# YOUR inTEC
# BUSINESS & TECHNOLOGY REVIEW



## inTEC BUSINESS

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# Who are inTEC?

Located at 9 sites across the UK and Ireland, we are a group of ICT specialists enabling businesses and educational establishments to **work smarter through technology**.

Specialising in the design, implementation and support of a wide range of Cloud services and business applications including I.T. managed services, I.T. infrastructure support, hosted collaboration and communication solutions, we are an end-to-end independent technology consultancy helping businesses understand and see real value from their technology systems and investments.

Our aim is simple: *to work with our clients to bring together organisation design, processes and technology, in order to achieve business goals and deliver a standout customer experience.*

Find out more about the inTEC GROUP at www.weareintec.co.uk

Gold
## Microsoft
## Partner

Microsoft

## Introducing the inTEC Business & Technology Review process

Let us provide you with a **Technology Strategy** that makes best use of your existing systems, while ensuring you have a clear plan for development and improvement. We produce a report of our recommendations, identifying quick wins and longer-term technology solutions.

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# How does the inTEC Business & Technology Review work?

**Step 1:**
Understand your business

**Step 2:**
Identify quick wins

**Step 3:**
Build business case

**Step 4:**
Realise benefits

One of our friendly advisers spends a couple of hours with you and any key members of your team to understand your business, people, main systems and processes.

We produce a Business Assessment that is technology led, outlining the areas of quick wins and where we can assist with the longer term strategy for your business.

We back any recommendation with a business case and assist with applications for any funding sources available to you, so you can see how your investment looks.

We hand hold you through the implementation and support process, engaging in as much or as little as you require, depending upon your own resources.

## The *'What's in it for me?'* question

**Defining the business case**
- Grow revenues, capitalise on existing opportunities
- Reduce costs, improve efficiency, minimise risks
- Improve the customer, partner, colleague experience

**Prioritising the plan**
- What is going to give the best ROI or business benefit?
- Tactical activity required urgently
- Quick wins

**Bringing people on the journey**
- Input to the process
- Appointing advocates/influencers
- Adopting changing positively

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| What's in it for me? | ✓ Good technology | ✗ Poor technology |
|---|---|---|
| **Business** | • Increases efficiency/reduces operating costs<br>• Is flexible, allowing for scale<br>• Evolves, systems are upgraded with minimal, if any, disruption/cost<br>• Keeps your workforce connected<br>• Improves brand reputation<br>• Secures all systems and devices | • Gives a disjointed experience across departments<br>• Wastes time with duplication<br>• Limits growth<br>• Slows down the order process<br>• Wastes management time dealing with issues |
| **Customers** | • Makes you easier to do business with<br>• Gives a great customer experience both online and offline<br>• Keeps customers updated / reminded of your services<br>• Ensures your brand stays current<br>• Allows for targeted and timely communications | • Exposes poor processes and internal issues to customers<br>• Makes businesses look outdated<br>• Neglects customers buying impulses<br>• Makes it easier to do business elsewhere |
| **Partners** | • Shows you are forward thinking<br>• Makes you easier to do business with<br>• Provides trust that you can handle business growth<br>• Produces active management reporting | • Unable to work with the manual processes<br>• Worry that the customer experience will be impacted<br>• Reluctance to pass more work<br>• Relationships aren't scalable (new or existing) |
| **Owners** | • Gives you back time to do what you're good at<br>• Gives you visibility across the business<br>• Makes your brand current / ability to attract good people<br>• Increases the value of the business through efficiency, scalability and demonstrating that a plan exists | • Untrusted management reports<br>• Technology investment is not joined up<br>• Having to be "hand ons"<br>• Acquirers/investors sceptical about integration and scaleability of the business |
| **Managers / TL Supervisors** | • Able to supervise/manage/lead from a distance i.e. less travelling to site<br>• Focus on developing people, managing change, dealing will bigger issues<br>• Good communication and sharing of information | • No real time operational reports/alerts to aid decision making and planning<br>• Lack of accountability, no visibility of day to day performance<br>• Teams operating in silos and lacking in knowledge/comms |
| **Team Members** | • Enables the business to attract and retain good people<br>• Able to provide a proactive and accurate service to customers<br>• Manage tasks and time effectively | • Takes longer for new starters to get up to speed<br>• Higher likelihood of errors / tasks take too long<br>• Stressful day job resulting in higher attrition<br>• Using technology as an excuse for poor performance |

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## 10 examples of 'quick wins'

1. Deploy Office 365 for email, Microsoft Office and additional apps

2. Train employees on Microsoft Teams so they learn to collaborate more efficiently

3. Review devices to provide users with the best tools to carry out their roles

4. IT infrastructure review with a focus on risk, DR & security

5. Review value of existing IT and Comms monthly Support Contracts

6. Review mobile tariffs in view of additional data use

7. R&D Tax Credit review of historical spend improving the business

8. Improve connectivity to main site

9. Make better use of applications in accountancy package

10. Evaluate options for a project tracking / job scheduling system

## What are the next steps?

If you are interested in booking your **inTEC Business & Technology Review** or to discuss further, please contact us via any of the three routes below:

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#worksmarter with inTEC

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