

We build software so you can build communities.

Consulting Services

Introduction

In today's competitive business environment, Public Housing and Community Development Agencies are under more pressure than ever to reduce costs, ensure operational efficiencies and improve customer service.

To accomplish these goals and assure success, the use of best practices, the Internet, technology and automated solutions is no longer a luxury; it is a fundamental requirement.

To assist customers in meeting these goals, Emphasys offers clients a wide range of consulting services. The overall goal of Emphasys' Consulting group is to assist clients in improving the effectiveness, efficiency, and responsiveness of their agency's programs, all within the framework of the Emphasys product toolset. We can assess your operations and recommend ways to maximize your information technology investment, including finding ways to optimize your resources and achieve operational efficiencies.

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Our Consulting group consists of seasoned experts from the affordable housing field who have the capability and industry experience necessary to bring solutions to any operational challenge. Because of our staff's skill set and breadth of knowledge, we are able to assist all clients regardless of their agency size or the complexity of their problem. Some of our more typical consulting requests are for best practices, operational procedures, PBA/AM planning and conversion, and system optimization.

Services

Process Audit

Using the following methods, Emphasys' experienced consultants can audit your agency's overall processes and look for ways to improve your workflows:

Expert Interviews. Our consultant interviews key staff at your agency to determine process flows and to identify areas in need of improvement. During this phase, Emphasys thoroughly examines your agency's processes.

Measurements. To help quantify improvements, the Emphasys consultant assembles crucial measurements that indicate:

- PHAS/SEMAP test scores
- Timeliness of current processes and areas for improvement

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Recommendations

Emphasys' consultants use the data gathered in the Process Audit to assemble the best solutions for your agency. These may include:

Identifying Goals for optimal agency performance:

- Improvement of processes throughout the agency
- Reduction of time to complete tasks
- Improved measures and test scores

Identifying Methods to achieve goals:

- Operational Improvements:
 - Structural reorganization and new process flows
 - Automation of paper processes
- Systems Improvements:
 - Restructure and improve system security
 - Apply improved processes to system processes
 - Suggest improvements to information systems
- Management Improvements:
 - Implement performance measurement tools
 - Effective management reporting

Application of Methods or action plan.

An Emphasys consultant builds an achievable action plan for your agency with tasks defined by department and by individual staff members. These include benchmark goals and dates.

This is the key to ensuring that solutions become reality.

- Benchmarking to meet current goals:
 - Utilized labor and capacity planning
 - Budget management
 - Cash management
 - Customer Service
- Benchmarking to meet Future Goals:
 - Forecasting

Monitoring Progress Toward Goals and ensuring success.

An Emphasys consultant uses reports and measures to assist you in monitoring your agency's progress toward its identified goals and identifies any areas where additional planning is needed.

Assisting in Implementing Solutions.

- Systems
- Project Management
- Timeline

Benefits

By utilizing our consulting services, your PHA can expect to:

- **Improve PHAS scores** by decreasing unit turn around time and occupancy loss.
- **Increase SEMAP scores** by improving lease up rates and the rates of voucher issuance to lease time.
- **Improve Work Order turn around time** by reducing related expenses, improve the quality of work performed and better utilize staff time and resource capacity.
- **Reduce inventory costs** by improving utilization trends and increasing efficiency in the purchasing process.
- **Improve overall financial condition** by decreasing outstanding tenant receivables, occupancy loss and utility consumption.

To learn more about
Emphasys' Consulting Services

call (800) 968-6884 or

e-mail sales@emphasysworld.com