

Influx Business Process and Technology Assessment

The purpose of this document is to begin the analyzing your business processes and the technology assets you have in place to support those processes. This first phase can take some time, but will provide a sound basis for identifying targets for improvement. Key members of your staff should fill out this form. Contact us at sales@netinflux.com, or 616 443-9448 and we can come to your site and assist you.

After completing this assessment process, you will have a list of targets for improvement, along with specific technology recommendations to support both long and short range goals.

Process Assessment

1. Identify the 3 areas where your company spends the most money (other than full time staff and insurance) in any given year. Often, the area where you spend the most money contains an opportunity to improve your company's profits:

Examples: Telecommunications	Data Entry	Order Entry
Temporary Workforce	Billing	Customer service
Supplier Management	Order Status	Freight/Shipping
Returns	Time Reporting	Product Development
Postage	Marketing	

2. Identify 3 paper documents your company uses most often.

Examples: Time Reporting	Phone message	Invoices
Request form	Expense forms	Order forms

3. Identify the most labor intensive processes at your company.

Examples: Order Entry	Data Entry	Customer service
Billing	Supplier Management	Freight/Shipping
Time Reporting	Product Development	Marketing

4. Identify 3 factors preventing your company from gaining market share.

Examples: Staff availability	Staff knowledge
Customer service	Geography

5. Identify 3 of your competitors.
