



BIZ INSIDER

24 JULY 2013

- 2** **FEATURE** USING THE CLOUD TO INCREASE PRODUCTIVITY
- 2** **FEATURE** "UNLEASHED" WITH GREENTREE
- 3** **FEATURE** INSIDER GOES ONLINE
- 3** **SOCIAL MEDIA** CHECK US OUT
- 4** **FEATURE** THE ART OF EFFICIENCY

Teresa Hooper
Partner, JR.bizlink

A word from the *Editor*

We try to introduce a subtle theme to each of our Monthly Newsletters. This month my mind is on productivity so here goes...

It seems obvious to state that as Managers one of our key focuses should be productivity, but it may be worth considering how 'we' can actually facilitate productivity from employees rather than just measure, cajole and expect it.

Sometimes we get so caught up in our own stress, without realising we may be causing our own employees stress, on a daily basis. When employees are stressed out, they are unproductive and ineffective.

Here are three ways you might be derailing your employees' productivity without realizing it:

- 1. You ask the question: "Do you have a minute?"**
There are three kinds of conversations you have with people every day: ones that build relationships, transactional ones or opportunity development ones. "Do you have a minute?" is usually the lead-up to a transactional conversation. This is problematic for two reasons. First, what you're about to ask is going to take longer than a minute to answer. Secondly, they may not be in a position -- physically or mentally -- at that very moment to have the conversation.
- 2. You dictate without asking what they need to better do their job.**
One of my favourite ways to engage everyone around me to be more productive is to end our conversation asking what they need from me in order to get a task

done. I like to ask: "Now that we've talked about that, what can you think of that you'll need to ask me about over the next 72 hours?"

- 3. You send mixed messages about your company's goals.**
Make it a point to remind your team of your main purpose. This may seem obvious, but one of the biggest ways to derail your employees from being productive is sending them mixed message about your company's end-goal and overall message. Being clear about your company's goals makes it possible for everyone to set their own priorities and be their best every day.

By being more engaged in work we believe in, our stress is lower and we get more done.

Using the Cloud to Increase Business Productivity

FEATURE

The most competitive and innovative product is nothing without an organization's steadfast ability to successfully plan and efficiently execute on overall business strategy.

To be competitive, dynamic and successful, business policy makers need engaged and highly productive employees executing on goals that are aligned with the organization's strategic objectives. Also, smart business leaders should ensure that technology is leveraged to drive and enhance productivity. Using technology to maximize your business productivity creates the platform to fully realize business success.

So, how does the business owner and executive increase their business's productivity and keep employees happy and motivated at the same time? With the Cloud, you can do just that by empowering your organization with flexible and scalable working via access to all files, systems and data from anywhere around the world. You will be able to boost continuity and rest easy knowing there will be zero downtime and ultimately, increased productivity.

'Cloud computing is revolutionizing the way we work and live, resulting in a seamless integration of resources from work to home. With inter-office activities streamlined, productivity skyrockets.'
(Source: ERPCloud News)

[Read More](#)



FEATURE

"Unleashed"

with Greentree



chickens" keeping track of stock and prices.

[Read how Interaust has reduced errors by 90%, saved oodles of time, and is now "light years ahead" in customer service, thanks to Greentree.](#)

If your legacy systems are crushing your ambitions, take a moment to read about how these Greentree customers cast off the shackles.

In the examples given below the shackles are the legacy systems the customers were previously impeded by – how they can put the handbrake on business growth, frustrate moves toward better customer service, or even mislead you on how your business is actually performing.

These three Greentree customers made the move because their legacy systems were causing them too much pain. They needed more than just basic accounting, the information their existing system was delivering couldn't be trusted, or it had so many add-ons that daily tasks had become complex beyond all reason.

Greentree has 'Unleashed' these businesses, read on:

Example 1 – Interaust:

No more headless chickens. Interaust imports thousands of tonnes of raw food materials every year for manufacturers, and its legacy system was forcing staff to "run around like headless

Example 2 - Irvine Flooring:

Flooring the competition. Irvine Flooring's industry-specific business system was delivering suspect financial information, its reporting was just plain inadequate, and staff were "pulling their hair out".

[Read how Irvine now has reliable financial reporting and live visibility of customer information for both its office staff and its mobile sales reps, enabling it to happily pursue aggressive growth targets.](#)

Example 3 – Parmco:

Customer satisfaction assured. Parmco, a leading supplier of high-quality kitchen appliances, had had enough of its legacy system which was forcing its staff to fight daily battles with complex manual processes.

[Read how Parmco has replaced piles of paperwork with slick electronic handling of service requests, and how Greentree has enabled development of KPIs to drive the business forward.](#)

FEATURE

Insider Goes ONLINE

To find some interesting websites...



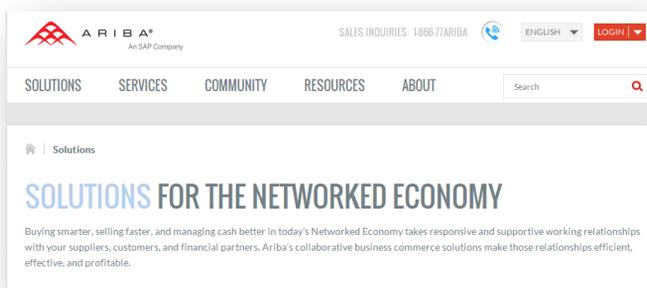
Computerworld



For more than 40 years, Computerworld has been the leading source of IT news and information for IT influencers worldwide.

The Computerworld website is a hub for all things Technology news related, check it out @ www.computerworld.com

Ariba



With Ariba – the world’s business commerce network – and our industry-leading, cloud-based applications, you can extend your processes beyond the four walls of your organization. Then, without installing any new software or hardware, you can connect and collaborate with digital communities of partners, peers, and prospects from around the world.

Check it out @ <http://www.ariba.com/solutions/buy/sourcing>

Social Media

CHECK US OUT



Take a look at JR.bizlink’s social media activity and sign up for alerts:



FEATURE



The Art of *Efficiency*

We live in an age when we work more hours and feel more stress trying to get more done. Technology, meant to simplify our lives, saps our attention and steals our time. Has the need for a more efficient operation ever been greater?

Thankfully, we can learn to become more efficient at work, individually and collectively. Management consultants and business professors have long debated the relative merits (and even the definition) of efficiency as it pertains to the business world. In highly simplified terms, efficiency concerns the cost of input for the output produced--in other words, the best use of resources and the least waste of time and effort.

One of the areas where efficiency can be optimized is the work force, through increasing individual productivity defined as the amount of work (products produced, customers served) an employee handles in a given time.

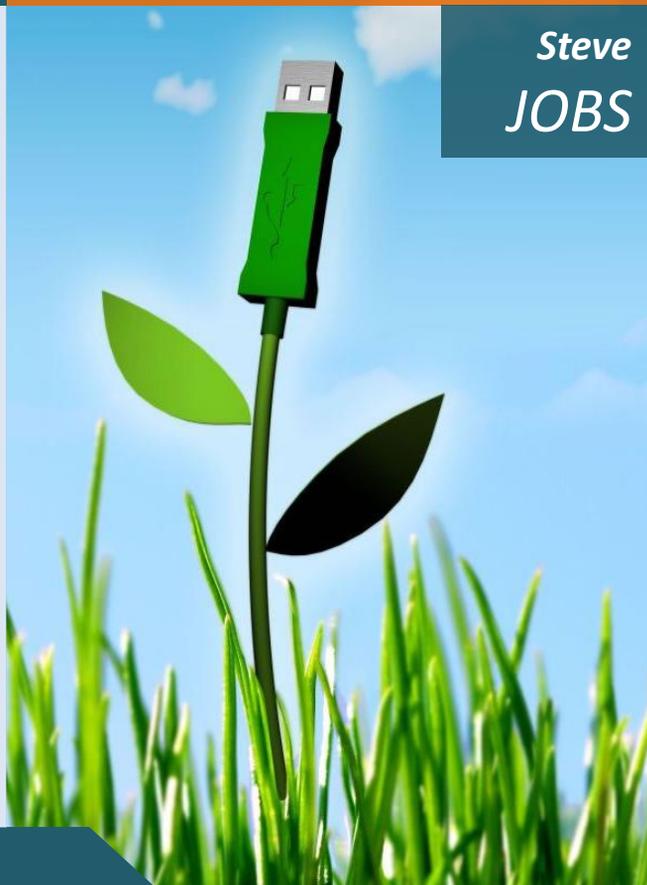
Read more:

<http://www.entrepreneur.com/article/226991>

QUOTABLES

"It's not a faith in technology. It's faith in people..."

**Steve
JOBS**



Contact the Team

Teresa Hooper

(07) 3222 8461

thooper@pitcherpartners.com.au

Ian Wessling

(07) 3222 8315

iwessling@pitcherpartners.com.au

Victoria Cole

(07) 3222 8338

vcole@pitcherpartners.com.au

Support Desk

(07) 3222 8400

bizlinksupport@pitcherpartners.com.au

For comments on this edition or if you wish to be removed from the *Biz-Insider* mailing list please email us at vcole@pitcherpartners.com.au



Brisbane
Nigel Fischer
Managing Partner
Telephone +61 7 3222 8444
partners@pitcherpartners.com.au

Sydney
David Young
Managing Partner
Telephone +61 2 9221 2099
partners@pitcher-nsw.com.au

Perth
Bryan Hughes
Managing Partner
Telephone +61 8 9322 2022
partners@pitcher-wa.com.au

Adelaide
Tom Verco
Principal
Telephone +61 8 8179 2800
partners@pitcher-sa.com.au

Melbourne
John Brazzale
Managing Partner
Telephone +61 3 8610 5000
partners@pitcher.com.au

www.pitcher.com.au

Pitcher Partners is an association of independent firms.
In Queensland, Pitcher Partners refers to the Queensland partnership and its associated entities.
Liability limited by a scheme approved under Professional Standards Legislation.