



Consultancy Engagement with Not For Profit vs. For Profit Organisation

By

Lillian Sadoh

IT Consultant (Former Head of IT World Vision (UK))



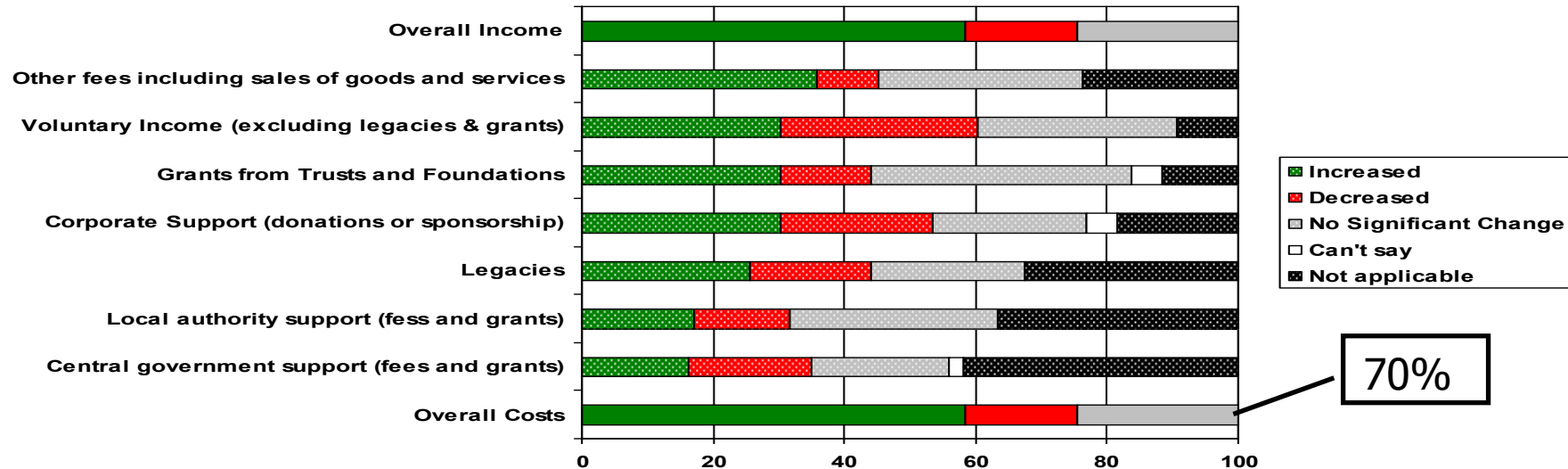
Agenda

- Introduction.
- Impact of Economic Down Turn
 - NFP and FP
- Where Consultants can WIN Business
- Rules of Engagement
- Summary

Impact of Economic Down Turn

NFP Sector Organisations Income and Costs over the Past 12 months

- 30% have seen individual donations fall
- 30% No significant change
- 30% Donation increase
- 10% Can't Say/ Not Applicable



ACEVO/CAF Recession Survey September 08

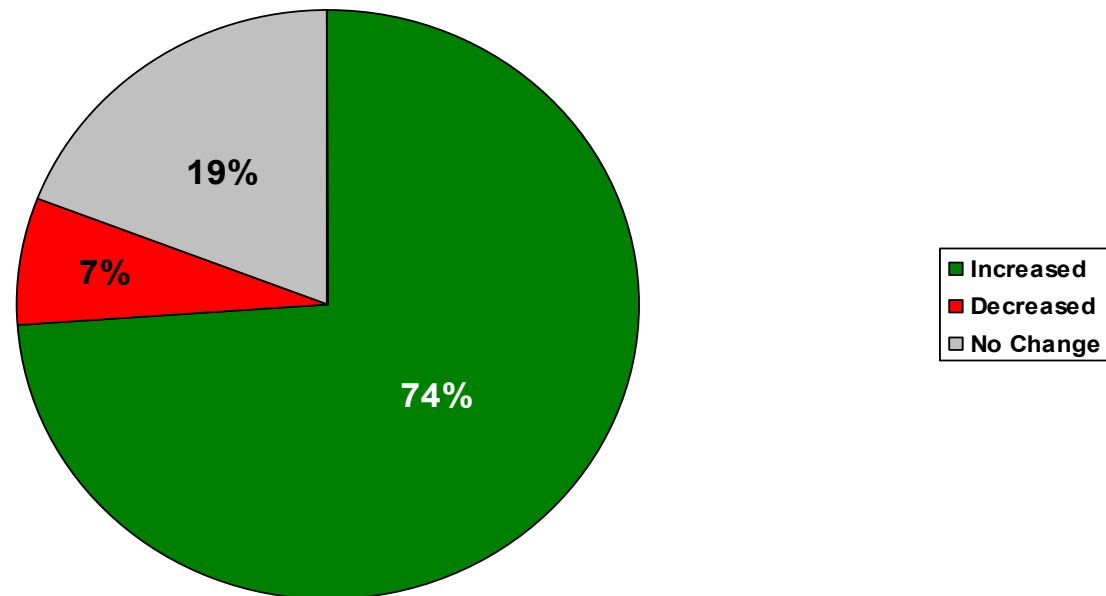
Key Notes:

NP : Not For Profit ; FP: For-Profit

Impact of Economic Down Turn

NFP Sector Demand for Service over the Past 12 months

- 74% Increase
- 19% No change
- 7% Decrease



ACEVO/CAF Recession Survey September 08

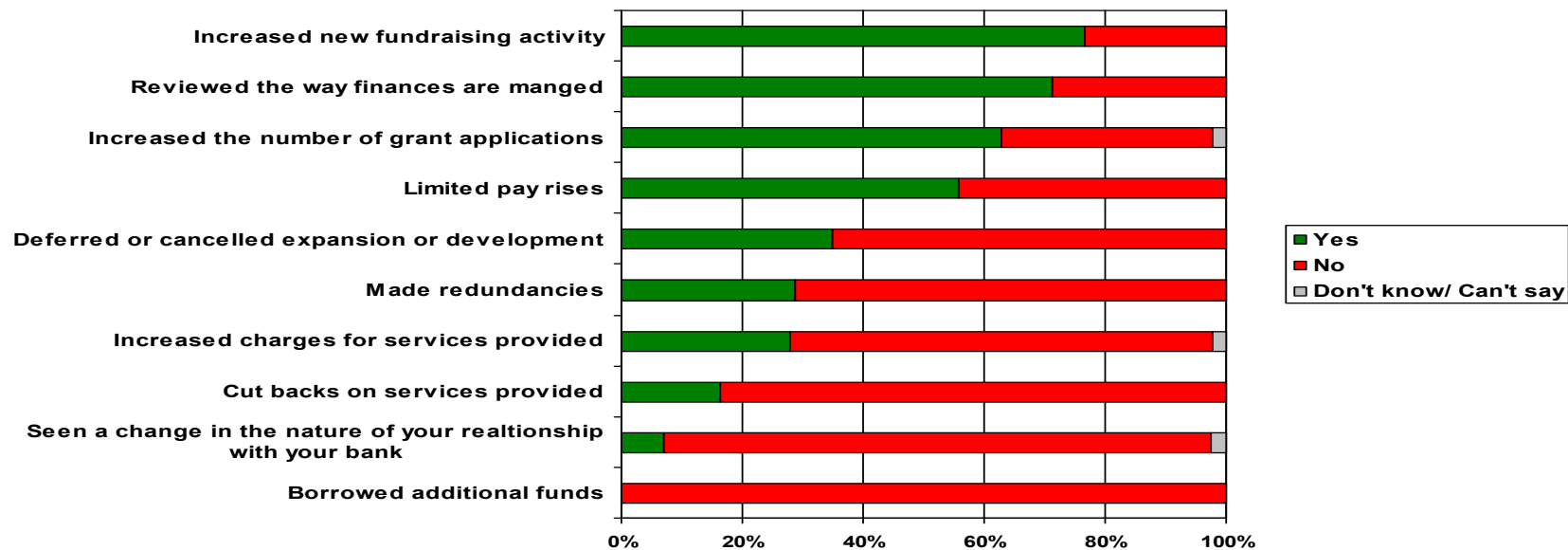
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Impact of Economic Down Turn

NFP Sector Behavioural Changes Undertaken in the Previous 12 months, as a Direct Result of Economic Conditions

- 29 % Have made staff redundancies
- 56 % Have limited staff pay increases
- 77 % Ramped up Fundraising Activities
- 63% Increase in grants application



ACEVO/CAF Recession Survey September 08

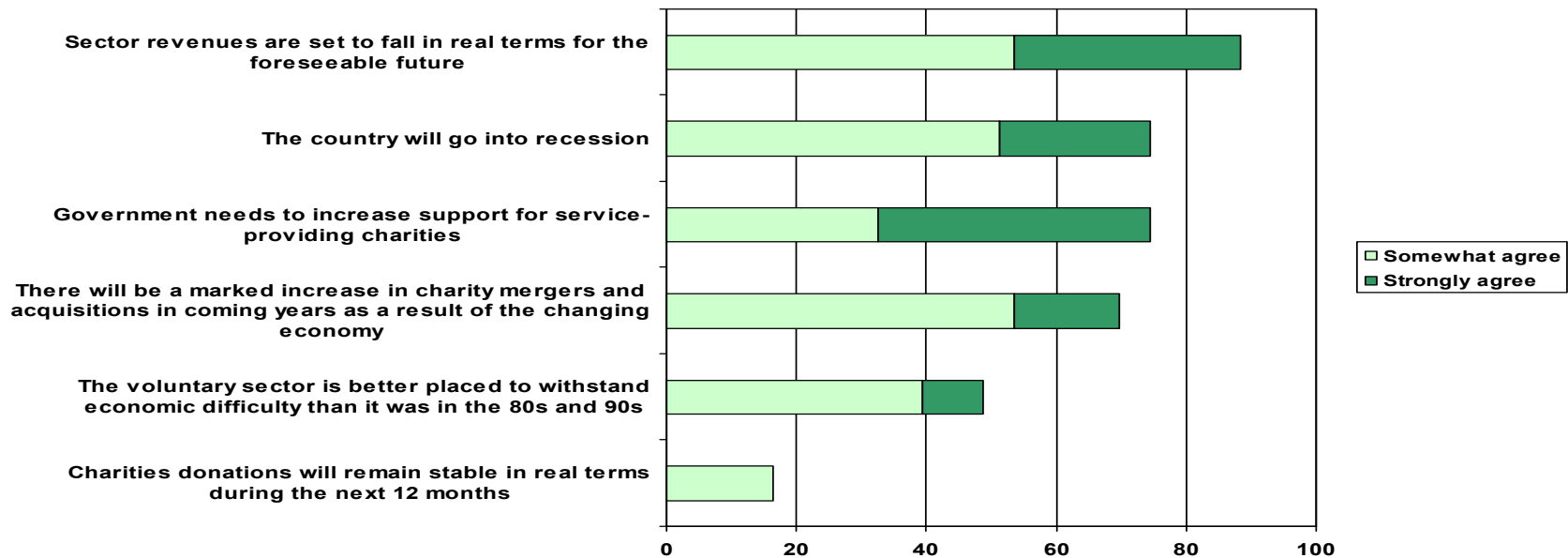
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Impact of Economic Down Turn

NFP Sector Attitudes Towards the State of the Sector and the Economy at Large.

- 45 % - Agree fall in Revues
- 55% - Somewhat Agree



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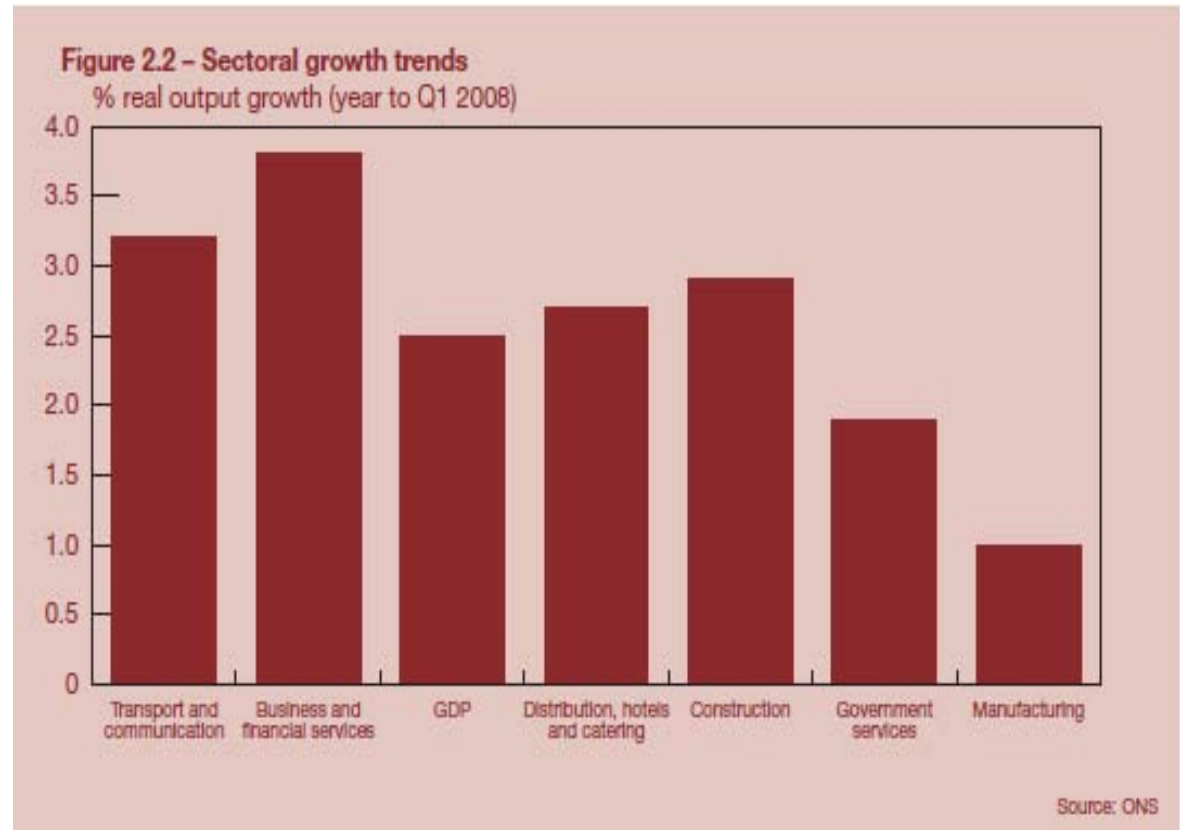
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Impact of Economic Down Turn

FP Sector

- **Transport and Communications** sector grew by 1% in Q1 2008, down from 1.7% in Q4 2007
- **Business and Financial services** sector rate decelerated from 0.7% in Q4 2007 to 0.4% in Q1 2008
- **Distribution, Hotels and Catering** sector grew by 0.7% in Q1 2008, up from 0.3% in Q4 2007
- **Construction sector** expanded by 0.5% in Q1 2008
- **Government and other services sectors** down 0.5% in Q1 2008, from 0.6% in Q4 2007
- **Manufacturing sector** expanded by 0.3% in Q1 2008



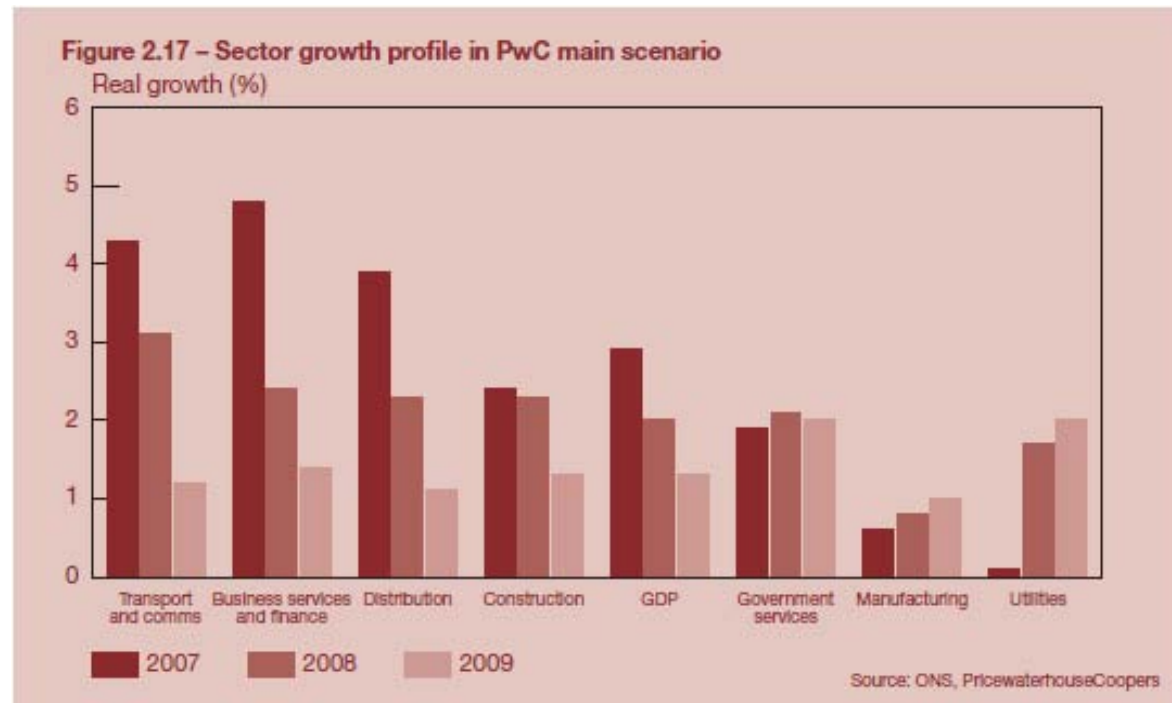
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Impact of Economic Down Turn

FP Sector: 3 Years real growth % (2007 – 2009)

- Financial services, Distribution and transport sectors (mostly hits in 2008)
- Manufacturing with output growth picked up slightly in 2009

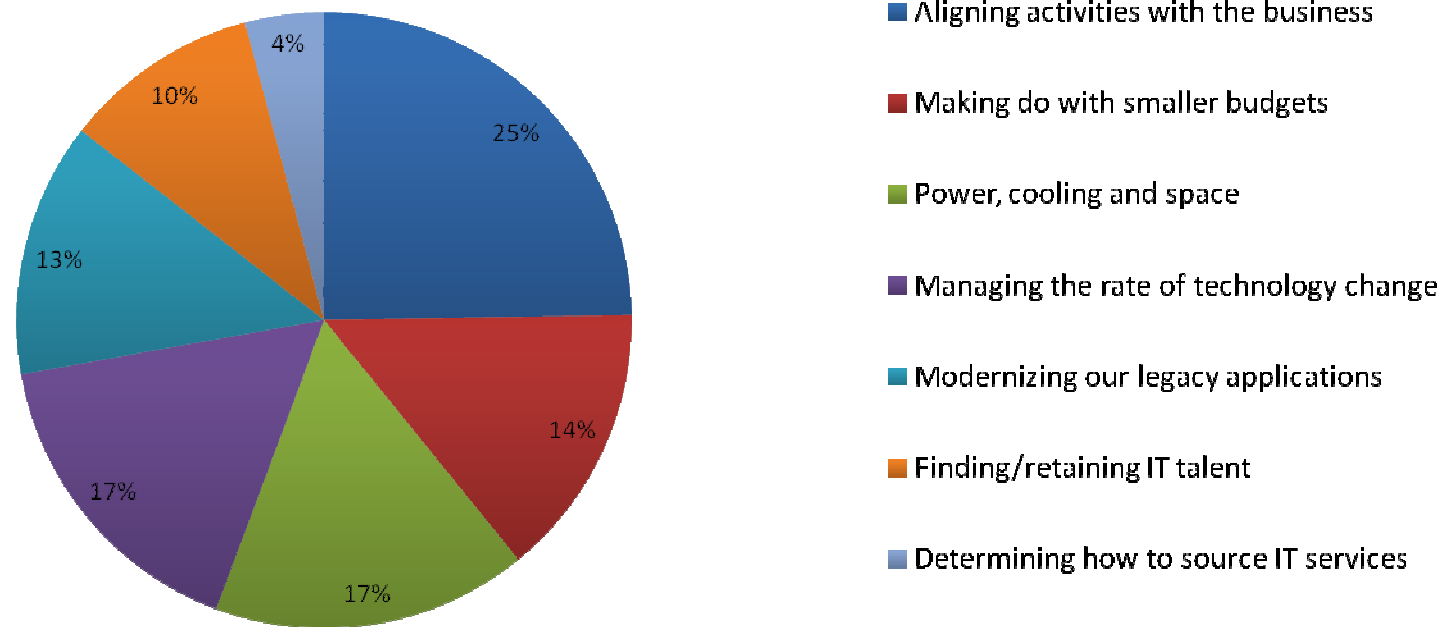


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Where Consultants can WIN Business

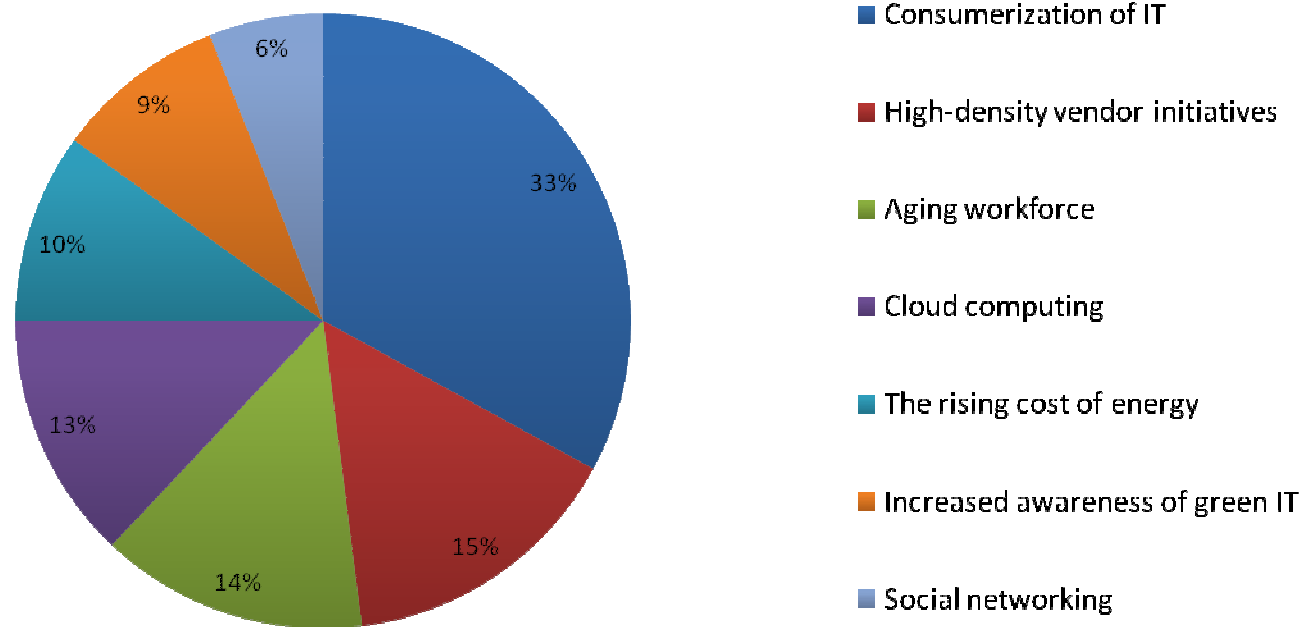
Biggest I&O Executives Top Internal Challenge



Source: Gartner IT Infrastructure, Operations and Management Summit in June 2008

Where Consultants can WIN Business

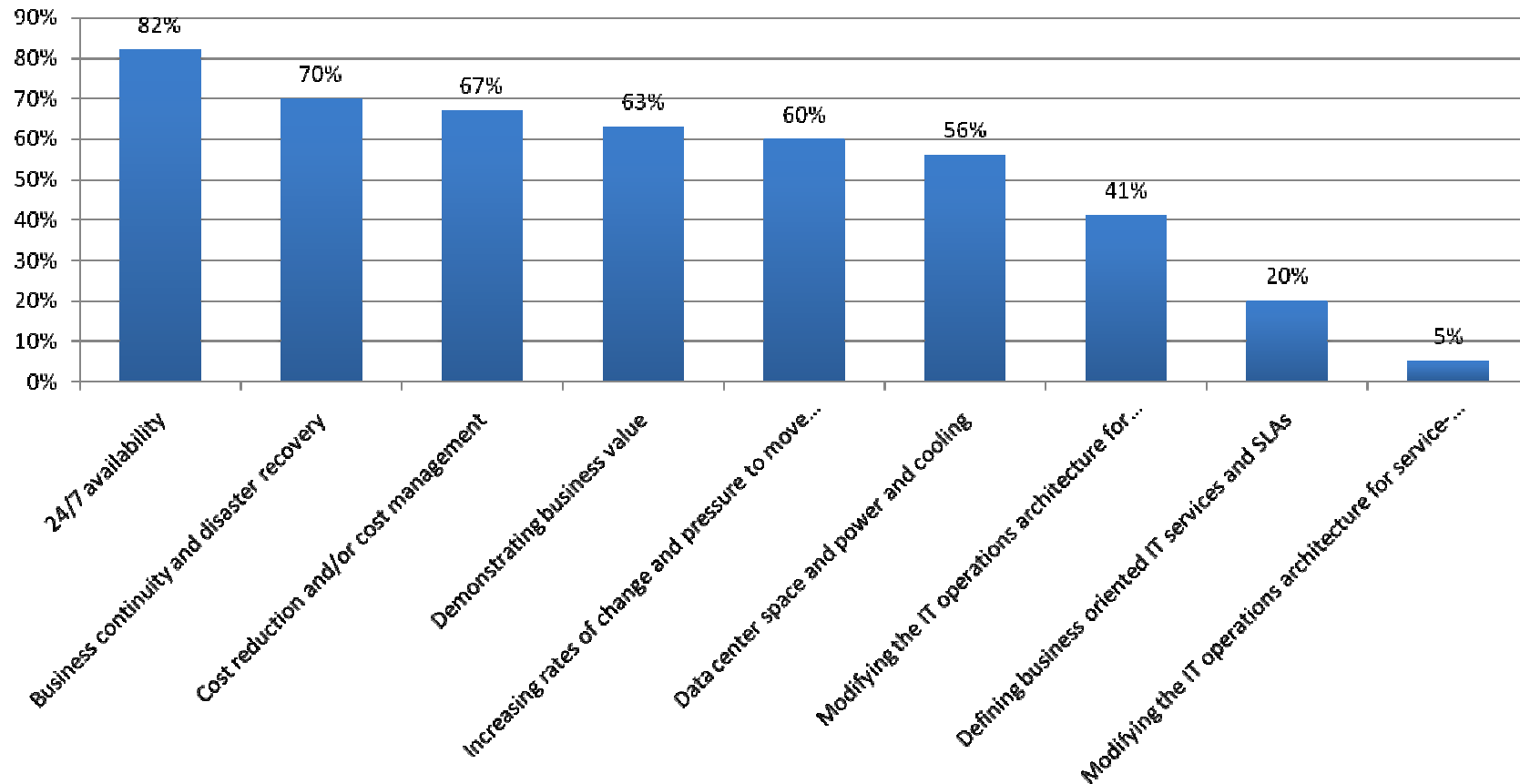
Outside Factors With the Most Influence on I&O Executives



Source: Gartner IT Infrastructure, Operations and Management Summit in June 2008

Where Consultants can WIN Business

Top Three Pressures for IT I&O Management



Source: Gartner IT Infrastructure, Operations and Management Summit in June 2008



Where Consultants can WIN Business

Manage Costs and enhancing Operational Business Performance

■ Outsourcing

- IT Strategic Planning
- IT Enterprise Services
 - Application Outsourcing (SOA, Web Services) – (SAAS)
 - Infrastructure Outsourcing (EA)
- Shared Services
- IT Contract Renegotiation

Key Notes:

**SAAS : Software as a Service); SOA – Service-oriented architecture;
EA - Enterprise Architecture**



Rules of Engagement

Key Similarities -Engagement in both Arenas (NFP & FP)

- Consulting Roles don't change
 - Problem-solve
 - Manage projects
 - Advise and counsel
 - To Teach
 - Research ...
- Accomplish Goals
- Managing contractual terms and conditions
- Performance metrics are met or exceeded

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Rules of Engagement

Key Differences -Engagement in both Arenas (NFP & FP)

- Governance
- Culture
- Money (Fund)

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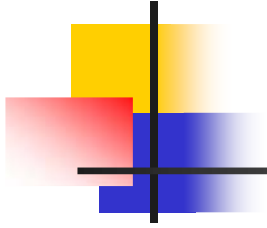
Summary

- Implication
 - Take advantage of the opportunities available

- Approach
 - Do your Homework !!!!!!!

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Thank You