



Management Consulting

“Each organisation’s success has much to do with their ability to develop solutions to their specific problems”.

Organisations seek advice from CIS to solve specific organisational problems, need information that is difficult to get, or time and human resources are stretched. Our experienced consultants provide an objective and independent perspective and in conjunction with management, develop a solution that can be implemented.

Why use CIS?

Our ability to solve specific organisation problems in the context of each clients culture, skills and circumstances sees CIS work as a trusted advisor to many organisations both large and small and from a variety of industry sectors.

We pride ourselves on having enthusiastic, well qualified, creative thinking, analytical and experienced consultants adept at developing customised approaches to clients problems.

In addition to these problem solving skills we have over the years developed and refined a number of tools that are valuable aids for management consulting projects such as:

- Qualitative and quantitative customer and staff assessments;
- Scenario analysis and modeling;
- Business case development;
- Methodologies in strategic planning, identification of core competencies, and continuous improvement;
- Organisational assessment tools including Myers Briggs; and
- A cultural change methodology.”

Our projects

The range of management consulting projects are endless. On the following page, case studies briefly outline 2 projects we have delivered.

Phone

03 9645 4128

Fax

03 9645 4126

Address

11 Beacon Vista,
Port Melbourne,
VIC 3207

Email

contactus@consultingis.com.au

Web

www.consultingis.com.au



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Case study 1:

We were engaged to assist a printing company in the hands of administrators. We conducted a customer assessment identified key drivers of customer defection and concerns. A plan was implemented to address and solve these, which included customer service training and establishment of quality systems. Workshops identified additional capabilities as revenue growth opportunities, which now contribute half of the company's revenue. The company is now the market leader and a CIS valued client 11 years on.

Case study 2:

A research organisation, with expenses of \$14m and external income of \$3m, sourced CIS to assist in understanding how to increase external income. CIS conducted a customer assessment, which revealed that international customers reported higher levels of satisfaction and better value for money than domestic customers. CIS recommended that the organisation target internationally based organisations and provided a supporting implementation strategy. CIS were then engaged to assist with the implementation of this strategy, including the delivery of business development training for key staff. Four years from the time of the assessment, the group's external income increased from \$3m to \$12m with almost all of this growth coming from international sources. CIS has continued working with this valued client for the past 9 years.

Points of differentiation

We pride ourselves on delivering 'results not just reports'. Our solutions must be easily implemented and provide results. Testament to our success is the longevity of our relationships.

For more information contact:

Greg Spinks, Director

Telephone: (03) 9645 4128

Facsimile: (03) 9645 4126

Email: gregspinks@consultingis.com.au

Web Site: <http://www.consultingis.com.au>

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