

## WHAT'S THE PROBLEM

Knowing the right time to engage a technology consultant is not an exact science, but there are signs that indicate when a business is not running at full operational speed or optimal efficiency.

When determining whether improvements are needed to the infrastructure, systems, people or processes within your technology environment, a fresh set of eyes with expertise and experience is a smart investment.

Many of our clients found us when they suspected business was being lost for one or more of the following reasons:

- ✓ Growth opportunities are missed
- ✓ In-house technology resources are constantly stretched
- ✓ Limited Change Management experience
- ✓ Low IT-generated cost savings
- ✓ No integrated IT plan
- ✓ Systems or network underperforming
- ✓ Technology not aligned with business goals
- ✓ Technology purchasing is ad-hoc
- ✓ Unaware of latest/best technologies
- ✓ Your expertise is not technology

## WHAT TO EXPECT

Successful consulting relationships deliver on four main objectives.

### 1 KNOW THE BUSINESS

Understand why the company exists, its goals and the organization model; the management style, processes in place and relationship expectations.

### 2 DEFINE THE SCOPE

Set clear goals, targets, budgets and timelines. By laying out the responsibilities and expectations of both sides, a team with the skills and experience to deliver can be built.

### 3 PAINT A PICTURE

Before plans become action, the vision of success should be shared—from what it entails to how it works and what it will do. Then we're aligned and ready to move forward.

### 4 MAKE THE CALL

We are experts in our field. We know what products, strategies and services work. But nobody knows your business better than you. That's why we consult, but you make the final call.

### Fixed fee vs. Day Rate

While IT Consultancy fees usually operate on a daily rate basis that reflects the background of the consultants engaged, it's not the only option. A fixed-fee structure can work when the project scope is clearly defined. The following are examples of projects where fixed-fee billing might apply:

1. Network Design
2. Infrastructure upgrades or replacement
3. Infrastructure or product-specific implementations

## WHAT WE DO

We demonstrate leadership in technology consulting by employing and deploying certified professionals and teams with the perfect balance of technology and broader business experience.

This translates into practical solutions that work on time and on budget, delivering the business results you want. You can turn to Supra ITS for almost all areas of consulting and support.



be **READY FOR  
BUSINESS**

# CONSULTING



## IN FOCUS

IT Consulting as a Managed Service helps businesses determine which Information Technology products, services and strategies will best serve their business objectives and deliver maximum impact on productivity, process and profits.



Each company and organization has their own goals, and a unique set of resources with which to achieve them. From blue chip corporations to non-profits and SMBs, Supra ITS works together with its clients to develop streamlined technology solutions that ensure strategies and plans are executed as well as they are designed.

Technology alone cannot run a business. But it can empower the people and teams within it, enhance processes and turn market opportunities into results. As professional Managed Service Consultants, it is our responsibility to understand and define objectives, and ensure that the technologies and systems within your organisation to form an effective and integrated business-technology strategy.

We bring experience and expertise from a range of specialties and provide clear, objective insights and recommendations. We can be engaged on a one-time, fixed-fee project basis, or as part of long-term strategic business development. We can deliver skill-specific support or engineering personnel, teams that work onsite and alongside your people, or we can take full responsibility of the process through a total managed solution.

