

Case Study – Problem Solving

The Situation

A mid-size charity* was having problems with the interface between their bookshop system and finance system. This had been going on for some months and had caused a number of issues when suppliers were not paid on time. Both the bookshop and finance teams were adamant that their system was working correctly; friction between the two teams was escalating.

Miriona was called in to find a resolution.

The Result

During a one-day investigation Jacquie Wakeford, Miriona's Principal Consultant, worked with members of both teams to trace the path of information across the two systems. The interface between the two systems was complex, involving a number of electronic and manual operations.

Solving the Immediate Issue

The investigation allowed her to identify where the interface was failing (one of the import routines was excluding supplier codes over a certain length). This was subsequently fixed and the interface is now working properly.

Providing a Holistic Solution

As well as completing the specific assigned task Jacquie was able to add value by:

- Using her extensive soft skills to reduce and conciliate staff anxieties and frustrations, providing assistance in re-building the relationship between the teams.
- Documenting the process flow.
- Providing a number of ancillary recommendations, based on the information gathered during the investigation. (These are now being acted on.)
- Involving an IT support person so that the IT team would have better understanding of the end-to-end process in future.

Client's Comments*

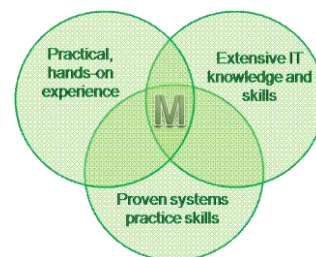
"I wanted to follow up and thank you a million times over for being the catalyst that solved the bookshop/PSF issue. Please count this as one of your many great successes in an organisation. I can't thank you enough for 'coming to the rescue' for [client*] with your warmth of personality, together with calm and focussed logic, at a very critical moment - you have a rare and beautiful combination of attributes." **GP, Director of Finance and HR**

Miriona's unique business and IT skills and experience, together with excellent person skills, make us the ideal choice when faced with a process, team or people problem.

If this sounds like you, call us to see how we could help!

Call 07766 948470 or email Jacquie@miriona.co.uk.

See www.miriona.co.uk for more details about Miriona.



* Client details have been kept anonymous to maintain privacy