



Capability Statement

Business management advisory and operational support services

Practical support to review operations, improve systems, document better ways of working and carry change through to implementation.



Company Overview

Practical business improvement with direct senior involvement.

EnVirgo helps businesses turn operational pressure into clear priorities, workable systems and coordinated action. Engagements are designed around the client's actual operating environment rather than a generic template.



Ambah Dewar | *Founder & Managing Director*

Ambah brings extensive hands-on experience in executive leadership, business operations and organisational management, combining practical expertise with a strong foundation in finance, accounting and business management.

Her professional background encompasses strategic planning, financial and operational oversight, human resources, systems and process improvement, policy development, project coordination and stakeholder management. Having worked across both executive leadership and day-to-day operational delivery, she understands the importance of balancing immediate business demands with long-term objectives.

Complementing her professional experience, Ambah holds a Certificate IV in Finance and Mortgage Broking and has completed further studies across accounting, financial management, business operations and professional practice. She is also undertaking a Diploma of Project Management, further developing her capabilities in structured planning, project delivery, risk management and stakeholder engagement.

This combination of practical leadership experience and continued professional development underpins Ambah's approach to business improvement. She recognises that identifying opportunities is only part of the process; achieving meaningful outcomes requires clear direction, realistic solutions and a commitment to seeing initiatives through to completion.

As Founder and Managing Director of EnVirgo, Ambah is passionate about providing businesses with personalised, accessible support that prioritises genuine relationships, transparency and practical results. Clients work directly with Ambah throughout their engagement, benefiting from continuity, accountability and a consistent understanding of their business objectives

"If I can leave a personal imprint on this very digital world, then I'd say I've succeeded."

Why EnVirgo

Hands-on support that moves from diagnosis to implementation.

- ✓ **Direct senior involvement**
Clients work directly with the founder from initial review through delivery and handover.
- ✓ **Practical implementation focus**
Recommendations are translated into actions, owners, priorities and usable outputs.
- ✓ **Tailored to the operating environment**
Work is shaped around the client's people, systems, constraints and objectives.
- ✓ **Continuity and accountability**
A consistent point of contact retains context and follows work through to completion.
- ✓ **Clear and proportionate delivery**
Governance, reporting and documentation are matched to the size and risk of the engagement.



Does this sound familiar?

How to recognise when your business needs support.

- Growth has outpaced existing processes, roles or documentation.
- Operational issues are recurring but the causes and priorities are unclear.
- A change initiative needs structured planning, coordination or implementation support.
- Policies and procedures no longer reflect the way the business actually operates.
- Leadership needs temporary capacity to maintain momentum across competing priorities.
- A project needs clearer ownership, action tracking, stakeholder alignment or handover.

How We Work

A clear delivery pathway from context to handover.

01 Understand the operating context.

- Clarify the objective, current process, decision makers, constraints and measures of success.

02 Define the work.

Agree the scope, deliverables, responsibilities, dependencies, timing and change controls before delivery begins



03 Deliver and coordinate.

Complete the agreed work, maintain visibility of actions and issues, and manage required input or approvals.

04 Embed and hand over.

Support implementation, document the agreed way of working and leave the client with usable outputs.

Delivery disciplines

- ❖ A proportionate work plan and communication rhythm are agreed for each engagement.
- ❖ Actions, decisions, risks and dependencies are made visible where they affect delivery.
- ❖ Client input and approvals are identified early so work can progress without avoidable delay.
- ❖ Outputs are developed for practical use, not simply for presentation.
- ❖ Handover includes clear ownership and any outstanding actions or implementation considerations.

Service Capabilities

Six coordinated service areas that can be engaged individually or combined.

Clients may engage one service category or combine categories into a coordinated package. The final scope and package are recorded in the Engagement Schedule.

01 | Business Reviews and Analysis

Review operating arrangements, workflows, risks, pain points and improvement opportunities, then convert findings into practical priorities.

This can include

- Current-state review and stakeholder input
- Workflow, role and hand-off analysis
- Issue, risk and root-cause identification
- Prioritisation and improvement planning

Typical deliverables

- Review findings
- Prioritised recommendations
- Action roadmap
- Decision or issue register

Outcome | *A clear view of what is happening, why it matters and what should happen next.*

02 | Systems and Process Improvements

Map and simplify workflows, clarify roles and hand-offs, remove avoidable friction and strengthen controls for consistent delivery.

This can include

- Process mapping and future-state design
- Role, responsibility and hand-off clarification
- Control and approval-point review
- Templates, registers and implementation actions

Typical deliverables

- Process maps
- Responsibility matrix
- Improvement plan
- Operational templates

Outcome | *A documented and workable future-state process with clear ownership.*

03 | Policy and Procedure Development

Develop policies, procedures, work instructions, templates and forms that reflect the organisation's actual operating environment.

This can include

- Document framework and priority assessment
- Drafting and stakeholder consultation
- Version control and approval pathway
- Implementation and communication support

Typical deliverables

- Policies and procedures
- Work instructions
- Templates and forms
- Document register

Outcome | *Usable documents that support governance, training and consistent practice.*

04 | Implementation and Change Management

Plan and coordinate implementation, communications, stakeholder input, readiness, training and adoption activity for agreed changes.

This can include

- Implementation and readiness planning
- Stakeholder and communication planning
- Training and adoption coordination
- Risk, issue and dependency tracking

Typical deliverables

- Implementation plan
- Communication plan
- Readiness checklist
- Change action register

Outcome | *A controlled transition with visible responsibilities, risks and follow-through.*

05 | Project Planning and Coordination

Build practical plans and schedules, coordinate dependencies, track risks and issues, and keep participants aligned through delivery.

This can include

- Scope and work-breakdown support
- Schedule and milestone planning
- Action, risk and issue management
- Meeting rhythm and progress reporting

Typical deliverables

- Project plan
- Milestone schedule
- RAID or action register
- Status reports

Outcome | *A transparent project rhythm with decisions, actions and progress clearly managed.*

06 | Ongoing Business Support

Provide retained operational support for coordination, documentation, improvement actions, management follow-up and changing priorities.

This can include

- Priority and action coordination
- Management follow-up and reporting
- Documentation and process maintenance
- Short-term operational problem solving

Typical deliverables

- Agreed monthly work plan
- Action and decision tracking
- Updated documents
- Regular progress summary

Outcome | *Reliable capacity and continuity without adding a permanent internal role.*

Engagement Options

Flexible structures aligned to the size, complexity and duration of the work

Ways to engage

Fixed projects. Best for a defined review, document set, process improvement or implementation outcome. The standard commercial basis is 50% deposit upfront and 50% on completion unless milestones are agreed.

Milestone engagements. Useful where delivery occurs in stages and each stage has a clear output, decision or approval point.

Monthly retainers. Suitable for ongoing coordination and operational support. Retainers are paid in advance, with an initial three-month minimum and then monthly continuation subject to 30 days' notice.

Package	Best suited to	Typical emphasis
 Bronze	A focused need or first engagement	Core review, documentation or defined support within an agreed scope
 Silver	A broader improvement or implementation need	Expanded analysis, coordination and implementation support
 Gold	Complex or priority work requiring close involvement	Comprehensive support, deeper coordination and priority delivery
 Custom	Requirements that do not fit a standard package	Tailored services, deliverables, cadence and commercial structure

Quality and Client Commitments

Clear expectations, careful delivery and usable handover

Clear scope and expectations Objectives, deliverables, responsibilities, timing, assumptions and fees are recorded before work begins.	Transparent communication Progress, decisions, risks, dependencies and requests for client input are communicated in a proportionate way.
Controlled changes Changes to scope, timing or deliverables are discussed and agreed rather than absorbed without visibility.	Care with information Client information is used for the engagement and handled in accordance with agreed confidentiality, privacy and security requirements.
Practical quality Outputs are reviewed for clarity, usability, internal consistency and alignment with the agreed purpose.	Usable handover Final materials, actions and ownership are clearly handed over so the client can maintain momentum after the engagement.

Working relationship

EnVirgo's role is to provide practical advisory, coordination and delivery support within the agreed scope. Clients retain responsibility for business decisions, internal approvals and the accuracy and timeliness of information supplied for the engagement.

Where specialist legal, tax, accounting, technical or regulatory advice is required, EnVirgo will identify the dependency so the client can obtain advice from an appropriately qualified professional.

Next Steps

Let's explore how EnVirgo can support your business.

If you're looking for practical, tailored support to improve your operations, systems or people, we'd love to hear from you.



Have a conversation

A no-obligation discussion to understand your needs and explore how we can help.



Discuss options

We can tailor the scope of support to suit your business, whether it's a specific project or ongoing engagement.



Get started

Once we've agreed on the approach, we'll develop a plan and move forward together.

"Keeping Business Personal."



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