

Transform Business Support Functions So You Can Focus on the Needs of Your Constituents

U.S. Public Sector Business Support Services

As public servants, government officials' principal mission is to provide needed services to citizens and taxpayers in a timely and effective manner. Unfortunately, the ongoing management of business support functions – such as human resources, finance and accounting, information technology, facilities and procurement – can consume all of one's available time and energy. Running day-to-day government operations may become a full-time job in itself, leaving insufficient time to focus on the needs of citizens.

This problem is often compounded by budget reductions, old and ineffective technology, cumbersome business processes, and the loss of individual expertise and institutional knowledge resulting from people's retirement or move to the private sector.

It is because of these and other issues that many government organizations are choosing to transform their business support functions. They see transformation as a means to access new technologies for e-government initiatives, reallocate funds and redeploy personnel to mission-critical matters, and again, to focus on their constituents – by improving and expanding services to employees and citizens without tax increases.

Once the transformation path has been decided, the challenge then becomes how to go about it.

EquaTerra's Public Sector Advisors Deliver Results

EquaTerra advisors help government and other not-for-profits become higher performing organizations. We help you increase both the efficiency and effectiveness of your business support functionality and guide you in determining and executing the best transformation solutions for your organization, whether that means:

- Re-engineering business processes
- Introducing better practices
- Making better use of current technology or deploying more modern systems
- Establishing shared services operations
- Outsourcing, whether via single-point or on a broad, end-to-end approach, or
- Some combination of these options.

We provide these solutions for all business support functions, including human resources, finance and accounting, information technology, facilities and procurement.

At EquaTerra, we understand and appreciate the unique environment of working within government and other not-for-profits and, therefore, have a division focused solely on the public sector. We understand that government has different motivations, priorities and hierarchies than commercial organizations as well as unique socio-political environments that must be considered. Thus, we are better equipped to help you validate and design the right service delivery strategy, educate and align key stakeholders, and, when necessary, drive a business case for change.

According to a recent Gartner Dataquest report, EquaTerra is one of a few research and sourcing companies that is playing a critical role in the Federal marketplace.

We understand the public sector's unique structure and build service delivery strategies to suit it.



Experience the EquaTerra Difference

EquaTerra has the expertise and resources to guide you through transformation. Our seasoned professionals average more than 20 years of service delivery model strategy, design and implementation, bringing multi-dimensional experience as public sector and commercial executives, service providers and consultants to each client engagement.

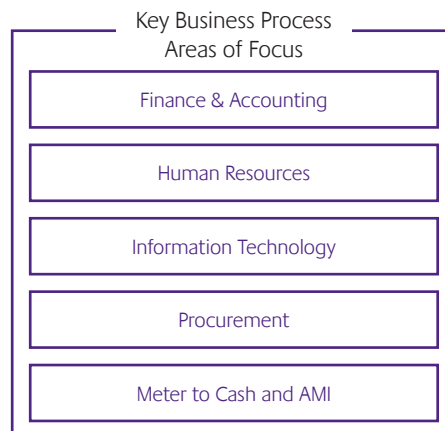
Unlike many firms, we are committed to providing conflict-free advice to our clients. We do not receive closing fees or commissions from any service providers; we do not, ourselves, provide outsourcing or technology services; and, we have no pre-conceived notions about the best service delivery approach. Instead, working with you, we determine the solution that makes most sense for your organization. We represent you and only you.

Our advisory services help public sector clients:

- Enhance business process efficiency and standardization
- Improve delivery of services
- Access specialized expertise and leading technology
- Focus on more strategic initiatives
- Introduce more commercial-like practices
- Redeploy funds and personnel to more mission-critical tasks

EquaTerra uses the most rigorous, yet flexible, methodology in the industry. Our approach can be scaled up or down depending on clients' needs and the complexity of the situation. We have the ability to take clients through a tailored assessment and implementation strategy, detailed sourcing advice, solution design and implementation, and ongoing advisory services to help them realize the full value of the service delivery transformation and improve results over time.

Our advisory services cover the following business processes:



EquaTerra's Public Sector Clients

Using our proven methodologies, we have helped clients across a variety of public sectors – including the U.S. and Canadian governments, public utilities, healthcare and education – transform their business process operations for faster, more effective decision making. Some of our public sector clients include:

- AARP
- American Red Cross
- British Columbia Ferries
- Government of the District of Columbia
- Federal Bureau of Investigation
- Internal Revenue Service
- U.S. Equal Employment Opportunity Commission
- U.S. Postal Service
- U.S. Navy

Why an Advisor

Having an experienced advisor on your side who has guided dozens of business process assessments and transformations is invaluable. An EquaTerra advisor can help you navigate the entire transformation journey effectively and efficiently – from initial strategy and assessment, through internal design or external service provider selection and negotiation, to transition and ongoing relationship management. We provide truly objective and independent supplier counsel based on our extensive experience and expertise. We simplify the complex and bring certainty to the unfamiliar...so you can focus on what matters in your organization.

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About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

For more information on our Government and Not-for-Profit services or to contact a Public Sector expert, please see our Website at: <http://www.equaterra.com/fw/main/Public-Sector-17.html>