Construction

Ticketing System

Outlined business requirements for effective customer engagement and request management across multiple platforms. Constructed a tailored solution and assumed operational responsibility for its implementation on behalf of the client, ensuring seamless tracking and timely resolution of customer requests.

Logistics

Demerger of Technology

Facilitated demerger of a business unit post its overseas sale. Scoped and articulated decommissioning process from core ERP system, defined necessary data extracts, and managed change. Engaged senior stakeholders, business users, and ICT teams for support and seamless transition.

Transport

Ticketing System

Established business requirements for effective engagement, encompassing diverse customer request channels and monitoring mechanisms. Constructed a tailored solution based on these requirements, providing comprehensive operational support to the client throughout the process.

Higher Education

Ticketing System

Established precise business requisites for enhanced customer engagement, capturing requests and monitoring their resolution timelines through diverse mediums. Constructed a comprehensive solution tailored to these demands and actively managed it on the client's behalf, ensuring efficient and timely request addressing.

Mental Health & Disability

Service Desk

Enabled streamlined ICT infrastructure via requirements facilitation, tendering, provider selection, and onboarding. Fostered a joint operational model for Service Desk with the chosen provider, encompassing infrastructure management, Level 1 Service Desk, Onsite & Desktop Support, Server and Network Management, and occasional professional services for strategic projects.

Retail

Ticketing System

Formulated precise business requisites for enhanced organisational engagement, capturing and tracking customer requests across diverse platforms. Created a comprehensive solution aligned with these requirements and efficiently managed it on behalf of the client, ensuring timely and effective resolution of customer requests.

Higher Education

ERP System Selection

Outlined crucial ERP business requirements for a nascent organisation, streamlining processes and maximising efficiency. Spearheaded the meticulous selection process to identify the ideal vendor, ensuring alignment with the organisation's specific needs and long-term goals.



Higher Education

Reference System

Engineered a comprehensive system facilitating seamless collection and dissemination of student references, bolstering their admission processes for advanced studies. Orchestrated streamlined operations, ensuring efficient management and distribution of essential references crucial to students' academic progression.

Logistics

Merger of Technology

Guided the client in comprehending key considerations for integrating data and processes from the newly acquired organisation into the SAP platform. Assisted in deciphering essential factors crucial for a seamless and efficient update, ensuring smooth integration and optimal system performance.

Health Services Provider

Payroll System

Offered comprehensive project management support during the implementation of a payroll system, assuming the client's project manager role to oversee and coordinate the vendor's project management activities. Efficiently managed the entire process, ensuring seamless collaboration and successful execution within the designated timeline and budget.

Health Services Provider

Workforce System

Delivered adept project management aid during the selection of a workforce management system, entailing precise definition of business requirements, comprehensive RFP execution, and skilful negotiation of commercial terms. Ensured a seamless process, aligning the chosen system with the organisation's needs within the allocated budget and schedule.

Public Hospital

RT&A System

Managed three selection projects for public health networks, covering 20,000+ employees in a complex industrial setting. Delivered comprehensive assistance in selecting an RT&A system, overseeing the end-to-end process including business requirement definition, RFP execution, and commercial term negotiation. Provided continuous Quality Assurance support throughout the project lifecycle.

Public Hospital

HR System

Conducted a comprehensive review of HR functions, optimising technology and processes post the Tier 1 HR components' implementation. Considered pending components, recommendations emphasised HR team structure and process adjustments to leverage diverse business rules and functionalities, ensuring enhanced efficiency and seamless integration.



Contact us

For an obligation-free conversation about how you can leverage our expertise to optimise your Digital Architecture, please contact us.

Rob Hughes

CEO

Email: rob.hughes@rivor.com

Mobile: +61 414 777 462

Website: www.rivor.com

Confidentiality

The content, materials including the ideas and concepts contained in this document are the confidential and proprietary information of Rivor Advisory Pty. Ltd. and are provided to you solely and exclusively for the purposes of demonstrating capability and not otherwise.

Any disclosure of this document or any part of it, or the ideas and concepts contained in it may only be made to your employees.

For external advisors and/or other third parties, the disclosure of this document or any part of it, or the ideas and concepts contained in it, can only be made with our prior written consent, which may require a confidentiality agreement to be executed in favour of Rivor Advisory Pty. Ltd. on terms acceptable to Rivor Advisory Pty. Ltd.
