



ECLEVA

Enterprising Use of Technology to Improve
People's Lives



About ECLEVA



**Enterprising Use of Technology to Improve
People's Lives**

Founded in 1996, ECLEVA exists to identify organisations' productivity and scaling blockers.

Our team has deep expertise in Microsoft Technology stack and are advocates for the common data platform strategy.

We build business line applications that lead to customer satisfaction, team enjoyment, increased productivity, and the confidence to make timely and informed decisions.

www.ecleva.com





IT & BUSINESS SYSTEMS CONSULTING

Our experience helps clients connect the dots between their systems. We help clients align their systems investments to business outcomes. We believe systems need to generate growth not hinder it.



ENTERPRISE RESOURCE PLANNING (ERP)

ERP provides the ability to automate repeatable business tasks and bring all your financial data into one place. Automating payroll, order processing, invoicing, managing suppliers, reporting and more. Automation minimises the time spent on manual data entry, reduces errors and provides transparency to employees.



CUSTOMER ENGAGEMENT (CRM) & MARKETING AUTOMATION

Acquiring a new customer costs 5-25 times as much as keeping one. We help clients aggregate all the information into one central solution so you can have meaningful interactions with clients, prospects and partners.



RAPID APPLICATION DEVELOPMENT (POWERAPPS)

We build custom, high productivity business apps for your organisation in days, not months and deploy them instantly across mobile and desktop.



PROCESS AUTOMATION (RPA)

If your organisation has extensive repeatable processes, employ a digital workforce independent of human interaction to help your employees work faster.



BUSINESS INTELLIGENCE (POWER BI)

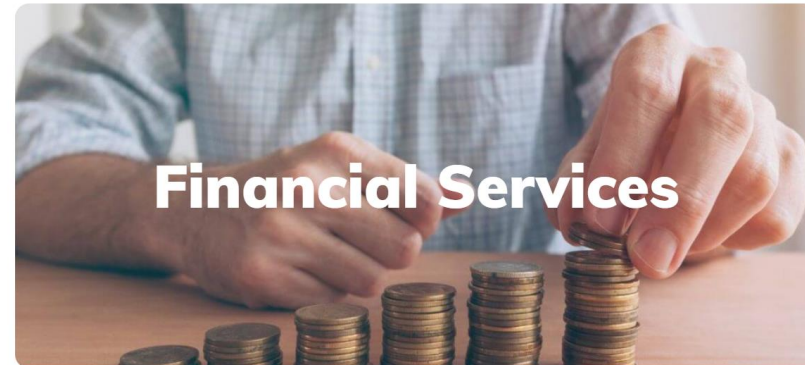
We help you unlock the value of your data assets to give you confidence in decision making. Get the full business perspective – backward and forward looking indicators.

Our Solutions: What we offer



<https://www.ecleva.com>

The sectors we operate in



Our consulting services: Digital Transformation with Diagnostic Programs

SETTING THE VISION

Business and IT Strategy Alignment



CIO Business Vision



CIO-CEO Alignment

CURRENT STRENGTH AND WEAKNESSES

Critical areas needing prioritisation and opportunities to leverage



Assess Core IT Processes



IT Staffing Assessment

SIZING UP THE ISSUES AND BEST PRACTICE

Deeper dive



End User Feedback



Security



PMO Assessment



Application Feedback



Data Quality



Reporting and Analytics



Project Benefits

End User Satisfaction Diagnostic



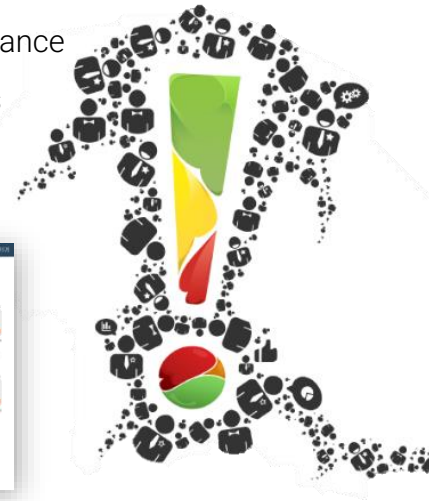
<https://www.ecleva.com>

Only 23% of organizations have end users who are satisfied with IT.

Ensure you are focused on the right things by systematically collecting feedback from end users about the core services that impact them.

Our **End User Satisfaction Diagnostic** will help you to:

- Measure satisfaction with IT performance
- Evaluate IT's core service capabilities
- Build/support an ongoing IT strategy



Find out what your users really think of IT's core services!



*Percentage derived from Info-Tech Research Group's End User Satisfaction Benchmarking aggregate data

Application Portfolio Assessment Diagnostic



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Only 41% of applications are actually effective.

Don't manage your application portfolio based on your best guesses. Gather critical feedback from your end users to make informed decisions on business apps.

Use our **Application Portfolio Assessment** to:

- Assess the health of your app portfolio
- Understand how your end users feel about the software you support
- Collect data to help you decide which apps to retire, upgrade, or maintain
- Create an internal annual benchmark



Find out what your users really think of IT's business applications!



*Percentage derived from Info-Tech Research Group's Application Portfolio Assessment Benchmarking aggregate data

CIO - Business Vision Diagnostic



<https://www.ecleva.com>

Only 16% of organizations have stakeholders who are satisfied with IT.

Ensure you are making decisions based on real data by systematically collecting insights from your key business stakeholders.

Our CIO Business Vision Survey will enable you to:

- Highlight the business impact of IT constraints
- Prioritize key services and create an improvement roadmap
- Build action plans to manage critical stakeholders



Measure business satisfaction and stop flying blind!



*Percentage derived from Info-Tech Research Group's CIO Business Vision Benchmarking aggregate data

CIO-CEO Alignment Diagnostic



<https://www.ecleva.com>

67% of CIOs and CEOs do not align on their understanding of the target role for IT.

Ensure you and your CEO are on the same page on your vision for IT by formalizing your communication and goal setting.



Use our CIO-CEO Alignment Diagnostic Survey to:

- Understand your CEO's perception of, and vision for, IT in your business
- Identify and build core IT processes that automate IT-business alignment
- Create a plan to address alignment gaps impeding business growth
- Execute your plan to demonstrate IT value and progress

Get aligned with your CEO today!



*Percentage derived from Info-Tech Research Group's CIO-CEO Alignment Benchmarking aggregate data

PPM Current State Diagnostic



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Only 49% of project capacity is used productively by the average organization.

Ensure Project Portfolio Management creates effective alignment with organizational goals and leverages resource capacity.

Use our **Project Portfolio Management Scorecard** to:

- Understand your current strengths and weaknesses
- Eliminate waste and increase project throughput
- Establish appropriate priorities and manage expectations



Optimize your project portfolio management processes and resource utilization!



*Percentage derived from Info-Tech Research Group's PPM Current State Benchmarking aggregate data

End User Feedback Analysis Dashboard

General Overview

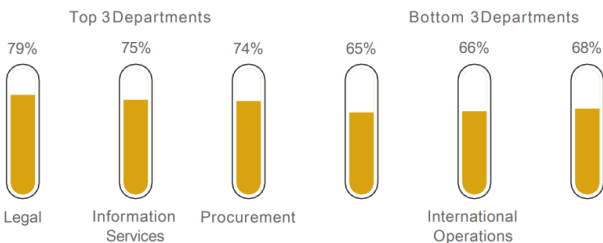
Your Company 585 Responses

End UserDiagnostic

See IT satisfaction by department and overall across 4 major areas. Work with the least satisfied departments to better address their needs.

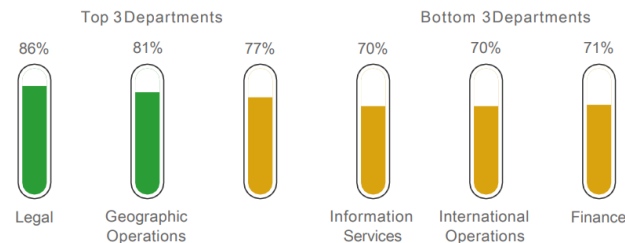
Business Enablement

"Overall, how satisfied are you that the IT group gives your organization a competitive advantage over competitors?"



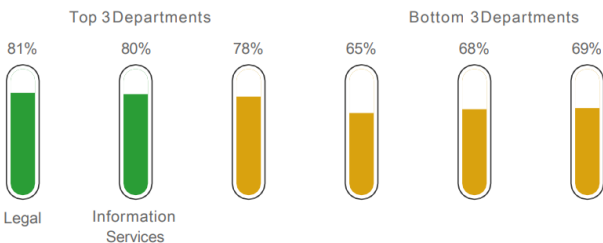
IT Communications

"How satisfied are you with IT's current level of communication to end users regarding changes to services and/or applications?"



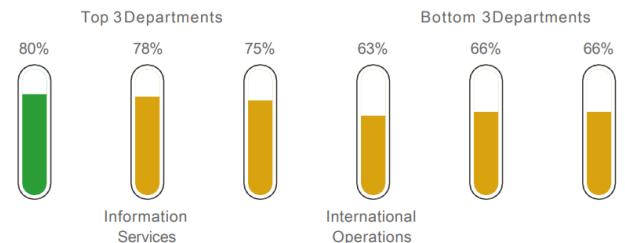
IT Services

"How satisfied are you that the services provided by IT enable you to perform your job effectively?"

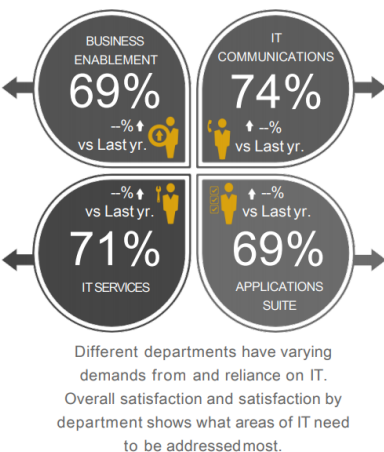


Suite of Applications

"How satisfied are you that the suite of applications you have is the appropriate set for enabling you to do your job effectively?"



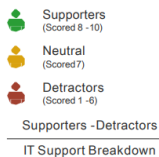
Overall Satisfaction with IT



Overall Support for IT

IT Support Breakdown provides an at a glance view of end user sentiment in four key areas of IT, based on the percent of users that fall into three important categories:

- Promoters: Loyal enthusiasts of IT.
- Neutral: Satisfied Stakeholders that are unenthusiastic about IT.
- Detractors: Unhappy stakeholders who can damage your reputation.



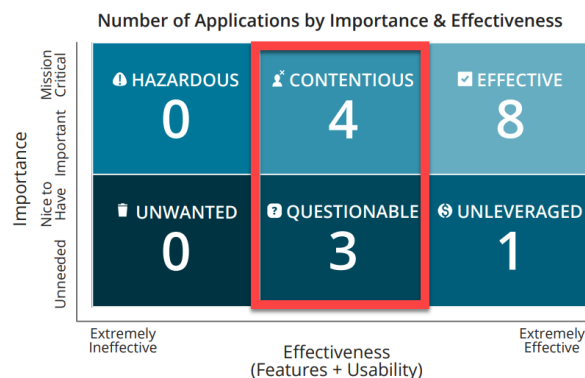
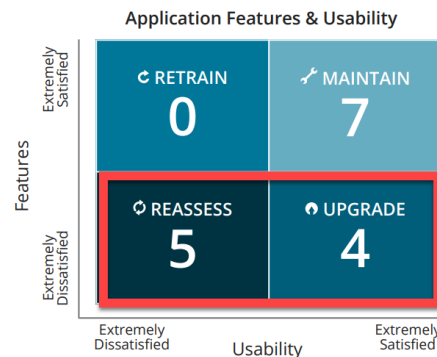
Exec team Overall application overview



Department Application Portfolio Satisfaction

Use these metrics to evaluate the overall satisfaction of this department with regards to the collection of applications with which it uses to perform its duties. Compare this department's scores against average satisfaction in the organization to decide if improving this department's apps is a priority for the next year.

Consider each department's feedback individually to ensure applications meet the needs of every user group. Determine next steps for application improvement - whether to upgrade, maintain, retrain on or retire an app - based on overall application effectiveness and the criticality of each application to an employee's job function.



(Department) Applications Portfolio Overview

Drill down into individual applications, and compare this department's satisfaction scores against average satisfaction within the organization to decide if improving this department's apps is a priority for the next year.

Importance & Effectiveness by Department

Applications	Importance	Features	Usability	Data Quality	Status	Recommendation
Workplace	<div><div></div></div> 89%	<div><div></div></div> 56%	<div><div></div></div> 68%	71%	Contentious	Upgrade
Microsoft Dynamics GP	<div><div></div></div> 56%	<div><div></div></div> 41%	<div><div></div></div> 56%	67%	Contentious	Reassess
Microsoft O-Drive	<div><div></div></div> 74%	<div><div></div></div> 61%	<div><div></div></div> 64%	69%	Contentious	Reassess
Wordpress Reflectionsholiday.com.au	<div><div></div></div> 63%	<div><div></div></div> 63%	<div><div></div></div> 65%	66%	Contentious	Reassess
ArborSafe Australia ArborSafe	<div><div></div></div> 41%	<div><div></div></div> 59%	<div><div></div></div> 56%	64%	Questionable	Reassess
Refelctions Engamenthub	<div><div></div></div> 37%	<div><div></div></div> 48%	<div><div></div></div> 48%	55%	Questionable	Reassess
Wordpress Reflectionbookings.com.au	<div><div></div></div> 48%	<div><div></div></div> 62%	<div><div></div></div> 70%	80%	Questionable	Upgrade
Campermate	<div><div></div></div> 37%	<div><div></div></div> 72%	<div><div></div></div> 72%	68%	Unleveraged	Maintain
Microsoft SharePoint	<div><div></div></div> 67%	<div><div></div></div> 65%	<div><div></div></div> 85%	80%	Effective	Upgrade
Microsoft Excel	<div><div></div></div> 96%	<div><div></div></div> 93%	<div><div></div></div> 91%	92%	Effective	Maintain
Microsoft OneDrive	<div><div></div></div> 67%	<div><div></div></div> 81%	<div><div></div></div> 78%	78%	Effective	Maintain
Microsoft Office 365	<div><div></div></div> 96%	<div><div></div></div> 92%	<div><div></div></div> 91%	92%	Effective	Maintain
Microsoft Teams	<div><div></div></div> 70%	<div><div></div></div> 72%	<div><div></div></div> 73%	73%	Effective	Maintain
Diligent Corporation Diligent	<div><div></div></div> 59%	<div><div></div></div> 81%	<div><div></div></div> 81%	89%	Effective	Maintain
Newbook Property Management and Booking system ...	<div><div></div></div> 85%	<div><div></div></div> 64%	<div><div></div></div> 73%	81%	Effective	Upgrade
Parki	<div><div></div></div> 63%	<div><div></div></div> 70%	<div><div></div></div> 73%	77%	Effective	Maintain

↓ Company Average