



# OrangeLime Consulting



TRAINING &  
WORKSHOPS



WORKFLOW  
CONSULTING



SOLUTION  
DESIGN



HEALTH  
CHECKS



CUSTOMIZATIONS  
& INTEGRATIONS



PRODUCTIVITY



OLC PEACE  
OF MIND



OLC EXPERT  
ASSIST

# Our Services

OrangeLime Consulting provides its clients a range of services to meet their needs. This document explains the different services we provide.

Although many of our clients operate in the same or similar market space, their requirements vary. Our services reflect the diverse needs of our clients, now and in the future.

Should you require any clarification or additional information on any of the services in this brochure, please don't hesitate to contact the team at OrangeLime Consulting.

Below is a summary list of the services we provide, each is explained in more detail throughout this document.

- PROJECTS
- CONSULTING
- BUSINESS INTELLIGENCE & VISUAL REPORTS
- TRAINING
- WORKSHOPS
- HEALTH CHECKS
- CUSTOMIZATIONS & INTEGRATIONS
- SOLUTION DESIGN
- OLC PEACE OF MIND
- OLC EXPERT ASSISTANCE

# About OrangeLime Consulting

OrangeLime Consulting are the World's only WiseService Platinum Partner. Our unique abilities and methods enable our clients to achieve massive productivity gains within their businesses.

**WiseService**  
PLATINUM PARTNER

Our consultants are actually from the industry and are passionate about the industry, exactly what you need and should expect from your consultants. From training to implementation, set ups to system reviews, process reviews to consultations - Full scale projects (Transformational, Productivity Driven, Client Focused), or just a simple refresher, our expert consultants will deliver an outcome for all engagements.

OLC is committed to our clients, our staff and our pursuit of being One. We call this OLC One. We mean profitable harmony in our client's people and processes through the use of their technology so that they act as one.

Our commitment to OLC One is not just words, OLC demonstrates our belief in this concept in everything we do with a series of meaningful world firsts for our clients.

**These are drivers and support for our own OLC One focus**

- **First Platinum WiseService Partner in the world**, allowing superior service capabilities for our clients
- **First to install PAVE** (WiseTech Global's Productivity Solution) in a client site
- **First to develop content rich Workflow Module Workshops** to facilitate client fluency at lower costs
- **First to develop Global productivity & innovation bench marking methods** for the CargoWise One community
- **First to develop OLC Advantage Pricing**, client friendly pricing structures
- **First to develop a dedicated user based support forum** for our clients to enable their own growth at no cost to them



## Projects

Typically, projects fall into one of three categories:

- System Implementations, referring to new installations of the CargoWise One software platform from WiseTech Global
- Solution Design, for specific requirements where clients already have a CargoWise One Installation - for example: A WORKFLOW implementation
- Transformational Projects, where OrangeLime Consulting works with clients to transform a part of the business - for example: Designing a product or products for our clients

Projects range in time frames from a few days to several months depending on the clients desired outcomes, and the size of their organization. Projects run through phases, of which there are five (5). Phases vary in length depending on the project requirements.

OrangeLime Consulting has completed successful projects for our clients all over the world, covering a variety of requirements across a range of modules. Ranging from implementation through to highly customized business transformations.

Many of our projects revolve specifically around **Workflow**, in fact this is a specialization that we focus on. Workflow solutions allow clients to achieve massive productivity effects in their business and includes such actions and benefits as:

- + Task Management
- + Set & Measure Milestones
- + Manage Exceptions
- + Paperless Systems/Solutions
- + More Effective Communication
- + Greater Visibility
- + Greatly Improved Productivity

## Training

Typically short engagements, we offer training for those clients that are seeking training for their staff, or a team of staff. Training services often fulfill a need that arises from:

- New Staff joining the organization
- Refreshers for long term staff
- Training on new functionality that may have been released

Our staff that engage in training with clients are from the industry and accredited in all modules. We understand how to deliver effective training using real life experience & relatable scenarios - ensuring that your staff get maximum benefit.

**We work with our clients to understand the objectives and create tactical plans**

## Consulting

Providing great consulting requires a unique blend of systems knowledge, an understanding of process and people, and most importantly, a deep understanding of the industry and experience in that industry.

Providing exceptional consulting requires not only above, but an ability to bring additional assets to clients through our network of relationships, that extends far beyond simply the software.

OrangeLime Consulting has all of that, otherwise we wouldn't feel right calling ourselves consultants. We consider ourselves, an extension of our client's business. Allowing them additional reach when required.

When our clients engage us to consult to them, they're generally looking for one of a broad category of solutions;

- How to overcome a specific issue
- Design a solution that delivers business benefit
- Design Strategies for growth

# Health Checks

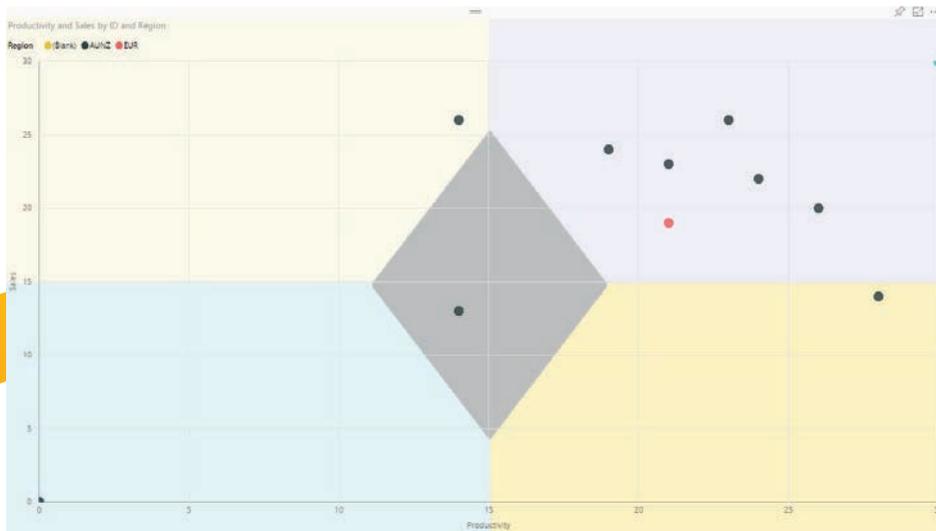
Like a doctor's check up - but for your system.

Many clients have been using their systems for a many years. Often the staff has changed and so has the functionality. A health check is a great way to assess the system usage and overall health of the system.

This gives clients an ability to identify potential areas of improvement,

underutilized functionality and often leads to some great ideas for business improvements.

OrangeLime Consulting has developed a rapid health check benchmarking method that allows clients to see their Productivity vs Sales Innovation on a quadrant graph. Providing rapid insight into their overall business health and comparable to peers in the industry.



Where do you fit in global logistic productivity?

# Customization & Integrations

This service offering from OrangeLime Consulting provides clients with any type of;

- Customized Report Requirements
- Customized Integration Requirements

Both of these types of requirements take specialized skill sets to initiate, develop and implement. The outcomes can provide powerful solutions for our clients, facilitating potentially huge productivity gains.

Report customizations range from small alterations of reports, for example: The addition of a few columns of data, through to extensive

reports that combine data from multiple modules using deep sets of logic to extract the data. Integrations range from small single direction integrations, for example the receiving of shipment data from a client, through to multiple message requirements with clients from purchase order through shipment events and invoicing messages.

Customizations also extends into documents, adding logos and altering the look and feel of documents. This allows companies to change the image they present to their clients. These customizations can be done right down to specific client levels.

## Workshops:

OrangeLime Consulting has developed a series of workshops for our clients (current and potential). **Workshops are an alternate method of providing clients with fluency and competency in specific functionality areas.** Often clients don't need a consultant or a project, but they need something more than training. This is where workshops come in.

Workshops are designed to intensively and rapidly provide attendees with the skills required to run their own internal business requirements. Workshops are conducted in dedicated environments away from clients offices, reducing distractions, enhancing the learning experience.

# Solution Design

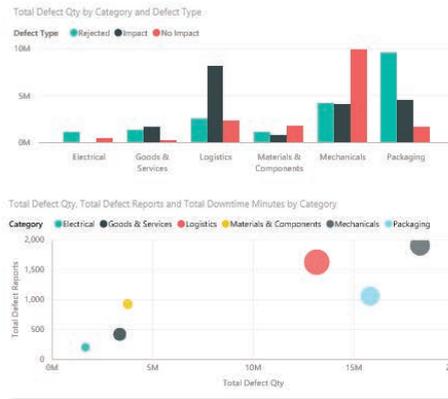
Solution design offers bespoke requirements to be developed and implemented.

OrangeLime Consulting have the know how and skills to design, manage and implement any bespoke solutions that our clients may have a need for.

For example, we've built customized costing systems for major retailers and designed apps for importers. In today's digital age - anything is possible.

# Business Intelligence & Visual Reports

Traditional reporting is bland and often time consuming to generate. Creating new reports can be a costly exercise, and maintaining those reports requires resources allocation that can often negatively impact overall productivity.



At OrangeLime Consulting, we're able to give our clients the reporting tools to break away from traditional reports, exceed their client's expectations and stand out from their competitors.

We provide a suite of Business Intelligence (BI) reporting tools that allow our clients to;

- Create Visually Stunning Reports Visuals for internal and external use
- Customize and Create New Reports / Visuals for internal and external use
- Publish those reports online to their clients
- Extract the excel data behind the visuals





## OLC Peace of Mind

OLC Peace of Mind is a monthly service we provide to clients where one of our consultants comes on site for a half or full day per month with no fixed agenda.

We're there to provide support to the clients by way of:

- Being accessible to the users
- Providing Q&A sessions to users
- Advising the client on new functionality
- Continuous improvement of processes

Clients find that this approach provides them with a Peace of Mind, knowing we'll be on site regularly allows them the ability to defer low risk items until one of our consultants is on-site, but still remain confident that the deferred item will be addressed.

## OLC Expert Assist

OLC Expert assist is a support desk type service. OrangeLime Consulting clients can purchase (in advance) blocks of time, which can be used by our clients that need assistance in areas beyond traditional support.

Our consultants review the clients request / requirement, if necessary seek additional clarification, and provide the clients detailed answers in the form of:

- How to achieve the desired outcomes
- Required configurations
- Training and Diagnoses requirements
- Potential downsides
- Alternate approaches

Many clients find that this approach gives them access to quality consulting, as required, without the need to make formal commitments on site.

