



MyOps PTY LTD

**COMPANY
PROFILE**

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ABOUT MyOps

I am focused on automation through technology, process and workflows with a deep emphasis on people.

Thank you for considering MyOps to move your business to that next level.



WHAT WE DO

MyOps is an operational and technology Consultant offering services as below.

SERVICES

- Internal audits including Technology, HR and OHS
- Risk vs Probability analysis
- Business analysis
- Recommendations
- Implementation
- Project Management
- Executive Coaching
- Learning Management Systems creation

ABOUT THE DIRECTOR

NORM ROBERTS DIRECTOR



Hi, my name is Norm Roberts. I am an MBA qualified Business Analyst specialising in business intelligence and technology.

As a business owner, entrepreneur and senior executive working with several large banks, I understand business from the inside out and what it takes to get you operationally excellent and technologically proficient.

For more information please refer to my personal information website at normanroberts.info or linkedin.



LIVING OUR VALUES

TRANSLATING YOUR BUSINESS .



DESIGN

I start with the end in mind, if I don't know where you are going then how do I expect you to arrive there. I distinguish goals from best guesses, I want to understand the "you" in your business and your desired outcomes. Then I work with you to design the recommendations to move forward.

REAL-WORLD INGENUITY

I look to understand you, your people, your culture, your systems, your processes and seek to improve them from a fresh perspective.

PARTNERSHIP

MyOps partners with you and other expert business partners to ensure your business is exactly what you desire. We help you test, experience and modify through professional project management and ongoing coaching/consulting if desired.

USER EXPERIENCE

User Experience is something that MyOps believes staff and your clients should not have to think about, the systems and processes should be so intuitive that you and your client aren't even aware of how they are using it.

BUSINESS EXPERIENCE

UX, UI, CX and PX are all acronyms being thrown around to increase staff retention, generate more clients and then retain them and ensure a seamless experience for everyone internally and externally who deal with your company. I can help with that.



TESTIMONIALS



THE
MOON
GROUP.

Big Norm, you're a legend and have had a profound effect on my business awesomising everything in it, especially the executive training & coaching that we do. Massively grateful to call you a mentor & friend.

- Luke Mooney, Director,
The Moon Group.
Mortgage Broking and Asset Finance.



For a small business trying to grow, there are a lot of traps that MyOps have helped us navigate through and it has been an eye opening and invaluable experience

- Claire Kilroy, Director,
Koste Tax Depreciation Surveyors.



We found Norman at MyOps to be an amazing business strategist especially in his knowledge of the mortgage broker industry as he helped us through the setup and streamlining of a newly formed merger of our existing businesses.

- David Jin Director *AUF Qld*



KCPartnership

Norman assisted us by creating a much more streamlined tax depreciation report ordering system. Which allowed us to get on with the work rather than worrying about all the admin. Over the last two years we were able to streamline systems and make them the well oiled machine they are today. With that in mind, we would not hesitate to recommend him to other businesses.

- Sean Connolly, Director *KC Partnership*





TESTIMONIALS

Norman was instrumental in assisting myself as the COO and founder of my Wealth and property management companies. Through an extensive automation process lasting just over 12 months. He worked very closely with my senior staff understanding all of our needs and exactly what I wanted to achieve which led us to a streamlined and automated business, ensuring no business was lost. Our capacity increased due to technology upgrades and a solid foundation of task management and accountability. I am now able to concentrate more on growth knowing the current businesses are taking care of themselves.

- **K. Knights CEO and Founder, Wealth Management.**
Real Estate, Mortgage Broking and Tax agents.



EQC Wealth Management

Norman has a unique blend of business knowledge, Finance and Technology which is why we partnered to create Carelinq Connect, which is software designed to streamline the health and RTO industries. Unfortunately, Norm had to resign as COO and Director due to his workload however we are currently talking about partnering for other projects and would welcome the opportunity to work with him anytime."

- **Elise Bailey - Co-Founder and CEO of Carelinq Connect**



"I worked with Norm as his staff and then as a client. He has a professional attitude, knowledge and track of successful records. With his support and advice my business is more effective and now has structure which delivered immediate results." - **William Bai – Founder, Owner, Director Winday Finance**



"Norm is able to see opportunities for improvements in a business' operations that others just can't. His measured and methodical approach, along with a huge amount of experience across a range of industries and business structures, gives him a unique ability to quickly sort through the unimportant and cut through to the root cause of underperformance or instability in a business or team. He backs this up with robust and clear strategies for getting a business back online and heading in the right direction. - **Amanda Keetley - Systems Analyst**



AGENCIES WE WORK WITH



DIGITAL MARKETING



RESIDENTIAL FINANCE



TAX DEPRECIATION



SYSTEMS ANALYST



CURRENT AND PREVIOUS CLIENTS



Total HealthCare Australia

Keeping you at the heart of everything we do.



INVEST & CO



A man in a dark suit and patterned shirt is speaking at a podium. He is looking slightly to his right. A microphone is positioned in front of him. The background is a plain wall.

MyOps PTY LTD

MyOps Pty Ltd
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