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The Consultant – Friend or Foe?

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Clarity from Confusion



Fibreoptic Industry Association – January 2003




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Topics

Clarity from Confusion

- /// **What do Consultants Do?**
- /// **What do consultants know?**
- /// **Why hire a consultant?**
- /// **Barrier or facilitator?**
- /// **Preparing a specification**
- /// **Responding to a specification**
- /// **What do consultants look for?**
- /// **How can we improve relationships?**



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What do consultants do?

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- /// Define strategy
- /// Prepare Business Cases
- /// Estimate costs
- /// Design systems and networks
- /// Specify requirements
- /// Liase with suppliers/act as communications channel
- /// Clarify, equalise and evaluate bids
- /// Recommend solutions and suppliers
- /// Manage implementation and contracts
- /// Monitor standards and practice
- /// Accept installations
- /// Monitor performance


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Define Strategies

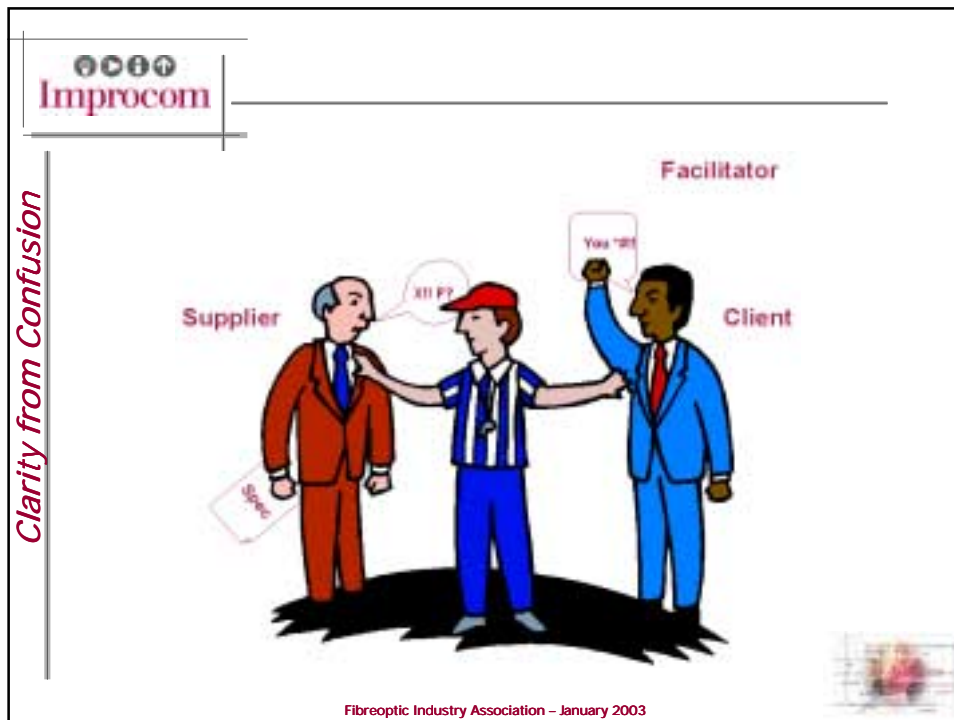
Clarity from Confusion



Consultant

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The slide features a header with the 'Improcom' logo (four circles and the text 'Improcom') in the top left. The title 'What do consultants know?' is centered at the top. On the left side, the text 'Clarity from Confusion' is written vertically. The main content is a list of nine items, each preceded by a double-slash icon (//):

- // How to define requirements
- // How clients think
- // How much things should cost
- // How suppliers think and behave
- // What is available
- // What problems exist
- // How to get things done
- // How to manage a network
- // How to find things out

At the bottom center, it says 'Fibreoptic Industry Association - January 2003'. There is a small, faded image in the bottom right corner.


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What do consultants know?

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- /// Voice communications and networking
- /// Data communications and networking
- /// Mobile communications and networking
- /// Video communications and networking
- /// Structured cabling design and implementation
- /// Fibre cabling
- /// Network management
- /// Procurement including EC/OJEC
- /// Implementation

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Consultants at work

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Before




After

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Client Consultation

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The real world

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Improcom consultants are paid to provide experienced, objective and truly independent support and advice and to act, at all times, in the best interests of our client

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Why hire a consultant?

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- /// Lack of skills
- /// Short of resources
- /// Objective opinion
- /// Catalyst
- /// Independent arbiter
- /// Industry experience
- /// Poor golf swing

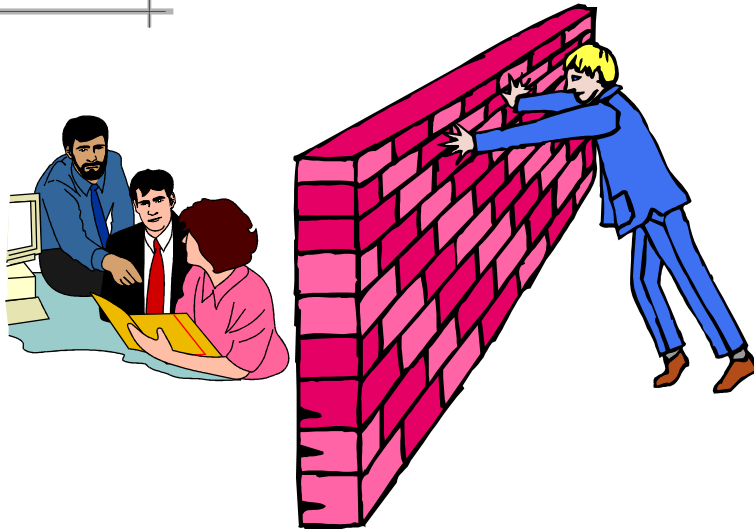
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Barrier or Aid

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Preparing a specification

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- /// Client details
- /// Background
- /// Overview of the requirement
- /// Outline design – physical and logical
- /// Detailed statement of the requirements
- /// Schedules and plans
- /// Standards and performance
- /// Contract terms and conditions
- /// Outline Programme of Work
- /// Pricing Schedule/s



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Responding to the Specification

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 **Responding to the Specification**

Clarity from Confusion

- /// **Company information**
- /// **Compliance statement**
- /// **Unambiguous responses**
- /// **Clear explanation of processes**
- /// **Programme**
- /// **Completed Pricing Schedule**
- /// **Extra information**



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 **What do consultants look for?**

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- /// **Competence**
- /// **Professionalism**
- /// **Experience**
- /// **Understanding**
- /// **Familiarity**
- /// **Honesty**
- /// **Clarity of response**
- /// **Added Value**
- /// **Price?**
- /// **Interest**
- /// **Commitment**
- /// **Positive attitude**
- /// **Completeness**



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Clarity from Confusion

1/2 OFF!

FREE!

SALE!

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How to improve relationships

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- /// Understand the consultant's role
- /// Contact consultants regularly
- /// Provide information promptly
- /// Get to know the consultancy
- /// Help consultants to learn more

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Clarity from Confusion




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The image shows a violin lying on a workbench in a workshop. The workbench is cluttered with various tools, including chisels, planes, and sandpaper. The lighting is warm and focused on the violin, highlighting its rich wood grain and the f-hole. The background is slightly blurred, showing more of the workshop environment.

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The image shows a close-up of two hands shaking in a firm grip. The hands are wearing dark suits and white shirts. The background is dark, making the hands the central focus of the image. The lighting is dramatic, highlighting the texture of the skin and the fabric of the suits.

