Expertivity Technologies
Leaders in Agile Business Execution

Expertivity can help you to fast track your way to business agility.

Expertivity Technologies provides expertise in the dual technologies that underpin high performance and agility in organisations: Digital and Management Technologies.

Organisational agility is the ability to reconfigure strategies, structure, processes, people, and technology, towards value-creating and value protecting goals.

We provide agile transformation services to do just that - rewire organisations for stability, adaptiveness and speed. Our practitioners build a stable core that becomes the anchor that roots the organisation becoming a springboard for change.

Start your journey to operational excellence, contact us today

info@expertivity.com

www.expertivity.com

DELIVERING SUSTAINABLE, HIGH PERFORMANCE. SIMPLE.

Applying Lean principles and practices, proprietary tools, methodology and software, we build superior organisational health, and enhanced skills and capabilities, to truly deliver long term business advantage.

Our Services include:

Business Agility
We're different to most consultancies who diagnose the problem but don't fix them – we prefer to roll up our sleeves and be part of your transformation journey. Organisational agility is not a one size fits all solution. There are often several different levers (people, processes, operations etc.) that need to be stabilised first before we can layer in continuous improvements. For organisations that aren't yet agile, we carry out a comprehensive deep dive to baseline and understand their starting point.

Operational Excellence
Expertivity focus exclusively on assisting service and knowledge worker organisations to simultaneously deliver enhanced customer service, reduced costs and improved staff morale through our Operational Excellence Programmes. They consistently deliver significant performance improvement and sustainability. We have achieved a minimum of 15% performance improvement, averaging 28% and up to 40%.

Procurement / Supply Chain & Logistics
Expertivity Technologies enable organisations to stay ahead of the competition, build customer loyalty, achieve agility and streamline operations to reduce cost, risk and waste. With extensive experience in Procurement and Supply Chain, we offer assessment and improvement programmes which deliver the following suite of results for your business. This enables CSCOs and Supply Chain managers to flexibly react to customer demands, reduce time-to-market and increase the Return on Capital Employed (ROCE).

Lean Competitiveness Programmes
Enterprise Ireland and the IDA offer a range of supports to businesses, in their Lean Competitiveness Programme, tailored to suit different stages of development and specific funding needs. Expertivity have been providers of the Lean Competitiveness Programme for many years across multiple industry sectors. These programs are helping companies across the globe to address competitiveness issues within their businesses by building the capability of their people to identify problems and improve operations.

Other services we provide are: Agile Transformation, Technology Deployment, Learning and Development Solutions, Programme and Project Management, Interim Management.

ServiceForce
A LEAN SERVICE OPERATIONS MANAGEMENT SYSTEM

Currently running the operations of several large financial service and public sector organisations in Ireland.

ServiceForce is a cloud based lean operations management system, specifically designed to manage the complex needs of service and knowledge work organisations.

"ServiceForce's Lean Management System helped deliver 38% productivity improvement"

**- Head,
Large Shared Services Center**

"Expertivity and ServiceForce provided us with the Lean Management Platform that allowed us more effectively and efficiently manage our day to day operations while building a culture of continuous improvement throughout the organisation. In doing so, we achieved immediate productivity improvements of over 30%. Lean is now firmly established across the group as "How we Manage Our Business"

**- COO,
Financial Services Organization**

Financial Services

Global Business Services

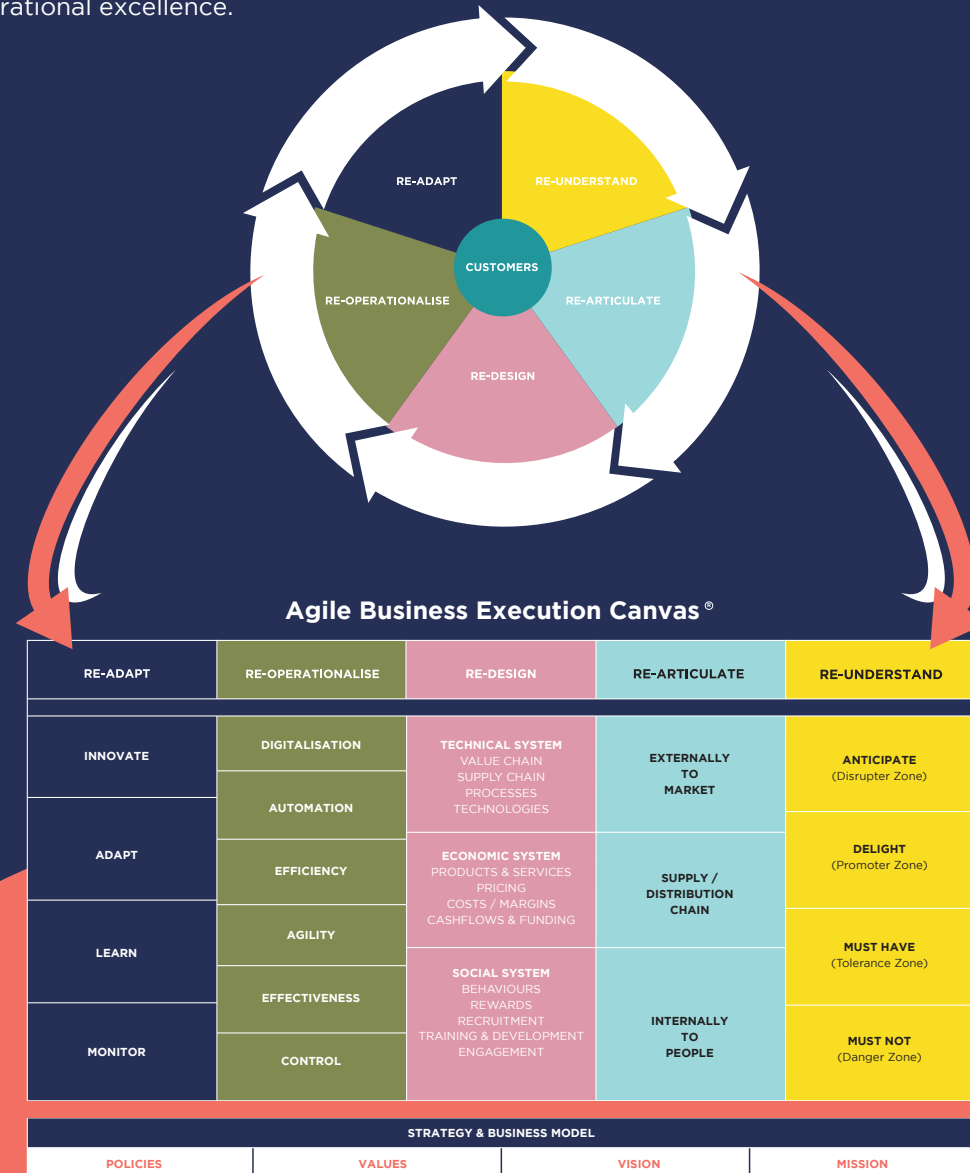Public Sector

Healthcare

Telecommunications

Distribution

Lean Competitive Services

Construction

The Agile Business Execution Canvas® is a proprietary framework developed by Expertivity to address two major problems in process improvement initiatives - Failure to learn and apply known, best management practices and manage the organisation as an integrated "whole system".

The canvas provides a framework by which both root causes can be analysed and sustainable solutions identified & deployed. Each of the canvas' 25 elements links to the known best practices, tools and methodologies that togther help organisations achieve operational excellence.

RE-ADAPT

RE-UNDERSTAND

CUSTOMERS

RE-OPERATIONALISE

RE-ARTICULATE

RE-DESIGN

Agile Business Execution Canvas®

RE-ADAPT	RE-OPERATIONALISE	RE-DESIGN	RE-ARTICULATE	RE-UNDERSTAND
INNOVATE	DIGITALISATION	**TECHNICAL SYSTEM** VALUE CHAIN SUPPLY CHAIN PROCESSES TECHNOLOGIES	EXTERNALLY TO MARKET	**ANTICIPATE** (Disrupter Zone)
ADAPT	AUTOMATION			
	EFFICIENCY	**ECONOMIC SYSTEM** PRODUCTS & SERVICES PRICING COSTS / MARGINS CASHFLOWS & FUNDING	SUPPLY / DISTRIBUTION CHAIN	**DELIGHT** (Promoter Zone)
LEARN	AGILITY			**MUST HAVE** (Tolerance Zone)
	EFFECTIVENESS	**SOCIAL SYSTEM** BEHAVIOURS REWARDS RECRUITMENT TRAINING & DEVELOPMENT ENGAGEMENT	INTERNALLY TO PEOPLE	
MONITOR	CONTROL			**MUST NOT** (Danger Zone)

STRATEGY & BUSINESS MODEL			
POLICIES	VALUES	VISION	MISSION

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RECOGNITION

LEAN BUSINESS IRELAND
LEAN BUSINESS IRELAND AWARDS 2019
To Recognise & Celebrate Enterprise Excellence in Ireland
Lean Service Provider Of The Year Award
WINNER

Winner of 2019 Lean Service Provider of the Year (Services Sector)

APPROVED SERVICE PROVIDER

ENTERPRISE IRELAND

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