



Consulting Services Catalog

**THOUGHTFUL ACTION.
TANGIBLE RESULTS.**



Contents

ABOUT THE GUNTER GROUP	1
SERVICE LINE OVERVIEW	1
STRATEGY	2
EXECUTION	4
PEOPLE	8
TECHNOLOGY	11
CONTACT	14



About The Gunter Group

Our unique solutions generate extraordinary business results. By moving beyond outdated and inflexible consulting strategies, we provide critical insights and practical solutions. We value creative solutions over rigid structure. With a growing team of diverse, experienced and values-driven experts, our listen-first philosophy provides companies of every size and industry with effective solutions that align with their culture and objectives.

SERVICE LINE OVERVIEW

Strategy

Capitalizing on existing strengths, we lead executives and their teams to develop and implement plans that allow them to reach their strategic objectives.

Execution

We help our clients get things done by working alongside key stakeholders and teams to plan key initiatives and deliver critical results.

People

We empower companies to align their people and strategic objectives to maximize results.

Technology

With a cost-conscious and insightful approach that unites IT and business, we bring innovative solutions across technical environments.



Strategy



STRATEGY DEVELOPMENT

Our pragmatic approach to effective strategic planning is grounded in working closely alongside your team to identify and articulate an actionable and focused plan. We partner with your people to understand existing strengths, goals, challenges, and culture. Armed with a complete picture of your organization, we lead the team through a practical strategic planning process to identify high level objectives, the initiatives

or projects needed to achieve them, and the success metrics required to track and measure progress. This collaborative approach results in consensus among your team, building the critical motivation and engagement necessary to implement the plan. We don't create large binders that sit on a shelf. We focus on actionable outputs that can lead your organization forward.



Execution



PROGRAM AND PROJECT LEADERSHIP

Rather than dwelling on methodology or burdensome process, we believe the key component to successful projects is leadership. We lead programs and projects to successful completion by applying our experience and tailoring our approach to your organization's situation and environment - regardless of size, complexity, regulation, or maturity. We fundamentally measure our success from your perspective, as we firmly believe that project management must always be focused on serving the organization. We work hard to integrate with stakeholders, work teams, and everyone involved to ensure the right elements are implemented at the right scale for every initiative. Relationships and communication are as important as project plans and methodologies. Our team members work with you, not consult to you.

PROJECT SCOPING AND PLANNING

All organizations have plans and goals. Our consultants help you both sort through the organizational noise and define the boundaries of the work while creating plans focused on achieving your critical objectives. We listen and ask questions to understand your vision, objectives and challenges. It's about framing how to get the work done while acknowledging your business constraints.

Our team has a breadth and depth of experience in scoping and planning projects to establish the right framework to launch and manage the work. We embrace process...but only to the extent that it allows your teams to do their jobs. At the conclusion of our planning process, there will be a joint understanding of how the work will be managed, executed and the steps needed to achieve your goal. The ultimate measure of success is delivering on objectives.

BUSINESS AND SYSTEMS ANALYSIS

From eliciting and documenting business or technical requirements to developing process or systems maps, our Business and Systems Analysts provide key data to inform critical evidence-based decision making. They understand how the different parts of a company come together as a whole and how the various pieces work and support each other. Bringing a diligent work ethic, experience and transparency, our consultants are experienced problem solvers and know how to bridge the gap between stakeholders across all the functions in your organization.

Our Business and Systems Analysts work as a trusted extension to your team, but are not afraid to bring an independent perspective to the challenges they tackle. They bring more than standard analysis by becoming strategic partners and adding value where it's most needed.

TESTING AND QUALITY MANAGEMENT

Our Testing and Quality Management services are defined by a comprehensive approach to validating and documenting the key changes in any business transformation effort. We create and execute clear plans to ensure all business requirements are met and all changes fully validated prior to deploying anything into a production environment. Our approach is flexible by nature and we align our testing plans to the needs of your organization and to the individual effort we are supporting. Successful testing is the last key hurdle in any transformation effort to effectively mitigate the risks tied to deploying new tools or processes. Testing may also identify and inform critical workarounds to support people and processes to minimize any impacts to customers and other key stakeholders. Committing to a well-designed testing plan can ultimately ensure a successful implementation.

BUSINESS INTELLIGENCE AND DATA ANALYTICS

Organizations are constantly collecting data and have access to more of it than ever. Yet many aren't using it to deliver true business value. We work closely with your teams to help them make the leap from simply collecting data and performing basic reporting to ultimately gaining valuable business insights. Our commitment to understanding your business challenges enables us to transform data into meaningful information, which we deliver in rich, interactive dashboards.

We focus our energy on solving key business problems and informing business decisions through data. Our style is collaborative by nature and we work hard to integrate with your existing analytical resources to ensure a team approach. Our success is measured by our ability to help you drive business value through analytics.

INTERIM LEADERSHIP

Whether plugging a skills gap or covering an open position during recruitment, it can be a challenge for organizations to find interim leadership that can add value, lead teams and fit in with peers. Our consultants know how to adapt to culture and norms, and gel with teams.

We have experienced team members who have held roles as senior executives and managers across many organizations. Our consultants are able to join your team and “hold the reins” in your organization for an interim period of time when you need critical support.

Our executive level consultants understand how to step in and play a stabilizing role while continuing to move key initiatives forward. Our team brings subject matter and functional expertise, leadership experience, and a fundamental adaptability to work in organizations of different types and sizes. We have experience supporting multiple organizations in executive and management roles in a variety of functional roles.



OPERATION AND PROCESS IMPROVEMENT

Systematic and thoughtful examination of how work gets done in your organization can lead to meaningful improvements in both effectiveness and efficiency. However, achieving this goal when committed to existing ways of doing business can be challenging. We lead your team through a structured process to assess and improve operational and business processes, which can have a direct and positive impact on quality, reductions in waste, and greater employee satisfaction, ultimately resulting in higher value for your organization.

Companies must continue to adapt and improve over time in response to the increasing and constant pace of change, but struggle to step away from the daily demands of the business in order to assess, identify, and implement thoughtful solutions. Our experienced consultants work with your organization to truly understand the nuances of your business, identify root causes of issues and develop creative approaches to help tackle the challenges and inefficiencies that hold you back. Our strength lies in acting as a catalyst to identify and drive long-term operational improvements.



People



ORGANIZATIONAL DESIGN

Creating the right organization is like building a house: it is both an art and a science. Everything starts with the foundation and structure, which are shaped by the environment, resources and needs of its inhabitants. There are a lot of things that can impact your organizational structure, such as your staff and their capabilities, company culture, the industry and your financial position. At The Gunter Group, we start with your strategy and then layer on all of the other factors to design a structure that works for your organization. The result is an action plan that reflects your goals, leverages your people in the best possible way, and ensures the right level of collaboration, all while being as cost effective as possible.

We connect your organization's strategic business efforts with the structure and roles best suited to deliver on those commitments. We bring an approach and a mindset that helps you connect these areas to drive business value.

CHANGE MANAGEMENT

People are hardwired to be cautious of change. In today's rapidly-evolving business climate, organizations must find ways to support employees through these inevitable changes. From restructuring to software implementations to mergers, and everything in between, we partner with your team to make sure employees and partners understand, support and adopt the desired change.

We start by listening to understand your goals and then make sure your strategy, processes, systems and people are all lined up to get you there. We work with all levels of an organization to provide support and are just as comfortable with front line staff as we are in the boardroom.

During our work with you, we will:

- Understand the impact of your change and who is involved
- Invite key employees and partners to join us in creating a plan
- Provide messages and prepare leaders as they show their support for the change
- Capture, communicate and drive training for the change
- Ensure your structure, roles and compensation package support your change
- Evaluate how well employees and partners are making the change

LEADERSHIP COACHING

There is no one-size-fits-all method to leadership coaching. Our approach to coaching is specific to the individual leader and workplace environment. We believe in strength-based coaching, meaning we want to take your strong points and help you be world class in those areas while also making sure we round out any areas that may be getting in your way. Effective coaching requires understanding context, expectations, and culture. We begin with a 360 assessment to gauge both your strengths and what is holding you back. We then take the output of the assessment and jointly create a plan that outlines a path forward. We meet regularly over a 3-6 month period to understand how things are going, talk through obstacles, and ensure progress. We ask you tough questions that help you to look at your situation in a different light, and we make suggestions or brainstorm solutions to guarantee that our joint plan is on track. There are rarely any easy answers, however, our collaborative approach allows leaders to think through opportunities and challenges in new ways and provides an impartial sounding board to work through creative solutions.

EMPLOYEE ENGAGEMENT

Employee engagement extends far beyond simply measuring employee satisfaction; it can be defined as a measure of employee commitment to the organization. This commitment is critical to driving company performance and outcomes. Engagement isn't a soft or fuzzy concept - it's essential to organizational success. It is the act of including all employees in a conversation about what would make an organization better and then including each and every one of them in an action plan to drive positive changes.

We work alongside your team to determine an individualized approach to improving engagement and empowering employees to leverage their strengths. We also seek to uncover underlying opportunities for growth to sustain long-term results and support a vibrant workplace. An engaged culture will yield employees who are not only excited to come to work, but are also committed to contributing to the success of the organization as a whole.

We see employee engagement as one of the most critical components to long-term success. We take a pragmatic approach to identifying opportunities and work to embed engagement as a key part of organizational strategy.

RECRUITING STRATEGY DESIGN AND IMPLEMENTATION

Talent matters. Research overwhelmingly shows that talent is not only critical to the success of an organization, it is the most distinguishable factor between high-performing companies and all the rest. While many organizations recognize the importance of recruiting the right people, they need help doing so in an intentional and strategic way.

We can help you create a culturally-specific recruiting strategy to find, attract, and integrate top talent into your organization. Our approach begins with building a deep understanding of your strategy, culture, and needs. We provide insights, recommendations, and best practices to develop a recruiting strategy that aligns with company vision; then partner with you to help guide your team through implementation and execution to bring that vision to life.



Technology



TECHNICAL PROGRAM AND PROJECT LEADERSHIP

Technology-based projects are complicated. All too often they are scoped, funded and embarked upon without a full understanding of the underlying factors that will ensure success. We provide experienced project leaders who will take a flexible all-in approach.

Our consultants are practiced and certified in Agile, PMBOK, ITIL, etc. – but rarely is a single approach the most successful. Working with our team, you will see measurable outcomes and a value-based strategy designed to successfully

deliver the intended results. We believe that successfully delivering technical projects transcends simple ‘management’ but also includes change management, data-driven decision making, project dashboarding and regular communications to stakeholders. Oftentimes projects stall due to a lack of ownership. Successful implementation can only be achieved by clearly focusing on the business benefits and goals through the product lifecycle; we help bring the focus necessary to deliver projects through completion.

SYSTEM AND VENDOR SELECTION

Choosing where to invest in systems and vendor services are among the most important decisions an organization can face. Our team has years of collective experience matching business requirements within different industries to facilitate vendor partnerships. We can lead your team through the entire selection lifecycle using a data-driven strategy to maximize value and minimize risk during implementation.

Organizations often assign the process of system and vendor

selection to team members that are overloaded with competing priorities. Having an experienced external resource focused solely on this process can help keep it on track and ensure a thorough and objective evaluation.

By understanding your priorities and objectives, we will act as your advocate when communicating with vendors to ensure the selection process leads to the decision that is right for your team.

IT OPERATIONS

IT Operations resides at the critical intersection of business and technology. How an IT organization approaches and delivers technology services is often a key contributor of its perceived value.

Every IT organization wants to provide its internal customer base with high value, intuitive support and tools. We offer a cost-conscious and insightful approach that brings IT and business together. We are passionate about helping your team deliver high quality and innovative solutions across the technical operations environments.

How technology facilitates and serves the business is unique to your organization. IT Operations is often overlooked as a catalyst for cost savings, innovations and core value.

Our IT Operations suite of services includes the following:

- ITOM (IT Operations Management) Consulting Service Management Strategy and Execution
- Infrastructure Assessments and Strategy
- Data Center Assessments and Planning
- Disaster Recovery and Business Continuity Planning and Development

ENTERPRISE AND SOLUTION ARCHITECTURE

Proper development of your technology strategy and solutions requires an objective approach coupled with business-focused technical insight. We offer Enterprise and Solution Architecture services to guide organizations through all phases of planning and execution.

We believe that a business perspective is key in all technology decisions. A strong understanding of current and future states, as well as the path to transformation, are critical success factors.

In order to make critical decisions you must have the right data - the output of architecture work gives that data in a way that can be objectively used.

As we engage, our team conducts upfront analysis and design in partnership with business and technology teams. We understand that investing the appropriate time to align technology possibilities with business needs leads to holistic and right-sized solutions, and avoids unnecessary project rework over time.

AGILE AND SCRUM LEADERSHIP

The true power of Agile software development is in its iterative and transparent nature. By design, Agile processes reflect the unique nature of the organization using it, which makes implementation simultaneously challenging and highly rewarding. We can help your organization design and/or execute an Agile implementation that reflects your unique business requirements.

Agile management was born from the need to iteratively develop software in a way that checked and rechecked requirements while providing value and timely problem identification. As your organizations adopt these concepts in other parts of your IT and Business environments, we can help you with customization and implementation unique to your team and environment.



Contact

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