

# Introduction to Tshibanda & Associates, LLC



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# Tshibanda & Associates, LLC

- Tshibanda & Associates, LLC is a consulting and project management services firm, which assists organizations in improving operations and deploying mission-critical, enterprise solutions successfully.
- We help our clients leverage state-of-the-art technologies and methods to improve their performance, service to their customers and returns to their stakeholders.
- Our objective is to achieve long lasting *“measurable results.”*
- The following document will introduce: *Our Services* and *Our Experience*.



# Services Portfolio

## Process Improvement

- Business Process Review
- Business Process Improvement
- Activity-Based Costing
- Performance Review/Audit
- Performance Measurement
- Benchmarking

## Project Management

- Project Definition
- Business Case, ROI and Justification
- Project/Program Management
- Risk Management
- Quality Assurance
- IT Strategic Planning
- Requirements Definition
- Solution Evaluation & Selection
- Gap Analysis
- Implementation Readiness Assessment
- Implementation Planning
- Implementation Services
- Business Transformation
- Independent Project Review & Validation
- IT Reviews

## Customer, Channel and Product-Related Services

- Profitability Modeling
- Customer Segmentation
- Channel Transaction Analysis
- Relationship-based Pricing Program Design & Evaluation

*"...Tshibanda & Associates LLC was a valued consulting partner in achieving many if not all of our key strategic objectives. ... In the process, you trained, led and mentored our staff..."*

*David Hoppen, COO, Insurance Company of the West*

*We focus on a few areas of expertise.*

# Tshibanda Geographic Reach

We have completed projects in most parts of the U.S.



# Selected Representative Clients



CITY OF FOUNTAINS  
HEART OF THE NATION



KANSAS CITY  
MISSOURI



**ARMED FORCES BANK, N.A.**



# Why Tshibanda & Associates

- Tshibanda & Associates is committed to providing quality consulting services for our clients.
- We offer a unique alternative to our clients: the same level of service, expertise, experience, standards and quality provided by world class consulting firms from a smaller, more responsive company.
- We specialize in solving complex business and technical problems so our clients can focus on running their businesses.
- Our team of consultants has over 100 years of experience in providing consulting and project management services to large public and private sector organizations.
- Our projects involve process owners and senior leadership to promote knowledge transfer, ownership of results and dedication to the implementation of recommendations.
- If you wish to improve your organization's performance, service to your customers, or returns to your stakeholders, Tshibanda & Associates can help.
- We will provide references upon request.

*Big 4 quality at middle-market fees!*

## ***You will notice the difference:***

- *Focus on your strategic objectives*
- *Understanding of primacy of operations*
- *Understanding of drivers, operations and culture*
- *Proven methods*
- *Process improvement experience*
- *Change management appreciation*
- *Track record of delivery and service*
- *Commitment to client satisfaction*
- *Partnering mentality*

*Shared vision!*

# Appendix A: Services Description





# Program / Project Management

Projects	Description	Outputs/Outcomes
<b>Project Definition</b>	Identify objectives, expected outcomes, high-level description and formulate project scope	<ul style="list-style-type: none"> <li>· Project objectives/expectations and scope</li> <li>· Key stakeholders</li> <li>· Preliminary schedule</li> <li>· Preliminary budget</li> </ul>
<b>Business Case, ROI and Justification</b>	Define project (see above), evaluate alternatives, and develop project justification, including return on investment (ROI)	<ul style="list-style-type: none"> <li>· Analysis of alternatives</li> <li>· Solution selection justification</li> <li>· Expected benefits (tangible and intangible)</li> <li>· Estimated costs</li> <li>· Cost/Benefit analysis (ROI)</li> <li>· Recommendations</li> </ul>
<b>Project/Program Management</b>	Provide leadership, organization, direction and oversight for mission-critical large and complex projects	<ul style="list-style-type: none"> <li>· Project/program office setup</li> <li>· Project/program office management</li> <li>· Coordination of projects</li> <li>· Issue tracking &amp; resolution</li> <li>· Problem tracking &amp; resolution</li> <li>· Risk management</li> <li>· Resource management</li> <li>· Workplan management</li> <li>· Technical assistance</li> <li>· Project status reporting</li> <li>· Budget management</li> <li>· Staff direction, supervision and oversight</li> <li>· Executive communications</li> </ul>

# Program / Project Management

Projects	Description	Outputs/Outcomes
<b>Risk Management</b>	Identify, evaluate, classify and measure project risks, and develop risk management plan, including contingency plans	<ul style="list-style-type: none"> <li>· Risk identification</li> <li>· Risk summary</li> <li>· Contingency plans</li> <li>· Risk management plan and tools</li> <li>· Periodic risk reviews</li> </ul>
<b>Quality Assurance</b>	Provide assistance to manage project risks and implement proper project management techniques, practices, and tools	<ul style="list-style-type: none"> <li>· Action item management</li> <li>· Risk management</li> <li>· Issue management</li> <li>· Problem management</li> <li>· Workproduct reviews</li> <li>· Deliverable reviews</li> <li>· Steering committee project status communications</li> </ul>
<b>Requirements Definition</b>	Develop functional, technical, and other requirements for solution and/or system	<ul style="list-style-type: none"> <li>· Key requirements</li> <li>· Prioritization of requirements</li> <li>· “As Is” workflows</li> <li>· “To Be” workflows</li> <li>· Workflow gap analysis</li> </ul>

# Program / Project Management

Projects	Description	Outputs/Outcomes
<b>Solution Evaluation and Selection</b>	Using key requirements (see above), research and evaluate available alternatives and recommend most viable solution	<ul style="list-style-type: none"> <li>• Solution fitness criteria</li> <li>• Solution evaluation</li> <li>• Solution recommendation</li> <li>• Key implementation implications</li> <li>• Risk identification</li> </ul>
<b>Gap Analysis</b>	Compare key requirements to software capabilities, identify unmet needs and recommend best ways to address gaps	<ul style="list-style-type: none"> <li>• Solution fit analysis</li> <li>• Gap analysis and prioritization</li> <li>• Gap resolution strategies</li> <li>• Implementation impact</li> </ul>
<b>Implementation Readiness Assessment</b>	Assess readiness for a successful implementation	<ul style="list-style-type: none"> <li>• Implementation objectives</li> <li>• Readiness report by key implementation area</li> <li>• Resources assessment</li> <li>• Corrective action plan</li> <li>• Recommendations</li> </ul>
<b>Implementation Planning</b>	Develop implementation strategies and plans  <i>May be combined with implementation readiness assessment</i>	<ul style="list-style-type: none"> <li>• Implementation strategy and preliminary workplan</li> <li>• Resource plan</li> <li>• Internal skills assessment</li> <li>• Risk assessment</li> <li>• Governance and communications plans</li> <li>• Business transformation plan</li> <li>• Estimated costs</li> </ul>

# Program / Project Management

Projects	Description	Outputs/Outcomes
<b>Implementation Services</b>	Manage the implementation and coordinate vendor(s) and internal teams	<ul style="list-style-type: none"> <li>· Communications</li> <li>· Risk management</li> <li>· Implementation plan</li> <li>· Project management</li> <li>· Readiness assessment</li> <li>· Scope management</li> <li>· Technical architecture</li> <li>· Gap analysis</li> <li>· Design, development and configuration</li> <li>· Data administration</li> <li>· Business transformation (see previous page)</li> <li>· Conversion</li> <li>· Interface</li> <li>· Stress testing</li> <li>· Capacity planning</li> <li>· Performance tuning</li> <li>· User acceptance testing</li> <li>· Deployment</li> <li>· Training</li> <li>· Operations and maintenance plans</li> <li>· Disaster recovery</li> <li>· User support plan</li> <li>· Transition plan</li> </ul>

# Program / Project Management

Projects	Description	Outputs/Outcomes
<b>Business Transformation</b>	Identify and help implement changes in operations to facilitate the migration from the old to the new processes, which are consistent with the new or enhanced software	<ul style="list-style-type: none"> <li>· Stakeholder and executive interviews</li> <li>· User needs surveys</li> <li>· Operations improvement objectives</li> <li>· “As Is” workflows and processes</li> <li>· “To Be” workflows and processes</li> <li>· Gap analysis and gap resolution plan</li> <li>· Change management plan</li> <li>· Change readiness assessment</li> <li>· Job (re)design</li> <li>· Organization (re)alignment</li> <li>· Revised job descriptions</li> <li>· Revised performance measures</li> <li>· Coordination with integration project</li> <li>· Communication plan</li> <li>· Periodic communications</li> </ul>
<b>Independent Project Review &amp; Validation</b>	Conduct review of an ongoing Implementation project to identify weaknesses and risks of non-delivery and develop recommendations for corrective action	<ul style="list-style-type: none"> <li>· Assessment by project area</li> <li>· Key issues</li> <li>· Key project risks</li> <li>· Recommendations</li> </ul>

# Process Improvement

Projects	Description	Outputs/Outcomes
<b>Business Process Review</b>	Identify key business concerns and objectives, define existing business process activity and both “quick hit” and longer-term redesign opportunities	<ul style="list-style-type: none"> <li>Project objectives/expectations</li> <li>Project scope &amp; key stakeholders</li> <li>“As-Is” activity assessment</li> <li>Findings &amp; opportunities/recommendations (including “Quick Hits”)</li> </ul>
<b>Business Process Improvement</b>	Builds upon the Process Review by incorporating action planning, performance measure development and implementation	<ul style="list-style-type: none"> <li>Action plans</li> <li>Design and implementation schedule</li> <li>Business performance measures</li> </ul>
<b>Activity-based Costing</b>	Builds upon the Process Review by incorporating identification of the direct and indirect costs of each activity within the business process	<ul style="list-style-type: none"> <li>Direct and indirect costs</li> <li>Fixed and variable cost analysis</li> <li>Activity unit cost and overall cost (at current volume)</li> <li>Business process cost</li> <li>Cost per unit of output</li> </ul>

# Process Improvement

Projects	Description	Outputs/Outcomes
<b>Performance Review / Audit</b>	A structured examination of a business system to determine whether it is effectively and efficiently employing available resources	<ul style="list-style-type: none"> <li>· Review / audit design and approach</li> <li>· Measurement and evaluation of process output or capacity</li> <li>· Identification and analysis of cause and effect relationships</li> <li>· Identification and testing of proposed improvements / solutions</li> <li>· Recommended solution(s), implementation, and follow up analysis</li> </ul>
<b>Performance Measurement</b>	Builds upon Business Process Improvement by capturing data elements for key financial and operational measures	<ul style="list-style-type: none"> <li>· Processes for capturing and delivering data</li> <li>· Development of management reports</li> <li>· Framework for analyzing results</li> <li>· Identification of opportunities for improvement</li> </ul>
<b>Benchmarking</b>	Builds upon Performance Measurement by incorporating an analysis of external benchmark performance measures	<ul style="list-style-type: none"> <li>· Identification of benchmarks</li> <li>· Benchmark analysis</li> <li>· Opportunity identification</li> </ul>

# Customer, Product & Channel Profitability

Projects	Description	Outputs/Outcomes
<b>Profitability Modeling</b>	Definition and design of an organization, product, customer/member or channel profitability model	<ul style="list-style-type: none"> <li>Product, channel and member definition</li> <li>Funds transfer pricing assumptions</li> <li>Non-interest income allocation assumptions</li> <li>Cost allocation assumptions</li> <li>Profitability analysis and reporting</li> <li>Opportunity identification</li> <li>Vendor selection, if required</li> </ul>
<b>Customer Segmentation</b>	Design of custom segmentation scheme to analyze customers for marketing, product targeting, and pricing programs	<ul style="list-style-type: none"> <li>Segmentation scheme development</li> <li>Demographic profiling</li> <li>Product usage profiling</li> <li>Segmentation analysis</li> <li>Opportunity identification</li> </ul>
<b>Channel Transaction Analysis</b>	Provide assistance by identifying the nature and volume significance of channel transactions to facilitate strategic channel decisions	<ul style="list-style-type: none"> <li>Channel &amp; transaction definitions</li> <li>Transaction analysis</li> <li>Opportunity identification</li> <li>Cost per transaction</li> </ul>
<b>Relationship Pricing Program Design &amp; Eval.</b>	Assist clients by leveraging key member and profitability analysis to define critical program structures	<ul style="list-style-type: none"> <li>Program structure definition</li> <li>Operational analysis and design</li> <li>Business case definition (see project definition)</li> <li>Technology assessment</li> </ul>



# Thank You.

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