



Professional Services

With Yorb, you'll never have to go it alone.





Professional Services

Contents

The risk of going it alone	4
What risks are we talking about?	4
What options do you have?	4
What are Professional Services?	5
So, what can we do for you?	6
Gain a strategic viewpoint of technology investment, delivery, and value	6
Strategic planning – aligning your business vision and IT strategy	6
IT governance	6
Board-level advice	6
Cybersecurity and risk	7
Project advisory and project management	7
Capability maturity model	7
Productivity – process improvement	8
Change management	8
Strategic-Engagement-as-a-Service	8
Our professional services packages	9
What other consulting services can we offer you?	10
About Yorb	11



The risk of going it alone

The technology decisions you make are central to how you improve today's business processes and security and enable you to scale for the future.

But if you are a smaller business, making the right decisions can be a sticking point. It often requires a depth of knowledge and expertise you may not have in-house. And finding and affording dedicated technology resources to help make strategic decisions can be a luxury when you're focused on staying lean, mean, and competitive. Even larger organisations, with internal IT teams, can struggle to achieve an agnostic overview of their plans.

Regardless of size, making the wrong call on 'where-to-from-here' can significantly harm your business. You can potentially over- or underinvest in technology, or choose solutions with a limited shelf life or capacity to help you move forward. But not making any decisions is equally perilous, especially when it comes to an ever-evolving landscape of security risks.

What risks are we talking about?

As an example, failing to improve your business processes or eliminate bottlenecks in your workflow can undermine your ability to compete – it's hard to shine when your competitors can manage customer orders, applications, services, invoicing, delivery, and support requests in a fraction of the time. So, how do you decide where to even start?

It's also difficult to improve how you do business (or protect it) if you don't have a data strategy. Relying on inaccurate data (that's if you can even bring it together from a range of disparate systems) can lead to poor financial decisions and disappointed customers. Which leads to the question: How are you going to secure and manage your data, and get more value out of it?

Anyway, we're sure you get the point by now – just as you have specialist knowledge and skills, so do IT professionals. And they can help you make better decisions.

What options do you have?

Unless you are a large organisation, it's unlikely that your IT team (or person) will have a full complement of experts. You're more likely to build a team that can take care of your business technology on a day-to-day basis and look for additional expertise as and when you need it.

Or you may have a solid (and always busy) internal team and need independent strategic input and oversight at the stakeholder level.

You generally have four choices:

- You make an internal appointment, recruiting that perfect all-rounder (with hands-on and strategic skills) at considerable expense.
- You go to market for a fixed-term contractor who doesn't understand your business.
- You could go it alone and potentially make far-reaching decisions which could cost you dearly in the future.
- Or you could talk to us about our Professional Services.



What are professional services

Yorb Professional Services offers a strategic engagement model that reduces your risk of getting IT wrong. We provide an affordable, structured approach to boosting your digital capabilities, helping you to achieve your business outcomes, and reducing risk.

Whether you need problem-solving or planning, applying best practice to how you govern your use of IT, ongoing advice or pinpointing where there's room for improvement, turning your data into a goldmine, or streamlining those time-consuming manual admin processes – we have trained, experienced, business-savvy consultants available for long-term or project-based engagement.

We can work with you on special projects as needed. Or we can work with your IT team and stakeholders on a regular basis to review progress, offer strategic guidance on future investments, and keep the business focused on the big picture with a technology roadmap.



Solve

specific technology challenges



Align

your IT strategy with your business goals



Advise

on technology investments



Develop

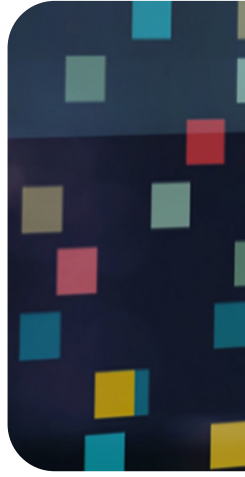
technology roadmaps and strategies



Manage

project delivery success

So, what can we do for you?



Gain a strategic viewpoint of technology investment, delivery, and value

Regardless of the size of your business, technology rarely works (or generates value) on a set-and-forget basis. If it's not delivering what you expected, you need to know why – and what you can do about it. If you don't have controls in place, your reputation can be at risk. And if you're not constantly improving your processes, it can be hard to stay out in front of competitors, let alone keep your head above water.

Our strategic services are designed to ensure your technology delivers value:

Strategic planning – aligning your business vision and IT strategy

If your IT strategy hasn't got your back, then your business vision is out on its own. We can make sure the two work hand-in-hand by charting your present position, envisioning the future, and then preparing a technology strategy to bridge the two.

We outline your long-term goals, key initiatives, and the resources required for each objective, ensuring your technology aligns seamlessly with your business ambitions.

The outcome? A well-defined strategic roadmap that aligns your technology investments with your business objectives.

IT governance

Investing in technology is one thing, but making sure it delivers the value you were promised is another.

And the only way you can do that is by benchmarking what good looks like and reporting against those standards to ensure your business and technology are on track. These processes highlight where there's room for improvement to meet goals, areas where it's necessary to evolve your policies or identify room for process improvement.

The outcome? Maximised value, performance accountability, and tight controls over operational and compliance risks.

Board-level advice

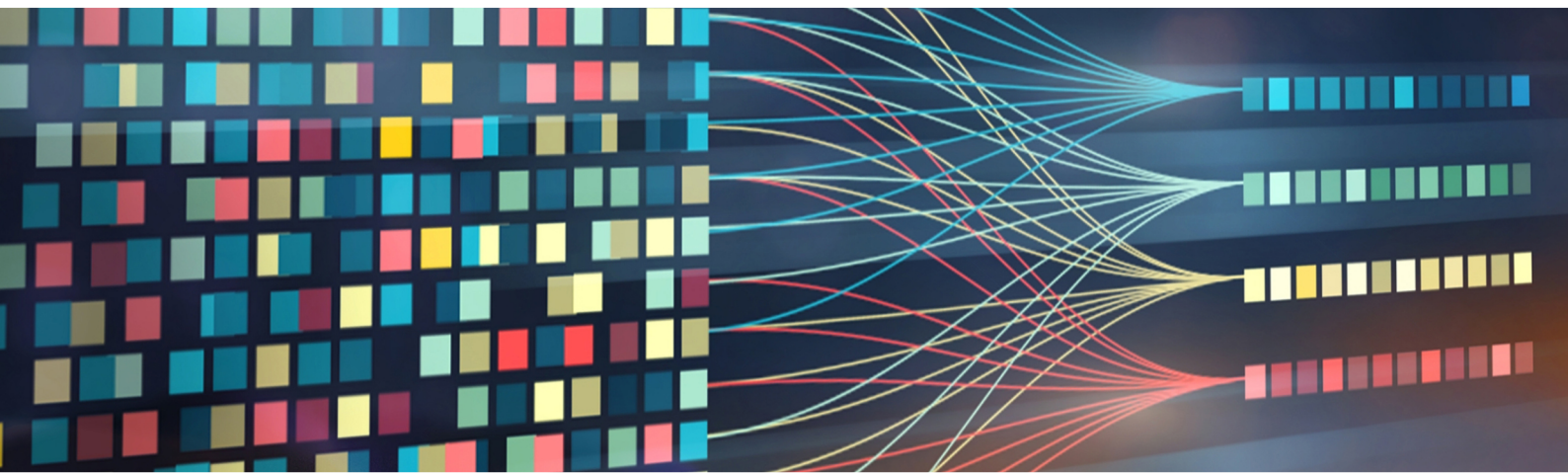
We all know the impact of dissent on progress! Without stakeholder buy-in, it's almost impossible to drive improvement and change successfully. And this buy-in depends on your investors and board agreeing with and backing up new initiatives for improvement of change.

Budgeting is crucial for any technological endeavour, and often a sticking point when the investment isn't understood at the stakeholder level.

We offer board-level advice about which IT projects will support your goals, are financially sound investments, and will reduce company risk and liability. Additionally, we outline the expertise needed for each project and provide guidance on what the business should invest annually so you can meet your technology objectives without overshooting your financial capabilities.

We also provide quarterly reports designed to keep your leadership team updated on the technology landscape within your organisation. These reports include progress updates, risk analyses, and actionable insights for strategic investment and technology adoption.

The outcome: Your investment in technology will always deliver the productivity and competitive edge it was intended for.



Cybersecurity and risk

Very few days pass without seeing yet another story about a business that's had its data stolen or held to ransom, or has been frozen out of its operational systems and is consequently unable to function. All or any of these attack outcomes can quickly destroy your reputation and financial viability.

Cybersecurity is more than just having security software in place. It's about understanding (and documenting) your own internal and external business risks, how to mitigate them, what to do when under attack, and the communications plan you need to reassure your customers, employees, and suppliers that you've addressed all issues and have a recovery plan.

As the risk landscape is ever changing, the controls you have in place to keep your business and its data safe from a wide range of attack strategies (from ransomware to social engineering) must constantly evolve. Which is why we not only help you create and develop security policies but also deliver comprehensive reviews and benchmark your security maturity at regular intervals against international standards like Australia's Essential Eight.

The outcome: Your approach to cybersecurity increases in maturity, reducing your risk profile and minimising the opportunity for attacks.

Project advisory and project management

Choosing the right solutions to meet your business needs can be daunting. Preparing an RFP (request for proposal) for new technology can be enough of a challenge, let alone selecting the right solution and rolling it out successfully.

Our project advisory team can decipher your business requirements and help you write RFPs that accurately capture your requirements and desired outcomes. We can then help you select the right technology (whether it's one we implement or a specialist line-of-business solution from another vendor). If your solution is provided through a third-party vendor, we can project manage the vendor relationship to reduce the risk of project overruns or late delivery.

Our consultative support for project management includes advising your team on creating effective project plans, risk mitigation strategies, and stakeholder communication. We guide you through the entire lifecycle of your project, ensuring a smooth execution.

The outcome: You can confidently invest in new technology knowing it's fit for purpose and will be successfully introduced into your environment.

Capability maturity model

A Capability Maturity Model (CMM) is a business "ladder" that shows how well your organisation (and its processes) ranks against a given function, for example, managing your data or your cybersecurity.

Our CMM provides a comprehensive framework to assess the maturity of your technology and information management processes against best practice and industry standards.

Our objective is to help you pinpoint where you have gaps, identify the order of investment in new technology, and translate it all into a practical improvement roadmap that everyone can understand and follow. And of course, capture and report on those key metrics of cost, risk, customer impact, and process improvement.

The outcome: You'll be able to make process improvements which reduce risk, improve compliance (for example, with data privacy regulations), and deliver to stakeholders the hard numbers that prove an ROI.

Productivity – process improvement

If your technology isn't enabling your processes and people to be faster and more efficient, you need to know why.

We can evaluate your current processes and identify where and how they can be improved. This includes advising which steps in the processes add value, and where technology (like automation, integration, and real-time monitoring) can be applied to make them run faster, cheaper, and with fewer errors.

The outcome: A level of business efficiency and responsiveness that makes your customers happier and frees your team from repetitive, error-prone tasks.

Change management

New technology offers no value to your business unless your people embrace and use it. The fear of change (and even job loss) can breed internal resistance to learning or using new systems and processes, even though they have undeniable benefits to your business and customers.

Our change management support makes sure you have a seamless transition from old processes to new ones. We ensure everyone, from stakeholders to everyday users, is happy to champion and use the technology.

We deliver impact assessments where we analyse who in the business is affected, any risks, guiding principles, and metrics that define successful uptake. Using tailored communications (with FAQs, highlights and talking points for stakeholders to use to explain the impact) and role-based training, we ensure your people are fully prepped and onboard. We track user readiness throughout the process to clarify who has 'got it' and who's struggling – and why. And for those who fail to engage and revert to old processes, we provide a support and reinforcement plan.

The outcome: With a team that understands how and why they need to use new technology, you'll maximise their productivity, minimise business disruption, and experience a faster ROI.

Strategic-Engagement-as-a-Service

You may need ongoing strategic technology advice, but finding and recruiting a CIO, solution architect, or IT Manager can be time-consuming and cost-prohibitive. (Especially when you can't justify a full-time role.) And contractors are often too far removed from the everyday realities of your environment and goals.

We offer support how and when you want it. Whether it's a weekly or monthly strategic engagement, you'll have all the expertise you need on hand, at a predictable cost, and with no learning curve.

The outcome: Supplement your business's strategic technology capabilities with affordable expertise and experience.



Our professional services agreements

Approach

We offer a flexible engagement structure tailored to your needs, with options for **0.5 day, 1 day, or 2 days per month**.

At the outset, our consultant will collaborate with you to understand your high-level goals and strategic direction. Based on this, we will:

- **Define quarterly focus areas** over a two-year cycle (see example below).
- **Conduct a baseline maturity assessment** to track progress at 12 and 24 months.
- **Deliver ongoing support** each quarter, including:
 - Strategic advice
 - Scoping of initiatives
 - Policy and process reviews

Where needed, we bring in **specialist expertise**—for example, in networking, Azure, security, or governance—to ensure comprehensive support.

Year 1		Year 2	
Quarter 1	Business Technology Review & Roadmap Planning ● Confirmed approach for topics and focus areas	Digital Maturity Assessment & Roadmap Review Policy Review: ● Security Awareness Training Policy ● Remote Access Policy Project Focus: ● Disaster Recovery Test, ● SSO & MFA ● End of Life Support	
	IT security assessment Policy Review: ● Essential IT information ● Acceptable Use Policy ● Cyber Resilience Policy Project Focus: ● Email Phishing or User Security Presentation ● Vendor, App & Licence Management ● Email Hygiene	Staff Capability Review Policy Review: ● Social Media Policy ● Data Privacy Policy Project Focus: ● Firewall & Network Review ● IT Administrator Access & Password Hygiene	
Quarter 2	Disaster recovery resiliency and business continuity review Policy Review: ● Backup & Disaster Recovery Policy ● Business Continuity Plan Project Focus: ● Data Archiving ● Disaster Recovery Workshop	Cyber security review Policy Review: ● PC Build/Disposal Policy ● Software Installation Policy Project Focus: ● Data Information Management ● IT Security Policies ● Wi-Fi Coverage	
	Regulatory and compliance review Policy Review: ● Information Access Policy ● Technology Usage Policy Project Focus: ● Review Cloud Consumption ● Mobile Data Plans	Productivity Policy Review: ● Information Disclosure Policy Project Focus: ● Business Process Efficiency ● Vendor Management	
Quarter 3			
Quarter 4			

What other consulting services can we offer you?

Data classification & governance

Is data one of your most underappreciated business assets? You may collect it in abundance – from financials to customer information to staff records – but do you know how to drive value from it? And critically, how to protect it?

Data is a hot topic – especially when it comes to compliance and governance. While data classification is the foundation of effective data management, data governance ensures that your information is secure and that your business complies with relevant laws and regulations. Even if you do nothing at all with your data, you are still required to apply stringent security measures to ensure it's not disclosed or stolen.

Find out how we can help your team leverage the power of analysis so you can make better, more informed, data-driven decisions and get your data into the best shape ever.

www.yorb.tech/data-classification

Business Process Optimisation

Concerned about how many hours a week your team spend doing the same administrative tasks? From accounts payable input and invoice approvals to manually reviewing customer account applications to employees requesting leave, there are numerous business processes that – while important and necessary – can be done in a fraction of the time. Without human input.

The good news is that when these processes are automated, they're completed quickly and with far more accuracy. So, there's far less time spent sorting out errors made through manual data entry or oversight.

Find out how we can help you to free up your employees to undertake more creative and rewarding tasks, impress your customers with speedy service, and bring a smile to the faces of suppliers with improved accounts payable (AP) processing and payments. And these are just a few improvements you can make.

www.yorb.tech/process-automation



About Yorlb

From a small one-office startup over 30 years ago, Yorlb now has four branches and over 40 people.

What hasn't changed, though (and never will), is that we're not a big city business. We're proud to be a regional business focused on helping regional customers to grow and prosper. We're driven by your vision.

We'd say it's a pretty fair bet that our values align with yours. That we speak the same language, and thrive in and support the same communities, and are big on relationships.

Being regional is important to us, and we hope it's important to you too.

Contact us

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