



WHY DO CLIENTS USE CONSULTANTS?

Our firm provides consultancy services (in the fairly specialised discipline of supply chain & logistics).

I often get asked (I bet you do too!) – “*Why should I use a consultant? After all, I know my business better than an outsider ever will*”.

My (highly summarised) answer to this question is as follows:

You will benefit from using specialist consultancy services for one or more of the following reasons:

1. Consultants have **expertise** that people in an organisation don't have (or don't have to the same degree of competency)
2. Consultants have **methodologies** that people in the organisation don't have – ie they don't have to re-invent the wheel every time
3. Business outcomes can be achieved **quicker** – because consultants can be applied as a dedicated resource to solve business problems, rather than expecting people within the organisation undertaking project work as well as “doing their day jobs”
4. **Better business outcomes** can be achieved
5. To minimise business **risk** – ie some business initiatives can be such a potential high-risk to the business that if things go wrong it is safer to bring in external expertise to mitigate that risk, sometimes referred to as “getting it right the first time”.

So, as a consultant, that's my pitch. We believe that forward-looking organisations should consider the **value-add** of external support, rather than focus on the cost.

Because typically the cost of not getting help is greater than the cost of investing in it!

