Introduction

ExcelSource are expert in driving cost savings and delivering value into your organisation through independent review of your business functions and support services.

Whether completing an in-depth assessment on the efficiency of an in-house solution, or helping you migrate to the best Outsource provider; ExcelSource specialise in defining strategies that bring you value in terms of return on investment, cost saving and quality of service.

We work across your organisation's Finance, HR, IT, Facilities and Procurement functions to identify any potential business change opportunities, and then recommend the best provision for those services; whether that's in-house, through a 3rd party, or through the use of offshore provision. At each step, ExcelSource will articulate the value you can derive from our engagement; be it at a high-level preliminary assessment or detailed service review, our business case will always demonstrate value back to your business.

Our Expertise

ExcelSource was founded in 2008 and our very first project yielded a cost saving of 40% for our client. This highly successful project involved assessing a complex, multi-million pound, multi-service Outsource contract, which simultaneously refreshed the services on offer, as well as the cost to deliver them.

The results of this ExcelSource project have given our client real strategic advantage over their competitors.

We are certain there are many other customer/supplier relationships that would benefit from our expertise.

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In-depth knowledge of business change is often limited; with Operational departments already stretched it makes sense to bring in a team that have the experience and expertise to deliver. ExcelSource have repeated success in adding value for clients with projects ranging from Facilities function reviews realising £500k p.a. saving, to global IT restructures unlocking £1m p.a., a Finance process review matching invoices that saves £220k p.a., to offshoring HR business processes that changed a cost base of £1.2m to just £450k p.a. Through numerous complex procurement initiatives we have build a formidable Procurement expertise that we can now also leverage to improve our clients Procurement functions.

Your Services; Our Experience

ExcelSource have developed a number of techniques that allow us to quickly assess your support services and their efficiency. From this assessment a short report is drawn up, which allows a more detailed

"Our expertise delivers value to your business, while you remain focused on core business"

conversation to begin and it's at this point we can agree if the project opportunity is appropriate for an Independent Consulting engagement, or whether it matches one of our business partner activities for a Prescriptive Solution.

Over many years, we have gained experience working with suppliers in the Outsource industry. If a comparative study, as part of our Independent Consulting services, is not required ExcelSource can offer advice on matching customer requirements with "best of breed" suppliers through our Prescriptive Solutions.

Independent Consulting

ExcelSource has extensive practical experience in dealing with the vendor community, whilst remaining completely independent of any particular supplier.

A typical business process change or 3rd party supplier engagement would consist of the following four steps:

1. Preliminary Assessment – identifying the project with maximum opportunity for return
2. Benchmarking & Refine Business Cases – quantifying the opportunity
3. Business Change Proposal – detailing how the opportunity can be realised

4. Service Delivery – realising the opportunity

Stage 1, Preliminary assessment: Discussions are held with the commercial and operational business owner of the service, typically over a two-day period. At this stage a preliminary report is issued by ExcelSource. This report outlines potential improvements to the current service in terms of quality and cost. A high-level business case is then drawn up. The assessment also highlights any business risks.

Stage 2, Benchmarking: This is carried out by benchmarking experts in ExcelSource to assess current SLAs and costs versus similar services in the market. This high-level benchmark will demonstrate a range of service levels and costs, with a percentage confidence level. These figures are then fed into the business case comparing current costs with upper and lower level benchmarks.

Stage 3, Business Change Proposal: Where the project concerns a business change, ExcelSource will prepare a detailed business change proposal. This will include activities like: business process design; role review and organisational structure design; IT systems architecture; and change requirements definitions.

Where a project is related to 3rd party review, our procurement and contract negotiation sourcing processes are used to draw up service definitions needed for our client's future provision.

Stage 4, Service Delivery: This is where ExcelSource deliver against their own or the Suppliers proposal. We use our own agile Prince II derived project management methods to deliver, while minimising business risk, tracking the financial business case and ensuring timelines are achieved.

The end result is a much improved service, be it through an in-house team or a 3rd party from which your business will benefit over the years to come.

During the various stages of an assignment, ExcelSource is able to draw on a pool of qualified and experienced subject matter experts. We offer agility, flexibility, a great return and excellent customer service, including regular weekly status updates, detailed analysis reports with clear and concise executive summaries, a project portal securing confidential data (away from your internal systems) and full board level support.

Prescriptive Solutions

We have worked with many clients where, once we have established their outsourcing needs and their service level requirements, they do not wish to go through a tender process. This is for a variety of reasons, including time and the potential cost involved. In these cases, our clients would rather ExcelSource were prescriptive about the best solution for their needs, understanding any business constraints. ExcelSource provide the solution based on our vast knowledge of the Outsourcing market gained over many years and the existing relationships we have with Outsourcing suppliers.

ExcelSource are currently able to create Outsourcing solutions around one or more of these services:

Finance & Procurement

Finance process outsourcing (FPO); Our partner offers a range of FPO services, including accounts payable/receivable, credit control, reporting and expenses management

Application maintenance services; Offered by our partner for your ERP & CRM systems covering any SAP, Oracle or Microsoft Dynamics requirement

Document Management; Offered as an adjunct to aid FPO and Hospitality BPO services. Documents can be sent to a UK post box from where a full document processing service begins, including scanning, indexing, transcription, archiving, secure destruction and on-line publishing

Business intelligence and reporting services; Offered as an adjunct to aid FPO, Hospitality BPO and Application Maintenance services

Procurement Process; Leveraging our well established processes, ExcelSource's consultants can help to increase value from our client's Procurement function. For certain industries such as retail and hospitality we have also established relationships with suppliers that can lower costs through their services.

IT

IT Infrastructure and critical applications hosting services; Covers hosting your IT infrastructure with our key partner who will provide secure and resilient managed services of the IT platform and its enterprise applications. Hosting options are through collocation, managed or cloud services

Remote Infrastructure Management services; Often IT systems, networks, telecommunications and desktop application will benefit from having them centrally managed from lower cost locations. Our RIMS supplier can often realise significant cost savings for our clients by transitioning to their secure and accredited services.

Agile Software Development; Our partners are expert at working with your team in a Team Extension model or progress an entire development process. Using Agile techniques this is now demonstrated to give far greater business value than more traditional Waterfall methods in many development situations.

Facilities

Facilities Management services; Are a set of services encompassing a broad range of services that usually make up an organisation's Facilities function. It includes cleaning, security, reception, post room, property maintenance, utilities and catering services as part of a full package of services

Marketing

Web development and design services; Offered by our partner to help an organisation standardise a suitable open source or commercial web Content Management System and devolve content production to client's marketing or operating business units. Graphic design and web marketing services are also offered

Social Media and SEO services; To maximise any marketing expenditure we can compare your current mechanisms and suppliers with alternatives and often demonstrate that business value can be improved.

HR

Human Resources services; We often find clients are seeking to automate and reduce the burden of HR admin by adding self-service capability into their HR offering. This extends from the automation and administration of payroll, recruitment, entry and leaver processes, training records, absence management, flexible benefits administration and time and attendance

Recruitment Process Outsourcing; Recruitment services are often seen as an area where a third party can add significant value due to their economies of scale and their ability to flex with our clients peaks and troughs in demand.

Why Wait?

Contact us now to guarantee Excellence in Sourcing from ExcelSource

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