Service Architecture
Capability Statement

Your 'Service Architecture' is the arrangement and interaction of service components, processes, technology, and people used to deliver value to internal and external customers.

We make it work

RIVOR *Advisory*

About Rivor

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 brands. 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 service architecture 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 service 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.
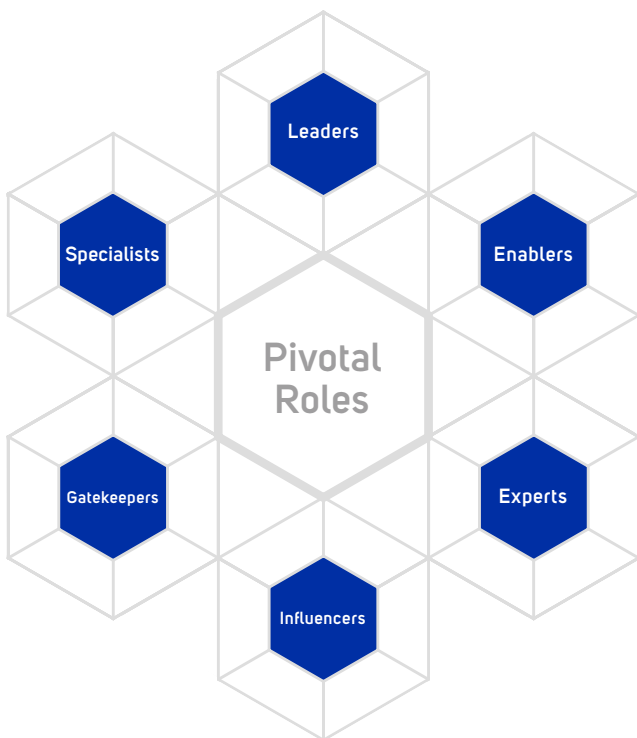
Leaders

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.
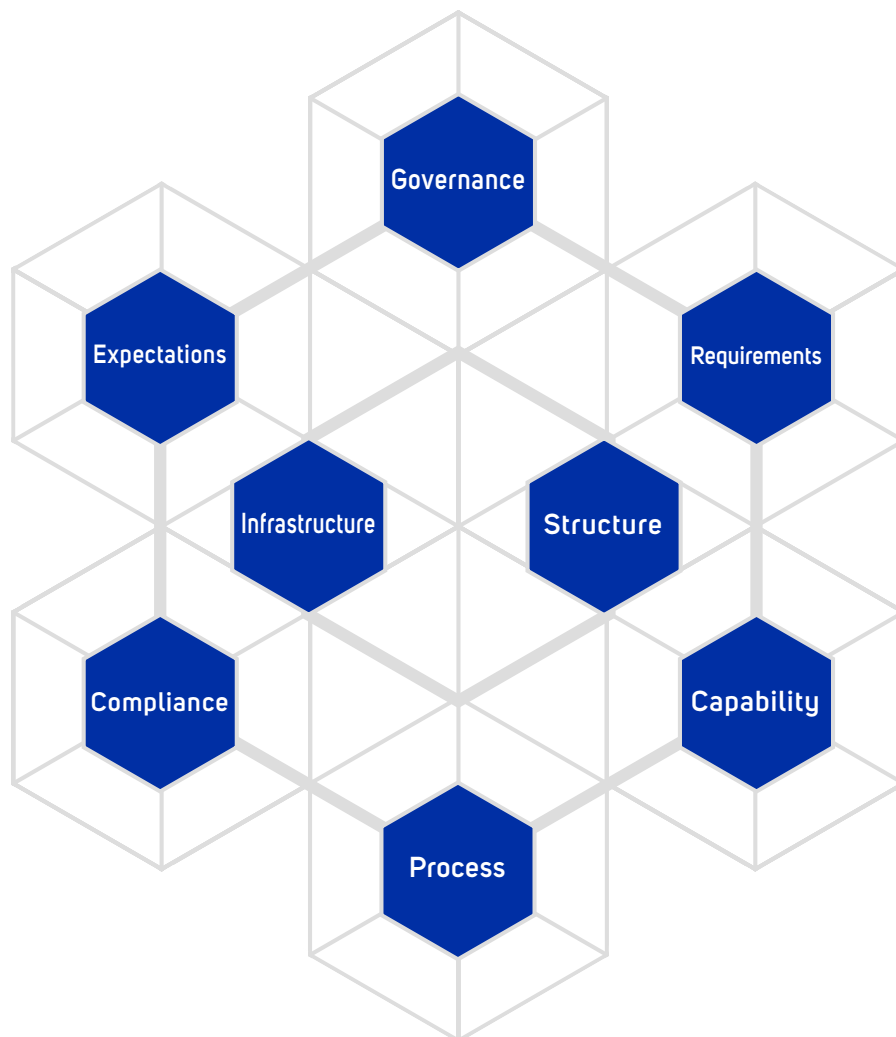
Making Service Architecture Work

As service architectures grow in size and scope, managing the complexity of interdependencies, communication protocols, and data flow can become challenging. Services often have dependencies on each other and integrating new services with existing ones can be difficult. Addressing these challenges requires careful planning, ongoing monitoring, and the implementation of best practices in service design, development, and operations. To maximise an organisation's Service Architecture, a comprehensive approach that integrates Governance, Structure, Requirements, Capability, Infrastructure, Process, Compliance, and Expectations is essential.

A systematic approach

By systematically addressing these eight components, Rivor helps organisations create a robust and agile service architecture that not only meets current needs but is also adaptable to future challenges and opportunities.

Making Service Architecture Work

Rivor understands that a well-designed Service Architecture is a crucial foundation for optimising an organisation's operations and ensuring that services are delivered efficiently and consistently across the board. We can show you how to use your Service Architecture to set the stage for improved collaboration, adaptability, resource utilisation, and ultimately, better overall performance.

Governance

Governance determines the frameworks, policies, and guiding principles required to support strategic objectives. It establishes the oversight and accountability mechanisms necessary to ensure that service architecture aligns with the organisation's goals. By setting clear guidelines and standards, governance helps in managing risks, ensuring compliance, and promoting transparency.

Structure

Structure determines the roles, responsibilities, hierarchies, and service models required to ensure effective service delivery. It demands accountability and defines workflows, outlining how different teams and individuals interact and collaborate.

Requirements

Requirements identify and align the service activities necessary to meet customer needs. By clearly defining and documenting these requirements, organisations can prioritise activities, allocate resources effectively, and set measurable goals.

Capability

Capability ensures that workforce skills, knowledge, and competencies are aligned with and support service delivery. This involves identifying the necessary expertise and providing targeted training and development programs to equip employees with the required skills.

Infrastructure

Infrastructure ensures that tools and systems adequately support service delivery. This involves providing the necessary technological and physical resources to facilitate efficient operations and implementing reliable and scalable systems.

Process

Process eliminates inefficiencies and redundancies in workflows and procedures. This involves analysing and optimising how tasks are carried out to streamline operations and enhance productivity. By refining processes, organisations can reduce waste, lower costs, and improve service delivery speed.

Compliance

Compliance ensures that service delivery practices adhere to relevant regulations and standards. This involves implementing procedures and controls to meet legal, industry, and organisational requirements.

Expectations

Expectations ensure that service delivery goals are agreed upon, understood, managed, and met. This involves clearly defining and communicating the anticipated outcomes and performance standards to all stakeholders. By setting and managing these expectations, organisations can align their service delivery with customer and stakeholder needs, monitor progress, and make necessary adjustments.

Project Snapshots

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 Service Architecture solutions.

Postal Authority

Shared Information Services

Contributed to the evaluation of the Financial Management and Shared Services framework in the Information Technology Services unit. Orchestrated targeted sub-projects over a defined duration, enhancing overall service operations and optimising the framework for improved efficiency and streamlined financial management.

Electricity Utility

Shared Services

Oversaw the development and execution of a Shared Services framework across 15 support units, piloting it within the IT unit. Orchestrated multiple projects exploring the commercial structure and market competitiveness of the business, ensuring a comprehensive understanding of its dynamics and potential for sustainable growth.

Financial Institution

Shared Services

Directed the comprehensive review of the Shared Service framework in the bank's Information Technology department. Resultantly, formulated a proposed "roadmap" to address existing framework shortcomings, paving the way for a strategic overhaul and ensuring a more robust and effective operational structure.

Insurance

Corporate Services Allocation

Conducted a thorough assessment of the internal charging mechanism for Information Technology services provided to business units. Simultaneously, appraised the method employed for allocating Corporate Overheads to subsidiaries. Streamlined processes to ensure accurate and equitable cost allocation, fostering transparent and efficient resource utilisation.

Telecommunications

Corporate Services Allocation

Performed an extensive review of the Shared Services framework, formulating a comprehensive set of policies based on industry best practices. Acknowledged the company's objectives, emphasising the alignment of policies to maximise the anticipated benefits of this management tool, ensuring heightened operational efficiency and effectiveness.

Higher Education

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.

Distribution

Shared Services

Aided in reviewing and establishing a shared services facility to centralise financial transactions, creating Finance and Human Resources centres of excellence. Revamped business processes laid the groundwork for detailed system design, integrating seamlessly into the implementation of their new financial system (Oracle), fostering enhanced operational efficiency and productivity.

Government

Corporate Services Practices

Aided in devising a streamlined process for South Australian government agencies to revamp their financial management procedures, ensuring alignment with the Government's framework for robust financial practices. Offered strategic guidance and support, facilitating seamless adoption and implementation of best practices for enhanced financial governance and compliance.

Government

Corporate Services Costing

Contributed to the formulation of intricate costing models for service costing and contract management, encompassing 25 budget agencies. Offered strategic support in creating comprehensive and efficient cost structures, ensuring optimal resource allocation and budget management for enhanced operational efficacy and streamlined contract oversight.

Resources

Corporate & Support Costing

Aided in devising a robust costing and reporting methodology based on pilot sites, extending support for its seamless integration across all organisational sites. Offered comprehensive assistance in the smooth implementation of the methodology, ensuring consistent and effective cost analysis and reporting across the organisation's entire network.

Government

Avoidable Costing

Contributed to formulating a robust methodology for defining and implementing avoidable-based costing. Successfully ratified the methodology and involved in crafting comprehensive training workshops. Ensured seamless dissemination of essential practices, empowering the organisation with effective tools for informed decision-making and cost-efficient resource allocation.

Food Manufacturing

Corporate Restructuring

Aided the company in a comprehensive organisational overhaul, restructuring operating practices and reengineering Finance and Human Resources functions. Implemented impactful changes for staff, supported by developed change profiles and skill assessments. Facilitated the establishment of a "customer care" shared service facility, incorporating cutting-edge process and system design best practices.

Food Manufacturing

Customer Relationship Management

Aided the company in conducting a holistic review of their customer strategy, encompassing product rationalisation, customer assessment, and call centre operations development. Provided strategic support in enhancing customer service, streamlining operations, and refining the overall customer-centric approach to foster long-term business growth and improved service delivery.

Grain Distribution

Shared Services

Oversaw the comprehensive review of the Fee for Service within the virtual Shared Services framework, implemented across various business operation divisions of the distributor. Formulated a proposed "roadmap" to address existing framework deficiencies, facilitating strategic enhancements and ensuring a more robust and efficient operational structure.

Government

Shared Services Review

Conducted a comprehensive Whole of Government assessment of corporate services, evaluating the feasibility of a Shared Services solution. Explored various shared services models and proposed a strategy to redefine the delivery of corporate services, aligned with the overall approach for delivering core services, ensuring efficient and integrated service delivery.

Service Architecture

Government

Corporate Services Review

Conducted a comprehensive review of corporate services to identify avenues for cost savings while elevating service quality. Evaluated services against State government departments, global government benchmarks, and corporate standards. Identified short-term improvement areas and emphasised the need to assess the strategic trajectory of corporate services for long-term enhancements.

Water Utility

Shared Services Model

Designed an innovative operating model for the shared services operation, delineating clear business objectives, operational principles, and defining key operational characteristics. Formulated a comprehensive implementation plan, accompanied by project charters for each initiative, ensuring streamlined execution and fostering a holistic approach to efficient shared services management.

Services Organisation

Administrative Services Review

Conducted a thorough assessment of administration services to identify avenues for enhancing both efficiency and effectiveness. Explored key operational aspects, aiming to streamline processes and optimise service delivery for improved performance and seamless organisational functioning.

Services Organisation

Management Model

Conducted a comprehensive business review to ascertain the organisation's operational scope and service delivery across various business segments. Leveraged this insight to develop a tailored management model, aligning administrative functions with specific management requirements for optimised business operations and enhanced overall organisational efficiency.

Government

Shared Services Model

Crafted a comprehensive business model for a newly established shared services facility, integrating a strategic blueprint that allowed the client to seamlessly transition over a designated timeline. Enabled a smooth migration process, ensuring the adoption of an efficient operational structure aligned with the organisation's long-term objectives and goals.

Government

Regional Services Model

Formulated an enhanced business model for regional support service delivery, emphasising service improvements and efficiency gains. Conducted a thorough assessment of diverse delivery models, enabling the identification of optimal strategies to maximise service quality and operational efficiency, ensuring seamless delivery across regions.

Emergency Services

Market Review

Undertook an extensive review of the Emergency Services market, evaluating the organisation's position in the industry and identifying potential opportunities for future growth and development. Conducted a thorough market analysis, providing valuable insights to guide strategic decisions and foster sustained progress within the Emergency Services sector.

Advertising

Government Channel Strategy

Devised a comprehensive strategy to structure the government channel's go-to-market approach, integrating analyses of market segmentation, customer behaviour, and product/service alignment. Facilitated a nuanced understanding of customer dynamics, fostering effective market positioning and optimised product/service delivery to meet diverse government sector demands.

Advertising

New Market Entry Assessment

Guided the organisation in evaluating the feasibility of market entry, determining the range of products/services required to ensure optimal returns. Conducted a comprehensive analysis to assess market potential, enabling informed decision-making and strategic planning to capitalise on lucrative market opportunities while ensuring sustainable profitability.

![Service Architecture logo]

Service Architecture

Retail

Store Profitability Review

Conducted an evaluation to identify value-generating stores and devised actionable strategies to restore underperforming stores to full profitability. Employed a comprehensive review process to pinpoint areas of improvement, ensuring efficient decision-making and sustainable financial success across the store network.

Financial Services

Customer Management

Aided a bank in overhauling its go-to-market strategy for Retail and Business Banking services. Leveraged our Market & Margins methodology to revamp the delivery model, aligning it with the bank's market positioning. Streamlined operations to enhance customer engagement and optimise revenue generation for sustained market competitiveness.

Services Organisation

Shared Services Model

Collaborated with the organisation to develop an integrated shared service delivery model for Finance, Billing, HR, and Payroll support services. Orchestrated a comprehensive reengineering of existing practices, ensuring alignment with industry benchmarks and fostering operational excellence to optimise service delivery and streamline organisational processes.

Services Organisation

Shared Services Model

Guided the organisation in effectively managing the change and ensuring quality during the implementation of a shared service delivery model for Finance, Billing, HR, and Payroll support services. Spearheaded a comprehensive reengineering of existing practices, integrating new systems to surpass industry benchmarks and optimise overall operational efficiency.

Healthcare

Operational Review

Performed an organisational review, employing advanced modelling techniques to identify potential savings and operational enhancements. Leveraged industry-leading best practices, both domestically and globally, to inform the review, ensuring comprehensive insights and strategic recommendations for optimised operational efficiency and sustainable cost reduction.

Services Organisation

Shared Services Model

Collaborated with the organisation to craft an optimised shared service delivery model for its Finance support services. Spearheaded a holistic reengineering of current business practices, ensuring alignment with or surpassing industry benchmarks. Implemented streamlined processes to enhance operational efficiency and maximise financial performance.

Healthcare

Shared Services Model

Performed an exhaustive review of current shared services for Accounts Receivable and Payables, identifying performance enhancements based on comprehensive benchmarking and industry best practices. Leveraged insightful analyses to recommend strategic improvements, optimising operational efficiency and ensuring the implementation of best-in-class service delivery protocols.

Logistics

Shared Services Model

Conducted an extensive evaluation of current shared services for Payroll and Accounts Payable, identifying performance enhancements grounded in benchmarking and best practices. Utilised in-depth analyses to propose strategic improvements, fostering operational excellence and ensuring the integration of superior service delivery practices.

Higher Education

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.

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Higher Education

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.

Government

Shared Services

Created a robust Shared Services operating model to facilitate and optimise the operations of the Shared Services unit. Formulated an efficient and tailored framework, enhancing the unit's service delivery, resource management, and overall operational performance within the organisation for sustained efficiency and productivity.

Higher Education

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.

Government

Shared Services

Devised an innovative Payroll delivery model within a Shared Services setup, strategically outlining phased savings and operational efficiencies. The proposed operating model ensures gradual implementation phases, culminating in a comprehensive end-to-end service solution, fostering enhanced cost savings and streamlined Payroll operations across the organisation.

Financial Services

Shared Services

Crafted a comprehensive selection model to identify specific components within the HR Support function suitable for outsourcing. Formulated a strategic framework enabling efficient evaluation and decision-making, optimising resource allocation and ensuring seamless integration of outsourced HR processes within the organisational framework.

Government

Shared Services

Enacted a progressive Payroll delivery model within a Shared Services setup, implemented in phases to expedite immediate service enhancements and extend support to a new greenfield site. Orchestrated a systematic approach to streamline operations, ensuring efficient service delivery and operational synergy across the organisation's diverse sites.

Higher Education

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.

Higher Education

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.

Higher Education

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.

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Water Utility

Shared Services

Crafted an innovative operating model for Finance services, defining business objectives, operating principles, and key characteristics aligned with the "Finance of the Future" concept. Introduced a new organisational structure to facilitate service delivery and delineated the functions to be offered, supported by an advanced technology platform for enhanced operational efficiency and streamlined service delivery.

Community Services

Service Model Review

Conducted a thorough evaluation of the deployment of a national service model across diverse geographic sites operated by multiple entities under a "franchise" arrangement. Provided a comprehensive set of recommendations to enhance the model's operational efficiency and customer-centric outcomes, ensuring improved service delivery and optimal customer satisfaction.

Higher Education

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.

Oral Health

Product Strategy

Performed a comprehensive strategic review of an existing product to evaluate the viability of additional investment. The assessment encompassed a thorough market analysis and an in-depth examination of the potential profit margins expected from future investments, providing valuable insights for informed decision-making and optimised resource allocation.

Community Services

Service Model Review

Conducted a comprehensive service model review to streamline service delivery and minimise operational costs while enhancing customer outcomes. Developed a new operating model, redefining the organisation's perspective and the role of funding programs in business execution. Implemented strategic changes to foster improved efficiency and sustainable cost reduction initiatives.

Local Government

Revenue Optimisation

Conducted a comprehensive review of Council services to identify areas for revenue optimisation. Undertook a thorough analysis of 10 other councils, aiming to identify and implement best practices for improved efficiency and revenue enhancement. Provided valuable insights to guide the Council's strategic decisions and operational enhancements.

Emergency Services

Complaints Management

Engineered and executed an advanced complaint handling and resolution framework, ensuring streamlined process times, enhanced reporting, and improved outcomes for the business and stakeholders. Integrated preventive measures into the system, involving policy and procedure redesign, meticulous process role delineation, comprehensive system requirement development, and successful system implementation.

RIVOR Advisory

Contact us

For an obligation-free conversation
about how you can leverage our expertise
to optimise your Service Architecture,
please contact me.

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Confidentiality

We make it work