Symbiosys Business Consulting

Is a client-centric capability, focused on chosen markets, developing sustainable value for our clients and Symbiosys shareholders. Our primary purpose, as part of an integrated team, is to provide business and ICT advice, thought-leadership, innovative and differentiated value propositions and services to our clients. Solving unstructured problems comprises a major part of our assignments.

Symbiosys' business model is designed around three Centres of Excellence and several value propositions, with a central practice management function to support our client requirements and Symbiosys services-oriented

Business Advisory Services

- Enterprise Performance Improvement

The ever-changing competitive business arena dictates that companies constantly assess their performance relative to their competitors and take the necessary action to enhance or protect their competitive position. The Enterprise Performance Improvement practice achieves alignment of all the critical dimensions of the enterprise including measuring the following:

- Business strategy operating model, business processes management and governance
- Organisational structure, human & intellectual capital and technology deployment
- Organisational and Change Management

- Value Realisation

One of the fundamental principles to the success of consistently profitable organisations is their ability to make the correct decisions more often. At Symbiosys, we recognise that the ability to clearly identify the value associated with investments, particularly in the ICT portfolio, is becoming a top priority for many clients, and we therefore focus on Business Case Development, Due Diligence and Portfolio Management.

- Strategic Research

Strategic research is the process of utilising pragmatic and scientifically sound research methodologies to generate all the information required to support business decisions. The effectiveness of organisational decision making is greatly improved because strategic research ensures that valuable resources are utilised to predominantly deliberate decisions and their implications rather than identify the appropriate information required to support the decisions.

ICT Planning and Management

- Enterprise Architecture

An Enterprise Architecture (EA) creates a logically consistent view of an organisation, its strategies and objectives, business processes, informational requirements and the application systems and technology infrastructure that enable them. Architecture policies and principles govern the development and evolution of the architecture to ensure that the organisation strategy is fulfilled and the organisation retains the ability to effect rapid change and remain agile. Symbiosys offers EA maturity assessment, capability establishment, development, implementation and maintenance services.

- ICT Strategy and Master Systems Planning

Organisations require a basis and guideline for sound decision-making in the planning, execution and monitoring of ICT investments, and need the assurance that the implementation of business strategy will be supported through a structured approach and enabled through correctly aligned ICT investments. Our ICT planning services provide an ICT Strategy or Master Systems Plan that provides an organisation with a strategic ICT plan and business justification for the applications and technology that should be deployed to optimally support the business drivers and strategy of the organisation.

Risk and Service Management

- Service Lifecycle Management (SLM)

Typically starts with a strategic business review and development of a business case that enables clients to make an informed sourcing decision, which could encompass in-sourcing, outsourcing or co-sourcing. In addition, we assist with business impact analysis, transition planning and development of service documentation, such as service definitions, OLA's, SLA's and business metrics. At an operational level we provide advisory services through the practical application of a comprehensive and consistent set of best practices for SLM (e.g. ITIL), promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems.

- Business Continuity Management (BCM)

Focussed on managing an organisation's ability to continue to provide a pre-determined and agreed level of services to support the minimum business requirements following an interruption to the business. This may range from service degradation, an application or system failure, to a complete loss of the business premises. This also includes the absence of IT technical services and/or facilities. ITSCM (IT Service Continuity Management - the non-business technology component of business continuity management) ensures that IT Technical services and facilities (including computer systems, networks, applications, telecommunications, technical support and Service Desk) can be recovered within required, and agreed, business timescales. As such, BCM is a non-negotiable activity.

- Risk / Identity and Access Management

A comprehensive range of Risk Management services are provided within the context of a client-specific risk profile. It covers services that enable the effective management of key governance, risk, business continuity and compliance activities. We have the experience and expertise to help organisations envision, develop and implement sustainable risk management practices and frameworks.

Programme and Project Management

Successful project delivery is underpinned by effective project management. By studying business drivers Symbiosys can create a value proposition tailored to individual businesses.

The experience and depth of skill with certifications (PRINCE2) residing within Symbiosys is what sets the company apart. Each project is run by a project manager with years of experience and clients are guaranteed some of the finest technical minds in the industry.

Symbiosys has a long and proud track record of delivering superior project delivery to a number of blue-chip companies.