



Consultancy Delivering a return on your investment

With the education sector's finances under pressure, training and consultancy may seem like a luxury you cannot afford. The reality is that an investment in consultancy will deliver a return worth many times your original investment.

Using various approaches and IT solutions, our experienced consultants can identify how your organisation can improve its efficiency and success, in both the running and delivery of services.

Whether by implementing more effective processes or by providing training to enable staff to use the system more efficiently, our consultants' services enable your organisation to save both time and money.

We can help you:

- refine organisational processes and operational strategies by conducting business process and system reviews
- seek and accept the maximum funding resources available
- improve data accuracy and reliability of college statistics
- develop accurate curriculum structuring and efficient timetabling
- enhance the overall student experience and improve retention and achievement by implementing online Individual Learning Plans
- integrate systems across your organisation with Capita's UNIT-e MIS
- produce workflows to reduce paper trails and speed up processes
- produce key performance indicators to assist in formulating policy at your organisation based on data stored in the UNIT-e database
- develop business process-driven applications to focus on the tasks in hand
- customise online services packages to enable students to enquire, apply and enrol online
- deliver training courses to your staff covering the entire suite of UNIT-e applications
- develop tailored reporting services to aid decision making
- allow processes to be auditable, improving your organisation's reputation and profile

If you'd like some guidance on improving efficiencies at your organisation, a business process review is a great starting point.

Our consultants interview a cross section of your staff to gain valuable insight into your organisation. From these findings, a tailored business process strategy can then be created, targeting your objectives and identifying best use of Capita's solutions.

To find out more about Capita's consultancy services, please contact your account manager or call the consultancy team on 01285 647500

Our consultants know further and higher education

Our consultants are highly skilled individuals possessing a unique blend of technical skills and experience, along with knowledge of the further and higher education sectors. The majority of our consultants have worked within the further or higher education sectors prior to joining Capita, enabling them to understand your challenges and deliver solutions that are tailored to your specific needs.

Custom workflow saves Walsall College 24 hours a week

Walsall College identified the need for a bespoke internal absence management solution. Recognising they didn't have all the skills in house, they arranged for a Capita consultant to assist.

Capita's consultant assisted with the design and implementation of the solution.

The solution proposed utilised UNIT-e's module for holidays and absences, along with various SharePoint functions, to remove human intervention within the current sickness absence monitoring process.

"This has led to a 24 hour efficiency saving within our HR team, allowing the member of staff to focus on the key aspects of absence management, rather than the core role of data input. All data is inputted by the user which writes back to UNIT-e."

"Capita provided a first class and very knowledgeable consultant who worked hard to really understand our needs. We wouldn't have been able to set it up without Rupert's help and expertise. The costs of consultancy services will pay for themselves within 2 months of operation."

Anthony Bowater, human resources associate, Walsall College

Customers' experiences:

" I hate spending money on anything that doesn't come in a box and can't be plugged in. Capita's consultancy has proved a worthwhile exception."

Antoni Zdziarski, head of MIS, Westminster Kingsway College

" The extensive knowledge and experience of their consultants proved invaluable."

Jon Henly, information systems group manager, Bournemouth University

" The consultants from Capita were excellent and were prepared to move at our speed. It's the kind of flexibility that really impressed the staff here. The close relationship we built with Capita's staff made a difference to the success of the project."

Matt Whelan, head of MIS, City College Brighton and Hove



Capita
5 Mercian Close
Watermoor
Cirencester
Gloucestershire
GL7 1LT

01285 647500
marketing@capitafhe.co.uk
www.capita-fhe.co.uk

