

Custom Solution Client Success Story:

Professional Services Risk Modeling Tool

Professional Services Risk Modeling Tool (1 of 2)

Problem

The professional services and consulting group for a global technology company requested assistance in building a risk analysis model. One function of this group is to provide assessments, costs benefit analyses and recommendations for large system replacement and consolidation. Part of the assessment process is to estimate the potential hard and soft cost savings from implementing their recommendations. Only a small number of experts within the group had the capability and skill to accomplish a comprehensive cost saving assessment. Even for the experts it was difficult to quickly generate an accurate estimate. The client wished to build a system that would allow all members of the team to generate realistic and accurate cost estimates.

Solution

Vose Consulting reviewed and analyzed the elements involved in the assessment process. A Monte Carlo risk analysis based model was built to estimate the potential hard and soft cost savings. The model included an efficient user interface that the consultant doing the assessment can use to input their customer's current environment as well as potential consolidation scenarios. The model uses this information to rapidly generate a range of potential cost savings and probabilities for each scenario.

Professional Services

Risk Modeling Tool (2 of 2)

Result

A user-friendly data collection software tool was delivered to the client along with a manual for running and modifying the tool. This tool led the client's agent through a series of data acquisition steps with visual cues, error checking and the ability to add notes and new elements. The tool effectively makes in-depth expert knowledge instantaneously available to all members of the team. In addition to standardizing the data collection so that all key elements are acquired, the tool dramatically reduces the time required to produce an assessment. Training was also provided on how to use the tool, and understand the results. Client personnel are actively using the system in the field. Vose Consulting developed an application that exported the collected data to a spreadsheet model that allowed a very rapid risk analysis model to be developed around the collected data.

Types of organizations that can use the same expertise

- Large technology organizations doing pre-sales consulting for potential customers:
 - Large scale printing
 - IT systems
 - ERP implementation
- Cost-benefit analysis where either the cost or the benefit are uncertain.