SPOTSWOOD CONSULTING

CAPABILITIES SUMMARY

New, low cost, web based solutions are now available to automate back office and administrative workflows.

These tools provide chain of custody, workflow automation and Business Intelligence. Most Executives are used to seeing dashboards, scorecards and other easy to use tools that provide valuable assistance in the decision making process. But these tools have been limited to major organizational functions such as Accounting, Product Inventory, HR, and Sales. There are substantial operational efficiencies to be had in most administrative, back office support functions that have not had these measurement and tracking tools available. So questions like "do we have the right headcount" get vague unquantifiable answers.

With Spotswood Consulting's solutions using either server based or Cloud based solutions allow real-time tracking of this data with rollup capability to reports, dashboards and scorecards without the need to implement very expensive CRM solutions used for other functions such as Sales and Accounting.

BACK OFFICE MANAGEMENT AND SOLUTIONS

Spotswood Consulting understands the importance of organizations to have the ability to automate manual tasks, gain visibility into their operations, track and accurately report, optimize your workforce, possess an audit trail with a chain of custody, gain efficiencies, and reduce the cost of their Back Office operations.

Back Office and Administrative solutions are critical to organizations, however they typically do not have enterprise solutions implemented that provide operational visibility. Spotswood Consulting will create a customized solution for your Back Office and Administrative business line within these areas:

- Asset Management
- Facilities and Fulfillment
- Mailroom Management
- Package Tracking
- Copy and Print Center Services
- Managed Print Services Support in Mixed Environments
- Right Fax
- Fleet Management and Tier I, II, III Support
- Complete Records Management
- Executive Assistance Secretarial Reception and Hospitality Services Support
- Conference Room Management
- Real Estate and Space Management

The value that our customized Back Office Management solutions provide to an organization is invaluable to the performance and sustainability of your operation. Back Office and Administrative operations should recognize the values of:

- Analytics and Business Intelligence for data input/process controls and all activities
- Dashboard and rollup of site of site comparisons
- Audit Trail and Chain of Custody for accountability
- Efficiencies gained through the automation of manual processes
- Data Capture and Collection procedures
- Enterprise Tracking and Asset Management
- Reporting and Scorecards
- Optimization and right size the workforce
- Reduction of operational costs

Spotswood Consulting's Back Office Management solutions are strategically developed to make an impact on your organization's bottom line. We will work very closely with your organization to provide an unbiased and customized solution that will provide enterprise tracking and benchmarking of any business support function, providing immediate transparency and accountability.