



# Higher Education

## Capability Statement



We have a deep understanding of the sector's dynamics and challenges, offering comprehensive solutions and advice to universities, colleges, and vocational schools.



## About Rivor

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Rivor Advisory is a specialised and independent member of a global enterprise employing more than 4,000 people and providing business and technology-related services to various organisations and industries throughout the USA, Europe, Africa, and Australasia. For more than 40 years, our Group has collectively assisted in transforming the businesses of some of the world's largest and most respected organisations including prestigious higher education institutions such as Harvard University, Johns Hopkins University, and MIT. The ability of Rivor to tap into our group's vast expertise and global reach enables us to extend our support to organisations worldwide, all while operating from our Australian base. In doing so, we are proud to offer a seamless blend of local insight and global proficiency, ensuring our clients can take advantage of proven higher education solutions specifically tailored to their unique needs.



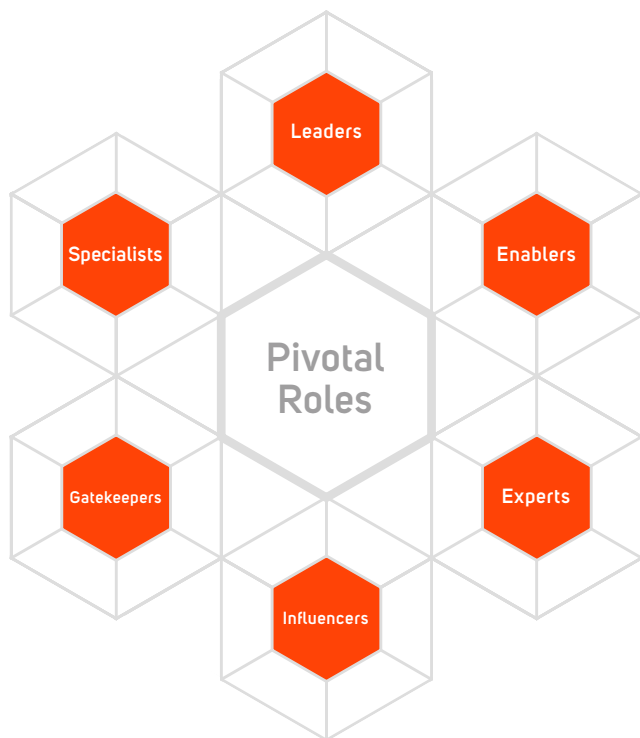


## Making it work

Ours is a distinctive and highly practical advisory approach that is driven by our mission to 'make it work.' It starts with recognising that only people can create value and identifying and optimising the pivotal roles that play a decisive role in the success or failure of any project, process, or undertaking. These roles wield substantial influence over outcomes, and our in-depth understanding and analysis of them empower us to craft our innovative and tailored workforce architecture solutions. These solutions, in turn, enhance individual efficiency, promote collaborative excellence, and foster a culture of continuous development.

### Focus on the pivotal roles

In every organisation there are pivotal roles that determine the success or failure of any undertaking. At Rivor, our starting point is to identify and optimise those pivotal roles so we understand who they are, what they do, and how they can best work together to help create value.



#### Leaders

We assist leaders by providing them with tailored guidance, resources, and strategies to enhance their decision-making abilities, foster effective communication, and inspire cohesive teamwork within their organisations.

#### Enablers

We assist enablers by providing them with streamlined tools, efficient processes, and comprehensive guidance to enhance their effectiveness in facilitating the achievement of those goals and objectives.

#### Experts

We aid experts by providing them with specialised resources, advanced tools, and collaborative platforms that further augment their knowledge, refine their skills, and facilitate their ability to contribute significantly to their respective fields and the overall organisational objectives.

#### Influencers

We support influencers by providing them with tailored resources, effective strategies, and insightful guidance to amplify their impact, expand their reach, and enhance their ability to inspire and drive positive change among their communities.

#### Gatekeepers

We assist gatekeepers by providing them with streamlined tools, efficient processes, and comprehensive support to optimise their compliance and decision-making procedures, ensuring a smoother flow of information and resources.

#### Specialists

We support specialists by offering them targeted resources, advanced tools, and a collaborative environment that fosters their continued professional development, encourages innovation, and enables them to make impactful contributions.



# Making Higher Education Work

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The higher education sector encompasses universities, colleges, research institutions, and educational organisations that provide post-secondary education and advanced learning opportunities. This sector plays a vital role in preparing individuals for specialised careers, fostering critical thinking, conducting groundbreaking research, and contributing to societal development. It includes a wide range of disciplines, from liberal arts and sciences to professional fields like engineering, business, medicine, and more.

Rivor's expertise in the higher education sector involves providing specialised advisory services to educational institutions, administrators, faculty, and stakeholders. Our role is to guide these institutions in navigating the complex landscape of education, addressing challenges, and seizing opportunities to enhance their overall effectiveness.

## Compliance Management

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Providing comprehensive support to ensure that higher education organisations adhere to relevant regulations and standards, mitigating risks and avoiding penalties while maintaining ethical and legal integrity.

## Strategic Planning

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Providing expertise in developing long-term plans aligned with organisational goals, market dynamics, and the competitive landscape to achieve sustainable growth and competitive advantage.

## Governance Advisory

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Experts Assisting higher education organisations in establishing effective governance structures, policies, and practices to ensure transparency, accountability, and responsible decision-making at all levels of operation.

## Workforce Planning

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Helping higher education organisations strategically plan and manage their workforce, ensuring that they have the right talent, skills, and resources to achieve business objectives efficiently and effectively.

## Performance Reporting & Analytics

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Offering in-depth analysis and reporting on key performance indicators, enabling higher education organisations to track progress, identify trends, and make data-driven decisions for continuous improvement and optimisation.

## Agile Transformation

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Facilitating the adoption of agile methodologies and practices to enhance flexibility, collaboration, and responsiveness within higher education organisations, fostering a culture of innovation, adaptability, and rapid problem-solving.

## Decision-Making Framework Development

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Designing structured frameworks and methodologies that guide higher education organisations in making informed and timely decisions, considering various factors such as risk assessment, cost-benefit analysis, and stakeholder alignment to ensure optimal outcomes.

## Benchmarking Analysis

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Providing comparative analysis of organisational performance, practices, and processes against sector standards and best practices, identifying areas for improvement and opportunities for achieving competitive advantage.



## Our Ability Tools®

Developed to unlock your true potential and to tap into the inherent strengths, talent, and resources that lie within, our Ability Tools have been built on years of practical experience and know-how. Acting as an alternative to traditional consulting approaches, our Ability Tools are like smart guides that help you understand what you're doing well and what needs to get better. They direct attention to your strengths, helping you get better and pushing you closer to achieving your goals. At the same time, they also point out where you might be heading in the wrong direction, provide guidance on how to fix things, and give you the insight you need to quickly get back on track. These tools are designed to dig deep into how value is created, making sure you're ready and able to handle whatever comes your way.

### Unlock your potential

Ability Tools that have been developed to specifically assist organisations in the higher education sector include:



#### Academic Quality Model

The Rivor Academic Quality Model is a systematic approach to enhancing academic quality, fostering positive student experiences, and ultimately contributing to the long-term success of the educational institution.

Our Academic Quality model maps the activities and processes within a tertiary institution to demonstrate how they contribute to academic excellence and student success. In doing so, it makes it easier for higher education leaders to identify areas that are functioning well and those that require improvement.



#### Admissions Advantage Roadmap

In today's rapidly evolving educational landscape, attracting top-tier students has become more critical than ever for higher education institutions. With Tertiary Admission Centres making monumental shifts in their admission procedures, our Admissions Advantage Roadmap can help you seize every opportunity to attract the best and brightest minds.

Rivor Admissions Advantage Roadmap allows you to be informed about changes in the admissions landscape, understand student needs and expectations, and align your institutional processes with the requirements of Tertiary Admission Centres. By doing so, you can attract high-performing students and ensure a fair and efficient admissions process that meets your course enrolment targets.



## Project Snapshots

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Rivor has successfully undertaken many client engagements throughout our 25 years of operation. These examples serve to showcase our proven expertise in evaluating and improving the robustness and efficiency of higher education performance, workforce, technology, and service architectures.

### Performance

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#### Corporate Services Review

Collaborated with the college in a comprehensive review of their finance function, delivering valuable recommendations to bolster service quality while effectively minimising costs. Provided strategic insights and guidance, fostering improved financial services and streamlined cost management for sustainable organisational growth and enhanced operational efficacy.

### Performance

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#### Financial Management

We thoroughly assessed financial management practices in a prominent university school, leading to the creation of an innovative new financial model. By delving into crucial data and insights, this analysis lays the foundation for improved financial governance, empowering the school to excel in its academic pursuits and fiscal responsibilities.

### Performance

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#### Shared Services Model

We conducted a comprehensive review of all support services' shared arrangements, identifying operational improvements based on cutting-edge market practices. This detailed assessment empowers the University to implement strategic changes, fostering efficiency and effectiveness, while aligning with the sector's best practices for a competitive advantage.

### Performance

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#### Shared Services

We designed and developed the core Service Models to drive the operational excellence of the Shared Services unit. These meticulously crafted models outline the service delivery framework, optimising processes, and ensuring seamless support to meet the organisation's needs efficiently and effectively.

### Performance

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#### Research Support

We created an innovative Service Model to holistically support researchers throughout the research lifecycle at the university. This comprehensive framework offers seamless assistance, from initial ideation to project completion, fostering a conducive environment for cutting-edge research and empowering scholars to excel in their pursuits.

### Workforce

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#### Payroll Service Model

We engineered a progressive Payroll delivery model in Shared Services, implemented in phases for immediate improvement and support for a new greenfield site. This innovative approach ensures optimised service delivery, facilitates seamless expansion into new service areas, and sets the stage for a comprehensive, versatile solution to meet diverse organisational needs.



### Performance

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#### Shared Services

We collaborated with the university to create a comprehensive shared services delivery model supporting both Teaching and Research domains. This tailor-made framework optimises support services, streamlines processes, and fosters synergy between academia and research, enabling the university to thrive as a hub of innovation and knowledges.

### Performance

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#### Travel Services

We innovated a comprehensive end-to-end business model for University travel management, covering travel booking to expense reimbursement. With a focus on commercialisation, this ground-breaking model opens opportunities to offer these services to other US Universities, driving efficiency, standardisation, and cost savings across the higher education landscape.

### Performance

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#### Shared Services

We crafted a cutting-edge Payroll delivery model within Shared Services, phased for enhanced immediate delivery and support for a new greenfield site encompassing additional service areas. This innovative approach optimises efficiency, scalability, and adaptability, setting the stage for an all-encompassing, seamless service solution to cater to diverse organisational needs.

### Technology

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#### Student Management System

Managed a project facilitating the sale of a student management system to a third party, involving extensive consultation with the participation of 11 universities. This collaborative effort ensured seamless implementation, delivering valuable solutions, and fostering successful partnerships within the education sector.

### Technology

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#### Post-Implementation Review

Conducted an in-depth review of an HR & Payroll system implementation to investigate the reasons behind the initial project failure. This thorough assessment provided valuable insights into the challenges faced and identified crucial areas for improvement, ensuring a successful system deployment in subsequent efforts.

### Technology

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#### Go-Live Assessment Review

Conducted a preliminary assessment of the project's go-live status, providing valuable insights and recommendations for necessary changes to ensure a successful implementation. This proactive approach helped address potential issues and optimised the project's outcome for a smooth and effective go-live process.

### Technology

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#### Technology Transformation

Conducted a review of the legacy technological environment, which was creating a range of risks and inefficiencies. Developed detailed functional requirements to overcome this and incorporated them in a tender process for the provision of a new ERP solution and on-going partnership model, providing the basis for a broader technology transformation and stabilising the client's technology environment.

### Technology

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#### Ticketing System

Established precise business requisites for enhanced customer engagement, capturing requests and monitoring their resolution timelines through diverse mediums. Constructed a comprehensive solution tailored to these demands and actively managed it on the client's behalf, ensuring efficient and timely request addressing.

### Technology

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#### ERP System Selection

Outlined crucial ERP business requirements for a nascent organisation, streamlining processes and maximising efficiency. Spearheaded the meticulous selection process to identify the ideal vendor, ensuring alignment with the organisation's specific needs and long-term goals.



### Technology

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#### Reference System

Engineered a comprehensive system facilitating seamless collection and dissemination of student references, bolstering their admission processes for advanced studies. Orchestrated streamlined operations, ensuring efficient management and distribution of essential references crucial to students' academic progression.

### Service

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#### Corporate Services Review

Aided the college in conducting a comprehensive review of its finance function, offering strategic recommendations for enhancing service quality while reducing operational costs. Proposed optimised processes and resource allocation strategies, fostering improved financial services and efficient cost management for sustainable organisational growth.

### Service

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#### Research Support

Crafted a comprehensive Service Model delineating the university's dedicated support for researchers across the entire research lifecycle. Formulated an integrated framework outlining strategic assistance and resources, ensuring seamless facilitation of research activities, enhanced collaboration, and optimised support mechanisms for the university's research community.

### Performance

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#### Budget & Financial Management Framework

During a phase of rapid expansion and heightened operational complexity, this Australian University sought to revolutionise its financial management practices. Spearheaded the adoption of a margin-driven approach, entailing process overhauls such as driver-based cost allocation, comprehensive financial reporting, unit-level financial planning, dynamic workforce analysis, and robust performance reporting mechanisms.

### Service

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#### Shared Services Model

Performed a comprehensive assessment of current shared services across all support functions, identifying operational modifications based on industry best practices. Utilised the review to recommend strategic changes, fostering operational excellence and aligning the organisation with superior market practices for enhanced service delivery and streamlined operations.

### Workforce

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#### HR Integrity

Conducted a thorough review of the HCM environment, establishing necessary changes for generating trustworthy data. Addressing the diverse geographical spread, the assessment streamlined processes, ensuring standardisation while allowing tailored adaptations to suit specific organisational needs, ultimately optimising data integrity and improving overall HCM performance.

### Performance

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#### Payroll Integrity

The Australian higher education sector identified the need for an accessible, sector-driven financial benchmarking service. Played a pivotal role in this initiative, developing a cost-efficient solution with a standardised cost allocation methodology, shared service taxonomy, and streamlined reporting. Collaborating closely with over 20 universities, assessed current cost allocation approaches, data quality, and optimal cost drivers for implementation.

### Service

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#### Shared Services

Designed and formulated comprehensive Service Models to bolster and streamline the operations of the University's Shared Services unit. Crafted frameworks tailored to the unit's specific requirements, ensuring efficient service delivery, optimised resource utilisation, and enhanced operational efficacy.

### Service

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#### Shared Services

Collaborated with this US-based university to design and implement a comprehensive shared services delivery model catering to all services supporting the dynamic facets of both Teaching and Research within the institution. Ensured streamlined operations, optimised resource allocation, and seamless service delivery for enhanced academic and research excellence.





### Service

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#### Travel Services

Crafted a comprehensive business model for University travel management, encompassing end-to-end solutions from travel bookings to expense reimbursements. Strategised the commercialisation of this model by extending services to other US universities, ensuring seamless and efficient travel management solutions tailored for widespread academic and administrative use.

### Workforce

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#### HR/Payroll Services

Created a comprehensive high-level design for implementing a shared services model across multiple geographic locations within a University. The design encompassed a holistic business model, acknowledging future expansion beyond HR/Payroll to accommodate additional services. This strategic approach sets the foundation for an agile, efficient, and scalable shared service operation.

### Workforce

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#### Payroll Performance

Conducted a thorough review and enhanced the Payroll function following the merger of 14 geographic entities into a single entity. This transformation involved redesigning all processes, leveraging the capabilities of SAP technology to ensure seamless integration and efficiency in Payroll operations across the organisation.

### Service

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#### Shared Services

Created an innovative Payroll delivery model within a Shared Services environment, implementing the operating model in phases to expedite immediate service enhancements and extend support to a new US greenfield site with additional service areas beyond Payroll. Ensured efficient delivery and seamless integration across diverse service domains for enhanced operational synergy.

### Workforce

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#### HR/Payroll Reporting

Played a key role in designing and validating reporting for an HR transformation at a "Top 10" University in the USA. This Tier #1 HR solution incorporated all HR components, and the reporting was meticulously analysed to align with business needs, enabling seamless implementation and optimising HR operations across the institution.

### Service

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#### Complaints Management

Devised and implemented an advanced complaint handling and resolution framework, enabling seamless registration, tracking, reporting, and resolution of complaints. Formulated a comprehensive complaints management framework, integrating new policies, procedures, and processes, in conjunction with the successful implementation of an updated system for enhanced operational efficiency and improved customer satisfaction.

### Workforce

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#### HR/Payroll Services

Crafted a comprehensive service model to efficiently deliver HR/Payroll services across all University entities. This entailed defining service scope, joint responsibilities, and performance metrics to manage service expectations. The detailed model was seamlessly integrated into the technology platform, ServiceNow, ensuring a unified and effective approach to service delivery.

### Workforce

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#### HR/Payroll Testing

Played a vital role in validating the design of a transformational HR solution, leveraging Tier 1 technology across diverse geographical locations. Developed a meticulous testing plan to ensure comprehensive testing and acceptance, enabling seamless implementation and optimising the organisation's HR operations for enhanced efficiency and effectiveness.

### Workforce

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#### Payroll Integrity

Thoroughly examined the payroll system and its associated processes, with a primary objective of evaluating the fundamental integrity of the payroll function. This investigation was conducted to gather in-depth insights and information concerning the reliability and accuracy of payroll operations.



## Workforce

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### Payroll Review

Conducted a comprehensive review of HR/Payroll functions, evaluating opportunities for optimisation in technology and processes after SAP Payroll and SuccessFactors implementation. This assessment ensures seamless integration, identifies areas for enhancement, and maximises the potential of the new systems, driving operational excellence and efficiency in HR and Payroll operations.

## Workforce

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### Payroll Integrity

Effectively oversaw the resolution of lingering employee queries related to pay disputes, including comprehensive query resolution and proficient management of all employee interactions. This approach ensures the preservation of an exhaustive audit trail, offering necessary documentation for potential future needs, especially concerning Fairwork Australia.

## Workforce

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### Workforce Planning

Established and executed an advanced planning approach, incorporating integrated scenario planning and enhanced analytics. Orchestrated organisational structural design, critical role and risk analysis, and strategic operational workforce plans to ensure efficient and effective operations in line with the organisational objectives.

## Workforce

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### HRIS Implementation

Effectively orchestrating the implementation of a comprehensive HRIS solution for a Higher Education service provider. Skillfully managing two software vendors for HR and Payroll to seamlessly integrate the solution across the entire project lifecycle, ensuring a smooth transition from design to operational stages.



Higher Education

## Contact us

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For an obligation-free conversation about how you can leverage our higher education expertise in your organisation, please contact me.

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We make it work

