

Support Services Design

Business Services Design and Implementation for an ASX Listed Large Mineral Sands Company

Challenge

The Client was constrained by a poorly structured and designed corporate support and services function.

Process

Oyster worked with the Client to develop a support service business model that optimised the relationship between core business activities and service and support functions by establishing procedures, systems and structures. The process also involved transferring skills that would allow Client staff to drive further improvements in the future.

Results

Oyster helped the Client achieve an overall cost reduction of over 30% by aligning the support functions to core business activities. By standardising and consolidating inefficient and non-effective processes, an aligned and well designed structure was put in place. The new structure met existing and future business needs. A clear transition strategy was also developed enabling the effective implementation of the agreed design.

An additional benefit was Oyster's ability to transfer knowledge to Client staff, thus enabling the Client to continue to improve their business.
