



# Small Business Systems Check-up

**Are communication issues setting you back?  
Are you getting the customers you need?  
Could you improve your profits?**

**Businesses need excellent systems to  
make it all work together well.**

Looking at three key areas:

### *Your suppliers*

Are you able to source the best supplies, and get deliveries within the best timeframe? Are you sure you can access the top-quality information - and communication - that you need?

### *Your customers*

How are you reaching your customers? Are you able quickly to let them know about special deals? What about getting more customers - and building great relationships with them?



Would email or SMS be better for special notifications? Are you getting valuable feedback from your customers?

### *Your business functions*

Are they synchronized? Do things happen, when they need to happen - without a lot of headache?

Let's sit down together and look at your business systems. And even if they're all good, there's still a strong possibility we can find ways to

- heighten efficiencies
- improve transactional quality
- build your customer base
- increase profits

But won't this be expensive?

No! - The larger the business, the more complex its systems. Large organizations often

need to invest large sums in technologies like Business Process Integration whereas a small business rarely needs anything like that.

In fact, often it is a few key 'tweaks' to a small business's systems that can bring big improvements!

## What we do

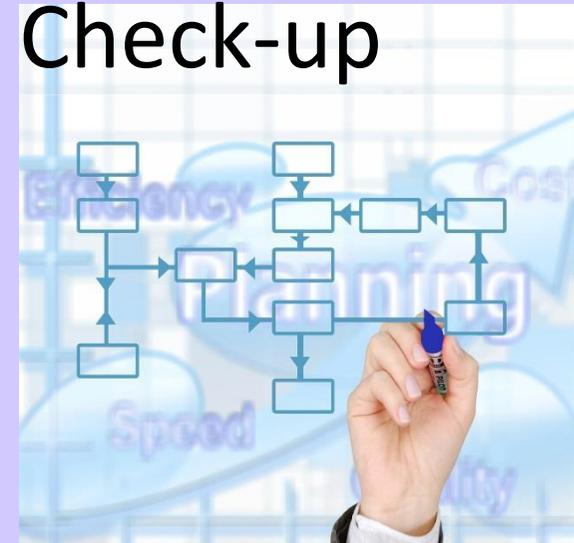
Everything is done in the strictest commercial confidence.

First, we sit down together and look at your overall business. We talk about your goals, your customers, how you view your business and where you want to take it.

Then we go through in detail (together) every aspect of your business that you wish to talk about: your product, customers, suppliers; how you communicate with your customers and your suppliers; planning as well as managing the day-to-day aspects of your business. Procedures and manuals. Reminders. Letterheads. Monitoring business performance.

Finally, I go through all this with a "fine tooth comb" and then come back with suggestions for improvements. Which, upon your go-ahead, I will work with you to implement.

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