



# mentor

## Strategic Review

The pressure on businesses to improve profitability and drive down costs is unremitting. It demands focus on the core activities of your business and allows little room for distraction. Yet, with all your key business information dependent on the best use of your MENTOR Enterprise system, how can you be sure that you have given sufficient attention to this most vital of management tools?

The MENTOR Enterprise software suite was selected by your organisation as it is able to provide powerful and strategic information. However, as business needs change, we often find existing MENTOR Enterprise customers are not harnessing this power as they are not making the best use of their system. MENTOR Enterprise is flexible enough to adapt to these changes enabling you always to be working in the way you wish.

Often we find that customers have given little time to assessing the benefits of the many hundreds of enhancements delivered with recent upgrades. Recently we have worked with a number of customers to provide guidance and support in reviewing their system configuration against their current, and often changing, processes. In many cases simple configuration changes have delivered huge benefits to their businesses. In other cases we have identified requirements for staff training to increase the level of awareness and employee output.

The key benefits of the **MENTOR Enterprise Strategic Review** are:-

- Greater business control
- Realise the full potential and financial benefit from your initial investment
- Development of experienced, and productive, staff
- Fast and beneficial MIS reporting

Possible outcomes from the review include the diagnosis of the causes of ongoing issues:-

- Inadequate staff training resulting from:
  - Staff turnover
  - Insufficient initial training leading to bad practices developing
  - Staff performing manual tasks around system processes
- Business and business processes change:
  - MENTOR Enterprise has not been considered in this change
  - There is not enough system knowledge to implement the necessary changes
  - The customer has not kept up to date with enhancements and is unaware of what AXiM can do
  - Labour intensive manual processes have been introduced to compensate
  - Business critical data does not get to management in a timely manner

As part of a “best practice review” the MENTOR Enterprise Strategic Review will also help customers understand where they have inadequacies allowing them plan the necessary corrective actions, either performed by themselves or, with assistance from RedSky IT.



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### MENTOR Enterprise Strategic Review Process

The MENTOR Enterprise Strategic Review will take two days to complete and can be funded using Managed Service Time-Bank Days.

The review comprises four key stages:

#### Stage One

An initial telephone conversation to discuss the areas to be covered by the review. The requirement may be for a specific area of your business to be reviewed, such as Core Financials, Procurement, Hire, or Payroll. During this conversation, an Agenda for an on-site day and advice on the individuals who should contribute to the day will be agreed.

#### Stage Two

A day is spent on-site discussing your business and reviewing changes that have taken place since MENTOR Enterprise was purchased or any that are anticipated in the future. We will speak to the appropriate staff and look at how they use the system.

#### Stage Three

RedSky IT will produce a report detailing our discussions, investigations, findings and recommendations.

#### Stage Four

A follow up telephone conversation once you have had the opportunity to absorb the report and to discuss any further matters arising.