

# CASE STUDY: **GALVINS**



## CASE STUDY: GALVINS

Galvins partner with Leap Consulting to drive technical innovation in their supply chain

### OVERVIEW

Galvin's executive team collaborate with subject matter experts Leap Consulting to help them assess the technology solutions that enables the best return on their IT spend and adds value to their client relationships.

Leap Consulting understands that Galvins measures the benefits of technology enablement over the long term – often decades. Because of this, Galvins work with partners like Leap Consulting who candidly advise them of the benefits, risks and challenges they should expect when considering the deployment of new technology.

This trust has been forged over a 10-year period and helps the Galvins team to “crystallise” their thinking when evaluating their technology investments and information system's life-cycle.

- ✓ Leap Consulting assists Galvins develop and implement their strategic technology roadmap
- ✓ Design, plan, and implement solutions that improve efficiency and reduce operating costs
- ✓ Collaborate with other vendors to develop project plans and validate execution and deliverables
- ✓ Make Galvins' management aware of emerging technology trends that may have an impact on the business
- ✓ Help build a future-proof infrastructure that can rapidly adapt to new challenges and harness new processes and skills
- ✓ Provide gap analysis that identifies technology deficiencies and offers solutions to meet the shortfall

## ABOUT GALVINS

Galvins has been an institution and leader in Western Australia's close-knit plumbing fraternity for more than 80 years.

A family owned business for all this time, Galvins provides services across Western Australia operating a branch network of outlets staffed by industry experienced and highly trained personnel.

The company provides a broad range of products that exceed the offerings of the traditional plumbing supplier.

Galvins' also offers pre-formed steel and concrete fabrications and promote their designer products with a cutting edge web presence that highlights the architectural features of the products they supply.



### ESTABLISHED

1933

### BRANCHES

21

### LOCATION

Osborne Park  
Western Australia

### VERTICAL

Wholesale & Retail  
Plumbing Supplies

### URL

[www.galvins.com.au](http://www.galvins.com.au)

## THE STRENGTH OF RELATIONSHIPS

For more than a decade, Leap Consulting have consistently proven to the Galvins' executive team that their solutions and advice pay dividends in achieving better business deliverables and reduced transaction costs.

Typical of the advanced types of projects was building a future-proof network that would improve productivity and enhance supply chain logistics. Another was the implementation of a new internal system that would improve customer service levels, streamline logistics, improve staff productivity, and lower operating costs.

Complex technology implementations are fraught with risk and demand that concise, deliverable expectations are outlined, and detailed planning is in place prior to project kick-off. Leap Consulting have shown repeatedly that they are able to provide considered advice that delivers good business outcomes.

## LEAP METHODOLOGY

Leap Consulting's ongoing engagement with Galvins transcends the typical vendor relationship because of their unique approach to problem solving. To understand how Galvins' uses technology, Leap Consulting staff conduct stakeholder interviews throughout the organisation and "drill-down" to understand how processes work.

Armed with this knowledge they develop solutions that assist Galvins' embrace technology to refine and improve how service is delivered while also meeting overarching budgetary constraints. Because of this granular approach, even minor improvements can rapidly achieve improvements that reduce the time and effort needed to deliver a more productive customer engagement.

*"Leap Consulting's reliability of service is a key factor in their long term relationship with Galvins. They provide us with consistently thoughtful, valued opinions when we need them. Leap Consulting is a trusted technology partner."*

*-Mike Edwards, Assistant General Manager, Galvins Plumbing Services*

## CONCLUSION

At the core of the relationship between Galvins and Leap Consulting is mutual respect and trust.

Over the 10 years of their engagement Leap Consulting have helped guide Galvins' board and management to grasp the implications of emerging technology. This has helped the company embrace new approaches that increases productivity, reduces complexity and enables staff to deliver a better experience to their clients.

By working closely with management on strategy, a more structured technology blueprint has been achieved that focusses on measurable results that add quantifiable value. In the tough business environment faced by businesses like Galvins, any competitive advantage can help improve the bottom line.

Leap Consulting understand this and are mindful of how they must strive to help Galvins set and meet expectations that improve processes and lower operating costs.

- ✓ Detailed gap analysis simplifies identifying clear objectives and meeting realistic expectations
- ✓ Close collaboration between management and Leap Consulting is built on a deep understanding of Galvins' business operation
- ✓ Leap Consulting help Galvins' stakeholders to "crystallise our thinking" and embrace technology that delivers better business investment returns
- ✓ Regular knowledge exchange sessions helps Galvins' understand emerging technology trends that can affect their competitive strengths and make considered business technology decisions
- ✓ Galvins and Leap Consulting work closely to ensure that their technology spend delivers a solid ROI and materially contributes to the bottom line

## SERVICES PROVIDED BY LEAP CONSULTING



Strategic Consultation



Service Desk Backup



Project Management



System Architecture



## ABOUT LEAP CONSULTING

Multi-award winning managed service provider Leap Consulting is a technical IT support business concentrating on the specific service needs of small and medium sized organisations in the professional and business services industries.

Guided by Leap Consulting's industry leading methodology, clients can realise better business outcomes with technology lifecycle planning, system and process design and in depth performance analysis.

Leap Consulting help their clients increase productivity, improve efficiency and reduce complexity that helps contribute to lowering business operating costs.

