Group Project: Client Management Project

Who are we?

- The Organization is Solutions Plus, founded in 1927 head quartered in New York City, New York
- Small satellite offices in 10 cities in the US, 2 offices in Canada, 3 in South America, 3 in Europe and 1 in Australia.
- Currently servicing clients in North and South Americas, Eastern Europe
- Looking to expand in Asia Pacific (China, Hong Kong, Japan)
- Small foot print in Australia, like to make it bigger
- Current revenue is 10 Billion
- Private firm owned and operated by a group of managing partners (25 of member)
  - 35,000 consultants in the field
  - 15,000 consultants centralized
  - 1000 Client Relationship manager
  - 750 Administrative staff
  - 500 Directors
  - Total employee count 52,250

Our Mission:

Our organization is focused on the become a trusted partner with our clients, providing consulting services in a range of business disciplines across all major industries, to directly increase our clients revenue and reduce operating expenses.

Disciplines:

- Tax
- Audit
- Human Capital
- Information Technology
- Financial planning
- Organizational Governance

Industries Served:

- Manufacturing
- Federal Government
- Financial Industry
- Risk Management
Opportunities:

Expansion geographically

- Nationally
- Internationally

Expand into new disciplines

- Healthcare benefits
- Petroleum and Natural Gas Exploration

Challenges:

- Expanding Resources Geographically will require better communications channels to share information with our employees. Difficult to identify consultant’s skills and assignments
- Initial client setup and billing is a very manual
- Travel booking is time consuming and requires administration resource support
- Expense submission is manual process
- Expense tracking is not well governed