

HOW WE WORK

The Business Process Audit

A paid, one-day onsite study of how your business really delivers its work, and a build-ready report you own. Here is how the day runs, what you receive, and what we need from you to make it count.

The audit is a working day onsite with you, not a questionnaire. We sit in your business, follow the work from first enquiry to money in the bank, and map how it actually happens, step by step. You end the process holding a report that shows where your time goes, what the bottlenecks cost, and exactly what to build to fix them.

The report is a standalone document. You can act on it with us, hand it to another developer, or use it to sharpen your own systems. It has to be worth the fee on its own.

1 What you receive

A build-ready report, delivered seven to ten days after the onsite day.

| Section | What it covers |
|-------------------------|--|
| Executive overview | The whole picture on one page. |
| Current state | How your business runs today, mapped end to end, and where the time actually goes. |
| Bottlenecks, quantified | The points where hours and money leak, and what each one costs you. |
| Recommended build | The solution we would build, laid out in phases with the technology named, so value lands early rather than after months of development. |
| Dream state | What your operation looks like once the bottlenecks are gone. |

| | |
|---------------------------------------|--|
| Off-the-shelf alternatives | The best existing tools for your situation, honestly assessed, including where they beat a custom build. |
| Opportunities beyond the build | Anything else worth acting on that we spot while we are in your business. |
| Next steps | A clear path forward, whichever direction you choose. |

You own the report. You are buying our information, not our sales pitch for the next project. We present all the facts, including the alternatives, and the decision stays with you.

2 How the day runs

One day onsite, in your office or in the field, alongside the people who do the work.

- 1 **Map the current state.** We walk the business end to end, from first enquiry to job closed and paid, step by individual step. A recent audit mapped 62 distinct steps; that shared picture is what everything else builds on.
- 2 **Find and quantify the bottlenecks.** Where the waiting happens, where the double entry lives, which steps repeat hundreds of times a month, and what each of those is costing.
- 3 **Design the future state.** The best part of the day: your ideas for how the business should run, matched against what current technology can genuinely deliver, and shaped into a target worth building toward.

3 What we need from you

A little preparation before the day makes it far more productive. None of it should take long.

- 1 **Your services.** A list of the types of work, packages or products you sell regularly.
- 2 **A typical job, in your own words.** A short paragraph on how a job flows from start to finish.
- 3 **Your current tools, with logins handy.** The software you use day to day, with access available on the day so we can see it working.

- 4 **Documents you reuse.** Templates, checklists and standard forms, on the day or shortly after.
- 5 **Rough numbers.** Active clients, jobs per month, how long a typical job takes. Estimates are fine.
- 6 **Where you are heading.** A few sentences on what you want the business to look like, in your own words.

On the day. Have the people who actually do the work available for parts of the day. Watching real jobs move through real screens is where the sharpest findings come from.

4 **After the day**

The report lands with you seven to ten days later. If it recommends a build, that work is scoped and quoted separately as its own decision. The report stands on its own either way, and any next phase is laid out so you can see exactly what you would be saying yes to.

Osher Digital

Prepared by Osher Digital, July 2026.