

RESOURCE ADVANTAGE INC.

Facilitating the Speed of Change:



Aligning Process, People, and Technology

Workshops ♦ Assessments ♦ Business 9-1-1 ♦ Training ♦ Coaching

What We Do ...

Our experienced, hands-on practitioners apply their expertise to help you through change. Whatever change you are facing— change in how work is done, change in data and information needs, change in people capabilities, change in regulatory environment, change in strategy, change in culture— we help companies and organizations scope, plan, define, internalize and sustain change to achieve desired results.

Change is going to happen whether you plan for it or not. In some cases, change is anticipated well in advance. In other cases, change is unexpected, or mandated by shifting business climate or regulatory requirements. When your planning cycle is short, deadlines loom, projects derail, teams falter, or results don't stack up to expectations, our "9·1·1 assistance" is there to help.

Our experienced staff will help you navigate from where you are to where you want to be— customizing a path that fits your need. Whether specialized workshops, training / mentoring, project / program or behavior change coaching, communications planning and messaging, or hands-on implementation assistance—we can help you address the challenges of change outlined below...

Culture and Strategy— Leading the Way

When faced with changes that require re-thinking cultural norms, behaviors, and direction—guided collaboration in our focused workshops can move you from idea to action.

- ◆ Define vision and goals
- ◆ Define strategy
- ◆ Scope and prioritize initiatives
- ◆ Connect strategy to operational plans
- ◆ Plan and monitor communications
- ◆ Define behavioral change and incentives
- ◆ Assess risk and define controls
- ◆ Conduct work-in-progress reviews

It's All About the People...

The best culture, strategy, and work processes provide the foundation, but they require the effective engagement of the right people in the right roles. Providing a work environment that fosters creativity, engagement, competency, accountability and mutual respect brings the culture, strategy and processes to life. We can help:

- ◆ Define rules of engagement
- ◆ Explore and engage with models to increase awareness and enable professional maturity
- ◆ Develop intentional communication capability
- ◆ Define behavioral change and incentives
- ◆ Assess 30-60-90 day progress
- ◆ Train, mentor, and coach for workforce development

Processes— Getting Work Done

Effective work processes bridge the gaps between speed to market, product / service quality and cost / risk management. Good work processes don't just "happen." We help you intentionally design, deploy, monitor, and improve processes to stay current with customer and business needs and direction.

- ◆ Assess current processes and gaps
- ◆ Design processes and supporting metrics
- ◆ Assess risks and define controls
- ◆ Conduct work-in-progress reviews
- ◆ Assess implementation readiness
- ◆ Assess 30-60-90 day post-implementation progress

Technology— The Key Enabler

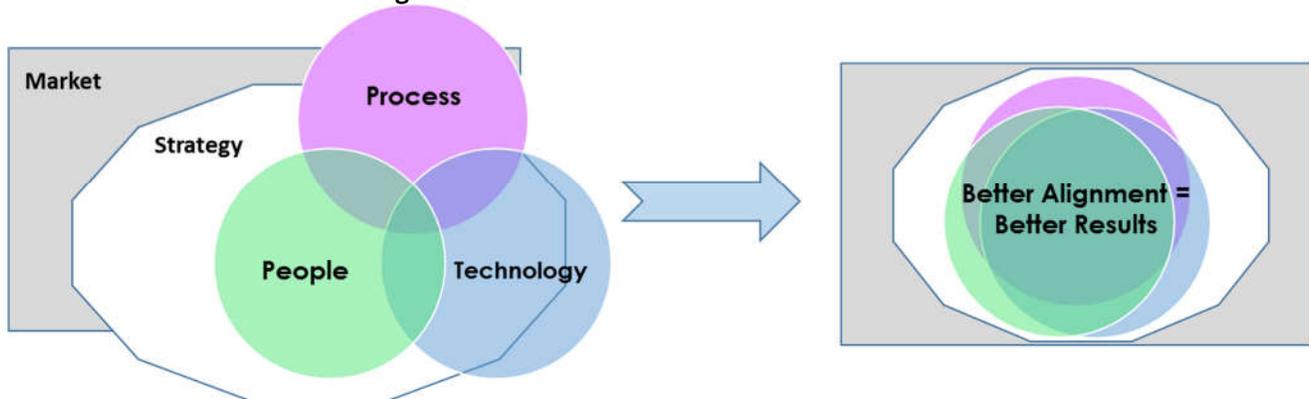
Technology at its best introduces speed, accuracy, consistency to the workplace, and enables us to do work that would otherwise be time- or cost-prohibitive. Effective technology aligns with process and people capabilities— and so, requires the committed partnering of business and technical resources. We can assist with collaborative definition, development and deployment of supporting technology.

- ◆ Define technology roadmap
- ◆ Assess gaps to process / people capabilities
- ◆ Define Requirements
- ◆ Conduct work-in-progress reviews
- ◆ Develop Communication, Test and Implementation Plans
- ◆ Assess test and implementation readiness

Our Philosophy and Approach ...

Whether engaged in facilitated workshops for specific needs, training / mentoring for knowledge transfer, or conducting hands-on assessments, reviews, and implementation support, we strive to connect to the business context. Change that is disconnected from business strategy, or isolated from its upstream and downstream touchpoints, is sub-optimized and will not accomplish long-term gains. Approaching all efforts (whether large or small) with the context of how it fits into business strategy and the customer's marketplace is essential to successful and sustainable results. The secret sauce is commitment to continuous alignment.

The Path Toward Continuous Alignment...



Does this sound familiar... Technology that does not align with processes and people capabilities? People skills lacking ability to effectively support work processes? And nothing aligns with the current business strategy... inefficient processes, overworked, frustrated people, outdated, ineffective technology, higher costs and more time to achieve the same or lower results.

Process, people and technology live in tension with one another. If one shifts, or doesn't keep pace, the others over-compensate to make up for the lack of alignment. Over time, when not intentionally monitored, business processes, people capabilities and technology can take on independent lives, out of sync with each other and with the business strategy. Everything suffers, including your customers.

Commitment to alignment of process, people and technology, is a commitment to results. When process, people capabilities, and supporting technology align with one another, and when they also align to business strategy, then operations excel.

A culture of continuous alignment prevents these components from shifting unintentionally. They are nimble; they grow and shift together as the marketplace and business strategy require. The benefit? Improved and sustainable results – better for you, better for your customer.

Alignment can be a daunting effort, but you don't need to digest the elephant all at once. Start small. Ensure each project achieves alignment, as you continue to set the stage for broader change.

Results ...

Capers Jones, in his classic 2000 study of assessments, benchmarks, and best practices, found that applying facilitated group work approaches are significant in achieving change. Whether starting small or starting big, getting results by applying facilitative and collaborative techniques:

- ◆ Reduced the risk of scope creep from 80% down to 10%
- ◆ Accelerated early project lifecycle phases (Scope Initiation, Planning, and Definition) by 30—40%
- ◆ Reduced the overall delivery elapsed time and workforce effort by 5—15%

We have experienced significant reductions (30% and greater) in product / service deliverable completion time. Additionally, we have seen Improved intangible benefits such as:

- ◆ Early ownership of decisions and results
- ◆ Improved quality of outputs
- ◆ Enhanced working relationships
- ◆ Understanding of the rationale which supports shared change
- ◆ Reinforced awareness of process, people and technology alignment

Who We Are ...

Resource Advantage Inc. is a team of senior professionals, skilled at creating lasting results to effect change. With a wide range of expertise as senior-level managers and practitioners from a variety of fields, each associate has experienced and managed major change initiatives which include strategy, process, people, and technology change. Our team therefore contributes valuable approaches and techniques from practical business experience.

Our Clients Include ...

- ◆ Banking & Financial Service
- ◆ Manufacturing
- ◆ Healthcare
- ◆ Utilities
- ◆ Direct Mail / Marketing
- ◆ Non-Profit Sector



Satisfaction with Results...

From a Project Manager regarding Project Scope workshops :

"Thank you again for your facilitative leadership last week on the project work sessions...as also indicated by several of the meeting participants, you did just a WORLD CLASS job!"

From a Business Sponsor:

"I am constantly amazed at your ability to multi-task and adapt based on our changing needs! Thanks so much for scheduling this open forum to finalize our requirements and validate our needs. You are doing a SUPER job of moving us forward."

From a Project Manager regarding a Requirements Definition workshop:

"I want to say a big THANK YOU!!! to you for all your hard work on our RAD (rapid application development) session. Your professionalism and expertise were greatly appreciated and definitely the guiding force behind this week's successes."

From a Customer Service Manager:

"The quality of work that is provided by Resource Advantage, Inc. is outstanding. They are efficient, detail-oriented, accomplish significant tasks related to project work and provide thorough review/follow up. Without their help we would not have been able to produce the results that have been accomplished."

From a Business Executive :

"Our workshops have produced outstanding results. The facilitated sessions are a great benefit to operations. The facilitators work with the team to keep conversation moving and on-track, producing the results we need. The session designs were customized to fit our needs, and the team is flexible in execution as they make informed adjustments as required to keep us productive."

From a Business Manager regarding Training:

"Thank you all for your time and expertise. I, as well as my team, walked away with so many tools and opportunities to improve our own skill set and thus improve our delivery process."



Resource Advantage, Inc.

Partnering with:



Chaosity, LLC

A professional services firm committed to helping our customers align process, people, technology, and culture — enabling them to perform at the speed of change.

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Partnering with:



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