

Guide to Leveraging Your Technology

The decisions you make in your business are only as good as the data you use to make them.

Leveraging technology provides you with accurate real-time data to make informed decisions; the more accurate and up to date your data is, the better your decisions will be.

Processes and systems drive your business. Are all of yours clearly documented and up to date? Some processes may be followed purely because that's how it's always been done; other processes may have evolved over time, but perhaps documentation doesn't reflect this.

Using technology to streamline your processes and systems will minimise stress and save time and money by increasing efficiency. You'll also future proof your business, making it more sustainable, scalable, and saleable.

The benefits of leveraging your technology

Your data is accessible from the cloud, allowing you to view real-time data and make decisions on the go

New team members can be inducted seamlessly with clearly documented processes

Repetitive tasks and workflows can be automated, reducing human error and increasing productivity

Customer preferences can be stored to personalise customer experience, increasing satisfaction and retention

Expenses can be tracked and loaded directly to your accounting software simply by taking a photo

Your team can collaborate no matter where they are

Your apps can integrate, minimising double handling to increase efficiency

Your business becomes scalable, with systems in place to allow the business to grow without the wheels falling off

Online meetings reduce the need to travel, saving time and money

Inventory can be monitored in real-time, reducing inventory days, freeing up cash

Software is the magic thing whose importance only goes up over time

Bill Gates

How to build your app stack

Your app stack consists of all your apps, systems, and processes (even Word or Excel documents). When building your app stack, you need to ensure that each component is best fit for your business and that, where possible, they integrate with one another.

1. Document all your current apps, systems, processes, and technology.
2. Identify the issues you're facing in your business:

Is there a system, process or technology which could solve the issue but is being underutilised?
Can the issue be resolved with more training or updating the current system, process or technology?

3. Prioritise the issues you don't currently have a solution for.
4. Research the apps and technology available to address these issues.
5. Scope the business case for implementing your new app stack:

Describe the overall project
Define the outcomes/goals
Clarify the return on investment
Identify who will be involved
Summarise all inputs and outputs of the business
Identify risks and assumptions to mitigate
Define the timeframe

6. Map out your business's processes:

- All inputs and outputs
- Steps and decision points
- Potential areas for improvement
- The roles responsible for performing each step in the process
- Potential bottlenecks

7. Design your app stack:

- Undertake a demo of the best options
- Determine how the apps integrate
- Identify pros and cons of each option
- Recommend a final solution
- Propose implementation plan and costing

8. Implement your app stack:

- Complete final testing and parallel runs
- Update your process documentation
- Train your team and update their job descriptions
- Migrate data
- Go live

9. Review app stack regularly:

- Did the initial implementation plan meet expectations?
- Do all integrations and reconciliations work?
- Is there a process to ensure quality and accuracy?
- Undertake a full annual review to ensure your app stack still meets your needs and all technology is up to date

Need help?

Designing and building your ideal app stack can be overwhelming. With new apps being released into the marketplace daily, it can be hard to know where to start and which apps will work best for your particular needs.

If you need help with any of the steps in the process to build your app stack, please get in touch. Improving your overall efficiency can have a huge impact on your profit and free up time for you and your team.