

Introduction to Anser Consulting

Who we are

Anser Consulting was founded by senior consulting and industry leaders who recognised the need for a boutique hands-on approach to assist clients improve, succeed and grow.

Having worked in Industry and Consulting, with combined experience of nearly 30 years, the Directors have purposefully set about creating a firm with a distinct point of difference from the larger multinational firms.

The way we work

We believe that our hands-on approach provides excellent value to our clients. Our point of difference focuses on the following key aspects.

Experience & Knowledge – Our Directors work hands-on in all our projects. They form an intrinsic part of our low-leveraged teams and spearhead the day-to-day problem solving and project governance. This means that our clients work with the depth of experience and knowledge of our senior leaders.

Vision & Objectivity – We help our clients solve critical issues and problems and develop a clear and pragmatic vision and solution. In doing so, we provide objective and independent advice through the hands-on involvement of Directors and experienced consultants.

Teamwork – We work closely with our clients, most of the time in joint teams. We, in effect, ‘live and breathe’ the problems and issues together with our clients in their environment.

Adaptability – Whether a short, intense burst of effort or a longer elapsed time is required, our approach allows us to match the needs and demands of our clients.

Our approach ensures deep involvement by our senior directors at all times. This guarantees that our clients have access to the experience and knowledge of our most valued resource – our people. Our directors have worked with some of the largest private and public-sector organisations in Perth.

Our people have just as much commitment to and ownership of the ultimate outcomes as you do – our excellent reputation is dependent on making each and every project a success.

Quality assurance to ensure high delivery standards every step of the way

How we can help

Anser Consulting aims to address the specific needs and concerns experienced by most businesses with respect to improving the bottom line.

Our capabilities are built around four interlinked facets with a focus on people management.



- **Business Strategy** – Providing direction and scope and focusing the business on how this will be achieved
- **Operational Performance** – Tracking and improving business performance
- **Business Transformation** – Aligning business functions to succeed
- **Program & Project Management** – Efficient and effective delivery of business imperatives and initiatives

Our areas of expertise are listed below.

1. Business Strategy

- Business plan Review & Development
- Corporate Vision Development
- Strategy Communication
- Technical Strategy Development

2. Operational Performance

- Performance Management
- Process Improvement
- Cost Reduction
- Business Analysis and Modelling
- Functional Review / Requirements
- Business Case Development

3. Business Transformation

- Operating Model Design & Development
- Organisation Design
- Organisational Change
- Stakeholder Management

4. Program Management

- Program Management Office
- Portfolio Management
- Manage Complex Projects

Our experience

Anser directors have significant experience working with a diverse range of organisations in a variety of industries. The following examples demonstrate the kind of work that we have typically been involved with.

Assisted an **electricity distribution network provider** develop and implement an operating framework that delivered threefold increase in productivity which was tracked through benefits realisation.

Lead an important organisation and process change project for an **electricity distribution network provider** to manage a significant maintenance works programme within the confines of available resources, budget, and conflicting work demands.

Helped a major **grain bulk handling business** define the future-state business processes for their trading and marketing functions in readiness for a new systems implementation. This will result in measurable improvement in business performance, as well as a technology landscape which is more flexible, and less costly to maintain.

Assisted a significant **WA-based iron ore producer** identify value drivers to help drive costs down and levers to increase production. This involved the development of a model and framework of key performance indicators to track these drivers.

Development of a business case for accommodation expansion at a training facility for a major **major electricity utility**, to address a significant shortage in space required for training an growing workforce.

Helped an **iron ore producer** select a new budgeting and forecasting system by understanding key business requirements, developing brief RFP for vendor, developing evaluation criteria and vendor selection through demonstrations. The aim is to improve the existing ad-hoc, disparate processes resulting in budgets with minimal linkage to cost and value drivers.

Assisted a **WA-based iron ore producer** develop a KPI framework and governance model. The KPI framework provided a single set of rules by which KPIs are defined, decomposed, aggregated and delivered consistently and timely. The governance model provided a set of quality control disciplines for managing, using, improving and maintaining KPI information in the organisation.

Helped a **WA-based iron ore producer** develop a KPI Dashboard that involved the visualisation of the Executive and General Manager level KPIs. The visualisation is a working prototype that shows KPIs that are refreshed on a monthly basis.

Assisted in a review of the **WA Electricity Market** and the financial issues impacting the **major electricity generator**. This review covered a wide range of matters impacting the industry in WA.

Helped a **major electricity retailer** effectively eliminate duplication and streamline inefficiencies identified in their Pricing & Forecasting function. It included process design, organisation impact assessment, development of organisation structure and transition planning. It involved the centralisation existing disparate pricing and forecasting functions.

Assisted a **major oil and gas company** to review their finance function and assessed their capability to support the upcoming major capital projects. The project included a review of finance requirements and the identification of key critical gaps to be addressed.

Assisted a **major university** in a review of their Finance and Administration function leading to the development of a new service delivery model and improved business processes. This work included transition planning, organisation structure sizing and change management.

Helped in the finance function transformation of a **major UK-based telecommunications network provider**. This involved refinement of key business processes for optimum performance. The transformation project undertook a thorough review of the entire organisation and made specific recommendations for creating a more effective, fully aligned team.

Assisted a **major UK-based telecommunication network provider** realise significant savings (Procurement to Pay) and increased revenue (Cash from suppliers) through a review of their procurement trading controls. It included a review of the key trading processes in order to identify, and subsequently tighten, areas of weak control.

Helped a **major educational services and learning solutions provider** conduct a software selection exercise for the group of companies. The primary focus areas were the ability of the solution to consolidate multiple companies (including foreign entities) and the ability to support centralisation of finance functions.

Helped two **major gold producers** develop future-state business processes and functional requirements for a new Enterprise Resource Planning (ERP) system. It also involved the development of a business case justifying costs and benefits.

Assisted a **major chemicals and fertiliser manufacturing business** develop future-state business processes for the ERP and Customer Relationship Management (CRM) systems in the Chemicals division of the business. It involved systems implementation and change management activities.

Helped with the merger integration of two **major gold producers**. Key activities included the development of streamlined integrated business processes for a newly combined group including exploration, project development and corporate development.

For further information please contact

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