



# Corporate

## Capability Statement



Our expertise assists in achieving strategic goals, ensuring operational efficiency, and enhancing corporate resilience and adaptability.

We make it work

**ZIVOR**  
Advisory



## About Rivor

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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 organisations. 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 corporate sector solutions specifically tailored to their unique needs.

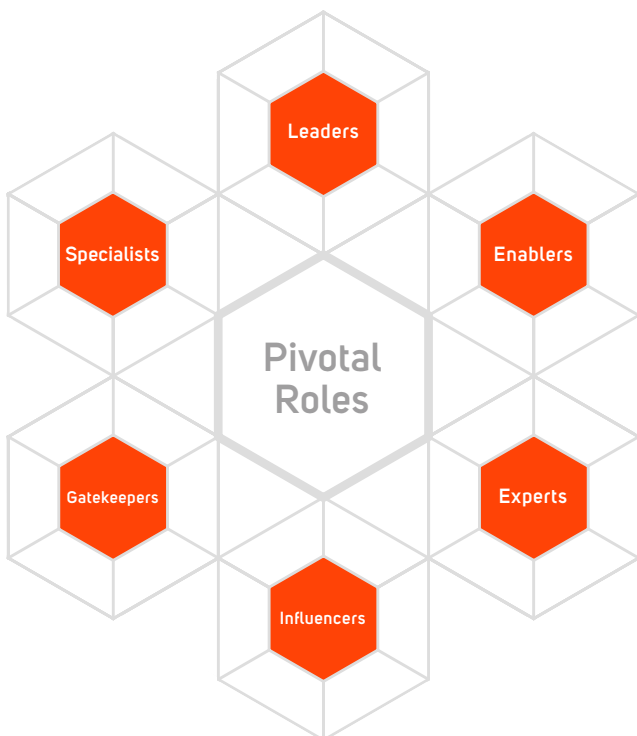


## Making it work

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 performance, workforce, technology, and service 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 Corporate Work

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The corporate sector is a diverse and dynamic component of the economy, encompassing a wide range of profit-oriented businesses. This includes large corporations in technology, finance, healthcare, and manufacturing, both publicly traded and privately held. Small and medium-sized enterprises (SMEs), startups, and family-owned businesses contribute significantly to local economies. Multinational corporations (MNCs) operate globally, and financial institutions provide various services. The sector spans manufacturing, technology, retail, healthcare, and energy, with hospitality, transportation, and logistics playing key roles.

Rivor utilises its expertise to guide corporations in navigating complex business environments, addressing challenges, and seizing opportunities for growth and improvement across various aspects of their operations.

### Performance Optimisation

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Enhancing overall performance by conducting assessments, identifying operational inefficiencies, and implementing strategies to improve productivity, efficiency, and profitability.

### Risk Management

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Identifying and managing risks by conducting risk assessments, developing risk mitigation strategies, and ensuring compliance with industry-specific risk management standards.

### Strategic Planning

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Developing and implementing strategic plans, offering insights that align with industry trends and business goals including guidance on market expansion and long-term sustainability.

### Regulatory Compliance

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Navigate complex regulatory landscapes by providing guidance on compliance with industry-specific regulations and ensuring adherence to governance standards.

### Technology Integration

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Supporting corporations in navigating and implementing relevant technologies, ensuring the seamless integration of digital solutions, and optimising the use of technology for improved operational efficiency.

### Financial Management

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Offering financial guidance to corporations, assisting in budgeting, financial planning, and identifying cost-saving measures to enhance financial stability and sustainability.

### Market Analysis

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Conducting market analyses, providing corporations with valuable intelligence to inform strategic decision-making and stay competitive in their respective markets.

## Our Ability Tools®

Developed to unlock your true potential and to tap into the inherent strengths, talent, and resources that lie within, our Ability Tools have been built on years of practical experience and know-how. Acting as an alternative to traditional consulting approaches, our Ability Tools are like smart guides that help you understand what you're doing well and what needs to get better. They direct attention to your strengths, helping you get better and pushing you closer to achieving your goals. At the same time, they also point out where you might be heading in the wrong direction, provide guidance on how to fix things, and give you the insight you need to quickly get back on track. These tools are designed to dig deep into how value is created, making sure you're ready and able to handle whatever comes your way.

### Unlock your potential

Ability Tools that have been developed to specifically assist the corporate sector include:



#### Work to Pay

Employee payment is commonly viewed as detached from overall operations. Yet, it's intricately tied to upstream activities in the Work to Pay lifecycle. A proficient Payroll service necessitates a realignment of workforce activities to prioritise the concept of Work to Pay.

Our comprehensive Work to Pay solution promises heightened productivity, reduced operational costs, and improved organisational outcomes. It enables the organisation to strategically build, deploy, and reward its workforce for optimal performance. With its built-in streamlined processes and accurate compensation, it fosters transparency and confidence in decision-making.



#### Workforce Future

Imagine having a comprehensive understanding of workloads, the nature of work, changing complexities, and emerging pressures within your organisation. With Workforce Future, you'll have real-time visibility into these critical factors, enabling you to optimise your workforce like never before.

Our platform equips you with the knowledge needed to make strategic investments in your workforce, identify priority areas where additional resources or skills are required, and ensure that your employees are deployed in the most efficient and effective manner. By aligning your workforce with your organisational goals, Workforce Future allows you to achieve unparalleled productivity and success.



## Project Snapshots

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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 corporate performance, workforce, technology, and service architectures.

### Performance

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#### Shared Services

Played an active role in evaluating the Financial Management and Shared Services framework within an IT Services group, spearheading sub-projects to streamline service operations and drive operational improvements. Leveraged strategic insights and industry best practices to optimise service delivery, fostering enhanced operational efficiency and sustainable organisational growth.

### Performance

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#### Shared Services

Skilfully designed and implemented a robust Shared Services framework across 15 support units, utilising the IT unit as a pilot. Spearheaded multiple initiatives to evaluate the business's commercial structure and enhance market competitiveness, fostering streamlined operations and strategic market positioning for sustainable business growth and improved performance.

### Performance

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#### Shared Services

Conducted an expert review of the Shared Service framework within the bank's Information Technology department. The key outcome was a proposed "roadmap" strategically addressing identified deficiencies, offering a clear path for comprehensive improvement and streamlined operational efficiency within the IT department.

### Performance

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#### Performance Measurement

Efficiently oversaw the implementation of an upgraded Board Reporting package, focused on enhancing information quality and effectiveness. Notably, this initiative resulted in a three-week reduction in preparation time, significantly boosting overall operational efficiency and fostering streamlined reporting processes within the organisation.

### Performance

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#### Performance Measurement

Crafted an advanced Executive and Board reporting package, augmenting information quality while streamlining preparation efforts. The revised package offers insightful data in a decision-friendly format, bolstering the Executive and Board's decision-making process. It serves as a foundational component for establishing a comprehensive Executive Information System across the entire organisation, ensuring efficient decision-making and enhanced strategic planning capabilities.

### Performance

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#### Corporate Services Allocation

Conducted a comprehensive review of the Information Technology services charging method for business units and the allocation of Corporate Overheads to subsidiaries. Employed analyses to assess operational processes, ensuring optimised resource allocation and streamlined financial management practices across the organisation's diverse business units and subsidiaries.



## Performance

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### Corporate Services Review

Played a key role in developing revised accounting policies and procedures vital for the seamless integration of three entities into a unified organization. Policies align with industry best practices and adhere to the highest accounting standards, ensuring streamlined operations and compliance with regulatory requirements within the merged organisation.

## Performance

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### Performance Measurement

Facilitated the development of customised management reports for the Retail operations' Executive Team, involving the careful delineation of each executive member's specific information requirements. Assessed the corresponding impact on the necessary information systems to ensure seamless provision, fostering efficient decision-making and streamlined operational oversight within the Retail operations.

## Performance

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### Corporate Services Allocation

Conducted a comprehensive review of the Shared Services framework and formulated a set of policies grounded in industry best practices. Acknowledging the company's intent to maximise benefits from this management tool, the policies were strategically designed to align with their specific needs and objectives, ensuring optimal operational efficiency and sustainable organisational growth.

## Performance

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### Performance Measurement

Facilitated the seamless implementation of revamped Board and Executive Reporting packages, significantly enhancing information quality and operational efficiency. The concise packages, now condensed to just 7 pages from the previous 120, adeptly present crucial insights necessary for both the Executive and Board, expediting streamlined decision-making processes and bolstering strategic planning capabilities.

## Performance

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### Performance Measurement

Collaborated with the bank to undertake a comprehensive overhaul of their Executive reporting, implementing an educational process to empower the Executive with comprehensive understanding of report usage and functionality. Employed strategic insights and industry best practices to ensure seamless adoption and enhanced decision-making within the bank's executive team.

## Performance

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### Planning & Budgeting

Collaborated on the development of an enhanced budgeting process, recognising the substantial benefits of a fully integrated financial system. Utilised strategic insights and industry best practices to streamline budgetary operations, ensuring efficient resource allocation and optimised financial performance across the organisation for sustained operational efficacy and improved decision-making capabilities.

## Performance

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### Performance Measurement

Collaborated on the comprehensive revision of management reports and the proposal of an optimal cost allocation method for all product ranges. Conducted an independent review of existing reports and cost structures, resulting in a significant reduction from over 30 pages to a concise 5, while implementing the suggested costing approach for heightened operational efficiency and streamlined cost management.

## Performance

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### Planning & Budgeting

Supported the comprehensive review and refinement of the Planning, Budgeting, and Reporting process, laying the groundwork for a systems design to seamlessly integrate into their upcoming financial system implementation (SAP). Leveraged strategic insights and industry best practices to ensure efficient integration and streamlined financial operations.

## Performance

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### Shared Services

Assisted in reviewing and developing a centralised shared services facility to streamline financially based transactions and establish Finance and Human Resources centres of excellence. The revised business processes formed the foundation for a detailed systems design, seamlessly integrating into the new financial systems implementation, notably Oracle, fostering efficient transaction management and optimised resource allocation.



## Performance

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### Planning & Budgeting

Collaborated on reviewing and enhancing the Planning, Budgeting, and Reporting process. The refined process served as the cornerstone for a systems design, seamlessly integrating with the implementation of their new financial systems, notably SAP, fostering streamlined budgetary operations and optimised financial performance within the organisation.

## Performance

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### Customer Relationship Management

Supported the company in conducting a comprehensive review of their customer strategy, encompassing streamlined product offerings, optimised customer relations, and evaluated customer service practices. Additionally, enhanced call centre operations were implemented to ensure a more effective and customer-centric approach, fostering improved customer satisfaction and sustainable business growth.

## Performance

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### Corporate Restructuring

Contributed to a comprehensive organisational overhaul, involving the reengineering of operating practices across departments, notably Finance and Human Resources. The transformation encompassed significant changes for staff, supported by change profiles and skill assessments. Additionally, introduced a "customer care" shared service facility, incorporating cutting-edge process and system designs for optimal performance and enhanced customer service.

## Performance

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### Planning & Budgeting

Contributed to the enhancement of the Planning, Budgeting, and Reporting (PBR) process by integrating cutting-edge methodologies and leveraging SAP and other advanced systems. Aided in developing a more efficient and modernised PBR approach, aligned with industry best practices, ensuring streamlined operations and optimised financial performance within the organisation.

## Performance

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### Shared Services

Efficiently oversaw the review of the 'Fee For Service' in the distributor's virtual Shared Services framework within business operations. The outcome resulted in a well-defined "roadmap" proposal that effectively addressed and rectified the shortcomings in the existing framework, significantly improving the overall operational efficiency and performance.

## Performance

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### Investor Relations

Contributed to crafting an enhanced investor relations pack, aiming to improve financial communication and market analysis. Simultaneously, a custom database system was developed, facilitating the creation and distribution of the pack, streamlining the process of disseminating crucial financial performance information to stakeholders effectively, thereby fostering improved investor engagement and sustainable market growth.

## Performance

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### Corporate & Support Costing

Contributed to the development of a cost-effective and efficient reporting methodology, initially piloted at two sites within the organisation. Provided comprehensive support in implementing the methodology across all sites, ensuring widespread adoption and consistent application for improved organisational performance and streamlined reporting practices across the board.

## Performance

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### Business Sustainability Model

Developed a sustainability-driven model with three pivotal dimensions: Environmental, Social, and Financial. This groundbreaking framework encompasses core value drivers, revolutionising the approach to sustainability and paving the way for a brighter, more responsible future.

## Performance

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### Shared Services Model

Pioneered an advanced shared services operating model, clearly defining business objectives, principles, and key operational characteristics. The detailed implementation plan, supported by project charters for each initiative, ensures a seamless and effective execution. This approach optimises shared services operations, fostering enhanced efficiency and unprecedented success within the organisation.





## Performance

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### Administrative Services Review

Conducted a comprehensive review of administration services to boost efficiency and effectiveness. Analysed current practices to identify opportunities for improvement, streamlining processes and optimising outcomes. This assessment sets the stage for a more refined and impactful administration system, ultimately elevating overall performance and stakeholder satisfaction.

## Performance

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### New Market Entry Assessment

Guided the organisation in evaluating the feasibility of market entry, determining the range of products/services required to ensure optimal returns. Conducted a comprehensive analysis to assess market potential, enabling informed decision-making and strategic planning to capitalise on lucrative market opportunities while ensuring sustainable profitability.

## Performance

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### Shared Services Model

Collaborating with the organisation, we pioneered a groundbreaking shared service delivery model spanning Finance, Billing, HR, and Payroll support services. This ambitious project involves a complete reengineering of existing practices, aiming to surpass industry benchmarks and enhance efficiency, fostering streamlined operations and elevated service standards.

## Performance

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### Management Model

Conducted a comprehensive review of the organisation's business portfolio, aligning services delivered with actual operational entities. Leveraged insights to devise a tailored management model, optimising administration to precisely match management needs. This strategic approach enhances overall efficiency, ensuring seamless alignment between business operations and administrative support.

## Performance

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### Store Profitability Review

Conducted an evaluation to identify value-generating stores and devised actionable strategies to restore underperforming stores to full profitability. Employed a comprehensive review process to pinpoint areas of improvement, ensuring efficient decision-making and sustainable financial success across the store network.

## Performance

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### Shared Services Model

Collaborated with the organisation to craft an innovative shared service delivery model for Finance support services. This transformative project involves a comprehensive reengineering of existing practices to surpass industry benchmarks, resulting in enhanced efficiency and elevated financial operations, setting a new standard for excellence.

## Performance

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### Government Channel Strategy

Devised a comprehensive strategy to structure the government channel's go-to-market approach, integrating analyses of market segmentation, customer behaviour, and product/service alignment. Facilitated a nuanced understanding of customer dynamics, fostering effective market positioning and optimised product/service delivery to meet diverse government sector demands.

## Performance

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### Customer Management

Revolutionising a bank's Retail and Business Banking services, a comprehensive overhaul transformed go-to-market operations. Utilising the Market & Margins approach, the strategic redesign aligned the delivery model with the bank's market position, optimising customer engagement and bolstering competitiveness for sustained growth.

## Performance

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### Shared Services Model

Conducted an exhaustive review of shared services for Payroll and Accounts Payable, identifying performance improvements through benchmarking and best practices analysis. This comprehensive assessment equips the organisation with data-driven insights to optimise operations, enhance financial efficiency, and achieve new levels of excellence in service delivery.



## Performance

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### Shared Services

Devised a selection model to identify suitable aspects of the HR Support function for potential outsourcing. This rigorous framework evaluates various factors, such as complexity, cost, and strategic impact, facilitating informed decision-making to optimise HR operations and enhance overall organisational performance.

## Workforce

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### Payroll Outsourcing

We expertly supported an organisation in selecting and implementing an outsourced Payroll provider. This comprehensive assistance encompassed smooth transition management and meticulous testing of new payroll technologies to ensure a successful go-live. The result is a seamlessly integrated, efficient, and reliable Payroll system, empowering the organisation to focus on core operations.

## Workforce

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### HR Shared Services

DeWe collaborated with the organisation to craft an innovative shared service delivery model for HR support services. This transformative project involves a comprehensive reengineering of current practices, driving performance to surpass industry benchmarks, fostering operational excellence and elevating the organisation's HR support capabilities.

## Workforce

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### Workforce Management

We efficiently program-managed the implementation of a cutting-edge Human Resource & Payroll system across 23 diverse businesses. This transformative project involved comprehensive reengineering of HR & Payroll practices, surpassing industry benchmarks. The result is a streamlined, high-performing system, optimising workforce management and elevating operational standards across the organisation.

## Workforce

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### HR, Payroll & Rostering Optimisation

We facilitated the implementation of a ground-breaking operating model, leveraging the organisation's investment in state-of-the-art HR, Payroll, and Rostering technologies. This transformative approach optimises workforce management, enhancing efficiency and performance, while maximising the value of their advanced technology suite for a seamless and innovative operational landscape.

## Workforce

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### Employee Experience

We created and managed a cutting-edge People Support Hub, efficiently handling diverse HR & Payroll queries from employees. This Hub, powered by Zendesk, provided seamless and streamlined support, enhancing employee experience, and enabling swift resolution of queries, ultimately optimising HR & Payroll processes within the organisation.

## Workforce

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### Payroll Optimisation

We provided expert assistance in implementing a new Payroll operating model, skilfully integrating it with global support centres. This collaborative effort ensures a seamless and cohesive Payroll system, streamlining operations and enhancing coordination across diverse locations, fostering efficiency, and facilitating a unified approach to Payroll management.

## Workforce

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### HR Shared Services

We provided expert guidance in reviewing and developing a shared services facility, centralising financially based transactions while creating Finance and HR centres of excellence. The revised business processes served as a solid foundation for a detailed systems design, seamlessly integrated into the implementation of their new financial systems (Oracle).

## Workforce

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### Employee Experience

We successfully designed, built, and implemented an Employee Support Centre for a national client's 38,000 employees. This cutting-edge platform, powered by Zendesk, adeptly managed a wide range of Payroll queries and requests, enhancing employee satisfaction and efficiency while optimising Payroll processes for the outsourced provider.



## Workforce

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### Payroll Integrity

Conducted a comprehensive assessment of payroll processes and policies, precisely identifying over and underpayments. Quantified the impact of payroll leakage and made recommendations for resolution. Guided in the remediation activities for various issues, including leave, Enterprise Agreement obligations, pay elements, superannuation, and special payments, optimising payroll accuracy and compliance.

## Workforce

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### Employee Experience

Efficiently implemented an Employee Experience Management solution, streamlining interactions with employees for adjustments related to various legacy payroll issues. This comprehensive platform enhances employee experience, fosters effective communication, and facilitates seamless resolution, ensuring employee satisfaction and resolving historical payroll matters with precision and efficiency.

## Workforce

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### Payroll Review

Performed a comprehensive assessment of the Payroll function's operations to determine if the technology and processes could meet global requirements and align with the implementation of a global Workforce Systems solution. This evaluation ensures seamless integration, optimising Payroll operations to accommodate the organisation's global workforce needs.

## Workforce

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### Payroll Integrity

Conducted a thorough assessment of the current Payroll environment to identify payroll leakage and evaluate process controls. This in-depth analysis provides crucial insights into potential financial losses and areas requiring improvement, paving the way for enhanced payroll accuracy and tighter process management.

## Workforce

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### Payroll Integrity

Provided national assistance in assessing the financial impact of incorrect Enterprise Bargaining Agreement (EBA) interpretations. Currently managing the process of rectifying payments by implementing a case management system and operating a "resolution call centre." This comprehensive approach ensures precise resolution and effective communication, resolving EBA-related payment issues efficiently and accurately.

## Workforce

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### Payroll Operations

Expertly managed payroll operations, ensuring seamless continuity while enhancing the overall delivery model to incorporate best practice methods. This strategic approach optimises efficiency, accuracy, and compliance in the Payroll function, fostering improved service and meeting organisational objectives.

## Workforce

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### Payroll Integrity

Conducted a comprehensive assessment of the Payroll environment, identifying factors leading to an adverse Internal Audit review. Successfully implemented recommended actions to enhance the function's performance and quality, ensuring compliance and resolving underlying issues for an optimised and efficient payroll system.

## Workforce

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### Payroll Review

Conducted a diagnostic review of support functions to identify opportunities for enhancing efficiency and effectiveness. The review precisely defined "core" business needs, enabling a staged solution rollout based on necessity and budgetary constraints, optimising resources and delivering improvements that align with the organisation's priorities.

## Workforce

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### RT&A Implementation

Provided crucial support in implementing a new Rostering system, enabling best practice Work-to-Pay processes for enhanced integrity and performance. This transformative initiative optimises workforce management, streamlines operations, and fosters improved overall efficiency, ultimately benefiting the organisation and its employees.



## Workforce

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### Payroll Operations

Efficiently managed the Payroll function for several months and skilfully transitioned it to a new operating model, aligning with global and regional expectations. This strategic initiative optimised payroll operations, ensured compliance, and enhanced service delivery, empowering the organisation to meet its goals effectively and seamlessly.

## Workforce

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### Payroll Support

Implemented a streamlined ticketing system to efficiently address and resolve all employee queries and requests related to Payroll. This integration led to notable improvements in the Payroll team's efficiency and a notable enhancement in the overall employee experience.

## Workforce

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### Workforce Planning

Created comprehensive operational workforce plans spanning the Health, Wellbeing & Biotech sector, Construction, Transport, Municipal Services, and Energy domains. Ensured the alignment of these plans with the sequencing of work programs, robust financial management, and the establishment of streamlined workforce structures to optimise operational efficiency.

## Technology

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### 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.

## Technology

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### 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.

## Technology

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### 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.

## Technology

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### Program Leadership

Collaborated with the organisation to design and implement a robust program management framework for the successful rollout of major tax reforms. This comprehensive approach encompassed strategic planning, risk management, quality assurance, budget oversight, and desired outcomes, ensuring seamless execution and effective management of the reforms.

## Technology

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### Call Centre Rationalisation

Effectively managed the development of a detailed plan to rationalise call centre operations, optimising cost and transitioning the focus from expense to revenue generation. This strategic initiative fosters a more efficient and revenue-driven call centre model, aligning with the organisation's financial objectives and enhancing overall service performance.

## Technology

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### 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.



## Technology

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### 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.

## Technology

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### Technology Architecture

Performed a comprehensive review of the technology 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.

## Technology

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### 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.

## Technology

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### 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.

## Technology

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### 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.

## Technology

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### Technology Architecture

Conducted a thorough review of the technology 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.

## Technology

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### 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..

## Technology

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### Review 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.

## Technology

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### 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.



## Technology

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### Ticketing System

Clarified business needs, capturing and monitoring customer requests across various channels. Constructed and managed a solution on behalf of the client, ensuring efficient addressal of requests.

## Technology

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### 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.

## Technology

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### 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.

## Technology

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### 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.

## Technology

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### 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.

## Service

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### Shared Information Services

Contributed to the evaluation of the Financial Management and Shared Services framework in the Information Technology Services unit. Orchestrated targeted sub-projects over a defined duration, enhancing overall service operations and optimising the framework for improved efficiency and streamlined financial management.

## Service

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### Shared Services

Oversaw the development and execution of a Shared Services framework across 15 support units, piloting it within the IT unit. Orchestrated multiple projects exploring the commercial structure and market competitiveness of the business, ensuring a comprehensive understanding of its dynamics and potential for sustainable growth.

## Service

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### Shared Services

Directed the comprehensive review of the Shared Service framework in the bank's Information Technology department. Resultantly, formulated a proposed "roadmap" to address existing framework shortcomings, paving the way for a strategic overhaul and ensuring a more robust and effective operational structure.

## Service

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### Corporate Services Allocation

Conducted a thorough assessment of the internal charging mechanism for Information Technology services provided to business units. Simultaneously, appraised the method employed for allocating Corporate Overheads to subsidiaries. Streamlined processes to ensure accurate and equitable cost allocation, fostering transparent and efficient resource utilisation.



## Service

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### Corporate Services Allocation

Performed an extensive review of the Shared Services framework, formulating a comprehensive set of policies based on industry best practices. Acknowledged the company's objectives, emphasising the alignment of policies to maximise the anticipated benefits of this management tool, ensuring heightened operational efficiency and effectiveness.

## Service

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### Shared Services

Aided in reviewing and establishing a shared services facility to centralise financial transactions, creating Finance and Human Resources centres of excellence. Revamped business processes laid the groundwork for detailed system design, integrating seamlessly into the implementation of their new financial system (Oracle), fostering enhanced operational efficiency and productivity.

## Service

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### Corporate & Support Costing

Aided in devising a robust costing and reporting methodology based on pilot sites, extending support for its seamless integration across all organisational sites. Offered comprehensive assistance in the smooth implementation of the methodology, ensuring consistent and effective cost analysis and reporting across the organisation's entire network.

## Service

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### Corporate Restructuring

Aided the company in a comprehensive organisational overhaul, restructuring operating practices and reengineering Finance and Human Resources functions. Implemented impactful changes for staff, supported by developed change profiles and skill assessments. Facilitated the establishment of a "customer care" shared service facility, incorporating cutting-edge process and system design best practices.

## Service

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### Customer Relationship Management

Aided the company in conducting a holistic review of their customer strategy, encompassing product rationalisation, customer assessment, and call centre operations development. Provided strategic support in enhancing customer service, streamlining operations, and refining the overall customer-centric approach to foster long-term business growth and improved service delivery.

## Service

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### Shared Services

Oversaw the comprehensive review of the Fee for Service within the virtual Shared Services framework, implemented across various business operation divisions of the distributor. Formulated a proposed "roadmap" to address existing framework deficiencies, facilitating strategic enhancements and ensuring a more robust and efficient operational structure.

## Service

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### Shared Services Model

Designed an innovative operating model for the shared services operation, delineating clear business objectives, operational principles, and defining key operational characteristics. Formulated a comprehensive implementation plan, accompanied by project charters for each initiative, ensuring streamlined execution and fostering a holistic approach to efficient shared services management.

## Service

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### Government Channel Strategy

Devised a comprehensive strategy to structure the government channel's go-to-market approach, integrating analyses of market segmentation, customer behaviour, and product/service alignment. Facilitated a nuanced understanding of customer dynamics, fostering effective market positioning and optimised product/service delivery to meet diverse government sector demands.

## Service

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### New Market Entry Assessment

Guided the organisation in evaluating the feasibility of market entry, determining the range of products/services required to ensure optimal returns. Conducted a comprehensive analysis to assess market potential, enabling informed decision-making and strategic planning to capitalize on lucrative market opportunities while ensuring sustainable profitability.



## Service

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### Customer Management

Aided a bank in overhauling its go-to-market strategy for Retail and Business Banking services. Leveraged our Market & Margins methodology to revamp the delivery model, aligning it with the bank's market positioning. Streamlined operations to enhance customer engagement and optimise revenue generation for sustained market competitiveness.

## Service

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### Shared Services Model

Conducted an extensive evaluation of current shared services for Payroll and Accounts Payable, identifying performance enhancements grounded in benchmarking and best practices. Utilised in-depth analyses to propose strategic improvements, fostering operational excellence and ensuring the integration of superior service delivery practices.

## Service

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### Shared Services

Crafted a comprehensive selection model to identify specific components within the HR Support function suitable for outsourcing. Formulated a strategic framework enabling efficient evaluation and decision-making, optimising resource allocation and ensuring seamless integration of outsourced HR processes within the organisational framework.

## Service

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### Shared Services

Crafted an innovative operating model for Finance services, defining business objectives, operating principles, and key characteristics aligned with the "Finance of the Future" concept. Introduced a new organisational structure to facilitate service delivery and delineated the functions to be offered, supported by an advanced technology platform for enhanced operational efficiency and streamlined service delivery.





Corporate

## Contact us

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For an obligation-free conversation about how you can leverage our corporate sector expertise in your organisation, please contact me.

### Rob Hughes

CEO

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We make it work

