

# Why is there an analysis line on my quote?

When reviewing a quote, customers often ask why there is an analysis line and what does it entail. Analysis is used throughout the quotation process to make certain the full scope of what is being quoted has been accurately captured and costed. It also ensures that the extent of work is clearly defined and understood by both the customer and Sysmex.

When a project is initiated, the customer has often contacted us with a solution. This is valuable information. However, to analyse the proposed solution we first need to understand the project drivers. For example, why is this project important, is there a problem, is this an enhancement, who is affected, and will there be cost benefits to the organisation?



As the project initiation discussions take place, the business analyst will capture the customer's needs to ensure the project is aligned with the customer's goals. Throughout this process, different analysis techniques are used to determine the project scope and to ensure the project requirements are identified and documented clearly to avoid confusion.

When the business requirements undergo the elicitation process, the business analyst will identify any potential risks, constraints and dependencies for the project. These factors can influence the estimation process and, in some cases, prolong the quote procedure as further analysis is often required to minimise or eliminate the project risks.

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With the introduction of a new product, or for a complex project that has multiple touch points, the analysis process can often consume large amounts of time, as the business analyst needs to become familiar with the workflow before they can recommend a solution. In these situations, the initial quote is usually for analysis work at a capped amount. This amount is used to refine the scope by attending workshops or shadowing users to better understand the environment. Information from these sessions allow us to determine changes required and provide recommendations on possible solutions. Additionally, if a project has not been fully defined, the quote may contain a line for further analysis at a capped amount.

There are several stages throughout the quotation process where we require analysis and it is a vital component to providing the information needed in preparing an accurately costed, precise and detailed specification. It also plays an important role in the reduction of risks and constraints for a project before it begins, ensuring a higher rate of implementation success.



## About Derryn Strong

Derryn Strong is a Business Analyst at Sysmex. Her previous roles have included software testing, training and project implementation.