



Retained Consulting Services (RCS)

KDN Services understand the requirements of 'smaller' organisations to have access to skilled Information Communications and Technology (ICT) resources where they do not have the internal budgets to retain such diverse skills.

At the same time it is important that any organisation that the Client deals with has a retained knowledge of the Client organisation and its business. This will reduce any wasted time in getting up to speed with the business of the Client and ensure that recommendations are best suited to meet the business requirements of the Client.

Maintaining the skills internally within a Client, whose core business is other than ICT, is extremely difficult. The breadth of ICT is large, complex and ever changing. To be able to employ and retain the number and level of skills in ICT that is required to address all of the business requirements of an organisation is difficult and costly.

In the past organisations (small and large) have embarked upon outsourcing arrangements with various levels of success, however (even where extremely successful) these outsourcing arrangements never cost-effectively cover all of the strategy, planning, evaluation and analysis activities that are needed on a daily basis in the support of business decisions.

KDN Services have the capability to (directly and with partner organisations) provide 'Retained Consulting Services' to support organisations in their business.

Retained Consulting Services is where a Client engages the services of KDN Services for a prescribed number of monthly consulting hours (at an agreed rate) to support them in their business decisions. This service is only provided to those Clients that we have already performed services for (or where organisations are prepared to pay for an 'organisational awareness phase') and where we have an understanding of their current business and existing ICT environments.

Retained Consulting Services (RCS) can be tailored to meet the requirements of Clients, however, it is primarily to provide consulting services to assist in ICT advice to support business decisions. This may be in the form of an evaluation of product, options of solutions to meet specific requirements, assistance in planning processes, assistance with tender preparation/evaluations processes or general ICT advice.

For small organisations this advice is generally sporadic and short in duration and therefore the requirements to produce tenders, obtain quotes or produce a consulting brief is far longer than the work required to address the initial request (which may only take minutes to hours to resolve). As such the advice is never sought (resulting in insecure decision making) or is sought at a higher price or not within the required timeframe.

RCS allows a Client to 'purchase' a defined number of monthly hours from KDN Services and to use these as and when they require, thus providing complete flexibility and comfort in being able to have access to highly skilled ICT resources without the high cost.

RCS allows the Client to accumulate the purchased hours up to a period of three months (thus allowing for some capacity for 'longer' consulting activities) before the accumulated hours cease to accumulate. With a minimum of 30 minutes for each call/request, the Client is able to manage the used hours within a small budget but to get the advantage of a large skill base.

KDN Services do not pretend to be specialist in all areas of ICT as we have specific skills and space that we maintain, however, through partner companies we are able to cover most technology areas in ICT with the flexibility of a small company (with small company overheads).

For further information on the skills and background of KDN Services please visit our Web site www.kdn.com.au or call on 08 8391 2994.