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Business Profile

Mullins Advisory Pty Ltd

Who Are We?

Mullins Advisory Pty Ltd (MAPL) is a boutique consulting and advisory business. MAPL provides advisory services to businesses looking to improve the management and delivery of their Information and Communications Technology (ICT) services; corporatise their business strategy and operations in response to business improvement needs, rapid business growth or positioning their business for sale. We are committed to delivering valued services to company directors, business owners, chief executive officers and other business leaders.

We bring to our clients contemporary wisdom in business and ICT management gained from 20 years of business and industry experience.

What Do We Do?

We help our clients improve their businesses. In collaboration with key client people and other partners, we work together to improve supply chain logistics, introduce quality management planning, value-adding management and business systemisation.

We help our clients to bring control and strategy to their (ICT) services. We solve ICT problems and create opportunities for business to leverage their ICT assets and resources for better business productivity, efficiency, quality and growth. We help our clients understand the ICT landscape, making you an "informed buyer" of ICT services. This helps make your ICT strategy future-proof.

Our Client Business Leaders say…..	We respond with…..
My business is looking to break into a new market segment (like local and state government supply contracts). As a SME, we are unsophisticated in our business process which makes our business look small, inexperienced and uncompetitive.	**Mullins Advisory assists its SME clients to present to its clients as a sophisticated, well organised and competent business**. This is achieved through detailed engagement planning, a review of operational processes, a review of business systems and (typically) the development of business policies and procedures.
I have the wrong people running IT. They are great technical people, but lack business acumen and the communications and planning skills required for the role	We do a peer review of the IT management function. We then **mentor IT staff** to empower them with the skills that their role requires to meet business needs. We also **source IT management people** for our clients.
I doubt we could recover our business systems if we had a business disaster	We plan for **disaster recovery and business continuity** and execute a IT systems recovery tests
We don't appear to work to an IT plan or one that is "in-sync" with the business plan	We do **strategic IT planning** and define **IT roadmaps** that articulate into **IT plans and budgets**
Our performance is inadequately measured. What is measured is measured inaccurately; results are not timely because data has to be sourced from multiple data	We review and define the key performance metrics for the business. We identify the data sources for the performance management reporting required. **We create dashboard reports incorporating targets,**

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points.	**budgets and KPIs** to allow timely management intervention in response to the information made available.
Most of our IT projects run late and/or over budget. Variations cruel our budgeting and frustrate our systems users	We bring **governance and risk management** strategies to IT projects. We support IT project managers
My IT service is inconsistent, and aspects (email, internet services, some of our applications, etc) fail us regularly	We **implement principles, policies and procedures** to ensure consistent / reliable service availability.
I am not sure our network and our systems are secure	We do a **security assessment** (and if required, a penetration test) to ensure only authorised people can access business systems
We need modern technology but don't know what to ask for and who to ask	We assist our clients with **business requirements planning studies** and the preparation of sourcing documents. We know where to find suitable candidate technology and services (to satisfy the business requirements)
Our IT service is unresponsive to our users (their support and skill development)	We help our clients **implement IT management service standards** set against IT industry best practices and benchmarks
Our competitors seems to be well ahead of us in the use of technology	We provide advice to our clients about available technologies and how they can transform quality, productivity and customer service.
Whenever we make a system change, there is a prolonged and unexplained system outage	We help our clients deploy **industry best practices for IT service delivery** (including change management, incident management and project management)
My industry peers tell me I am paying too much for telecommunications services	We manage **market tests for IT services** to ensure our clients are receiving the best value services available.
We have a disjointed approach to our digital media. Profiles of our business on our website, Facebook, Twitter and LinkedIn accounts are at best inconsistent and at worse, misleading.	Mullins Advisory helps its clients **develop a digital strategy** to ensure consistency across all platforms and to the procedures that underpin a consistent image.
I am looking to sell my business and wish to ensure I have maximised its value before putting it on the market	Gerard Mullins has divested a business recently, so has practical experience in adjusting the critical elements that contribute to business value.
We do not seem to be able to establish repeatable processes that have embedded timeliness and quality.	We review the process value stream to identify value-adding and non-value adding tasks elements. We work with our clients to **improve process efficiency, quality, timeliness and repeatability. Invariably, a quality management system resolves the problem.**
We tend to make business mistakes and some bad decisions that upon reflection could have been avoided	We help our clients bring process and professional management to their business operations and decision making. **We implement risk management and governance practices to support better decisions. We help our clients define and manage management accountability.**

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Typical Services

1. Systems requirements assessments (business requirements planning, vendor and system selection criteria)
2. Development of business cases for ICT investments
3. Systems and ICT service sourcing projects (upgrades, replacements, transitions to cloud services)
4. Establish and maintain ICT Steering Committee structures and processes
5. ICT policy and procedure design projects
6. ICT application and service implementation projects
7. ICT vendor management (contract reviews, service reporting)
8. Development of ICT application and service maps
9. Development of ICT budgets (capex and opex)
10. Establish risk management and governance policies and procedures
11. Mentoring of IT staff.
12. Expanding businesses engage Mullins Advisory to assess acquisition targets and to oversee integration projects to on-board the purchased business
13. Growing businesses engage Mullins Advisory to apply corporatisation services including….
    a. Development of corporate identity
    b. Implementing good governance practices
    c. Building profitability by understanding product and service cost drivers
    d. Implementing structured agreements (commercial arrangements) with suppliers and clients
    e. Formalise record keeping to ensure compliance and ease of record reuse.
    f. Preparing the business for sale
    g. Preparing the business for the acquisition of competitors or businesses in related industries
14. Help clients move from supplying their client's products and services into providing client solutions.

Why Mullins Advisory?

Our clients engage MAPL for the following reasons.

1. MAPL has significant business management and ICT industry experience
2. MAPL consultants…..
    a. Communicate effectively. Its consultants are adept at disseminating information
    b. Are energetic, persistent and objective oriented.
    c. Translate ICT strategy into action over the long term.
    d. Build and maintain strong and cooperative professional relationships.
    e. Are time-conscious so set priorities and work to a schedule – they are productive.
    f. Are team-builders – bringing people together around a problem/task.
    g. Are good teachers, coaches, mentors, counsellors – they are patient with people as they learn.
    h. Are strong leaders – good at promoting a strategy and vision.

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