

Making Your Vision Reality...

ResiliEnt Business Solutions, LLC™ is a customer centric, quality focused, Enterprise Advisory Services firm providing **Management Consulting Services**, the delivery of **Enterprise Technology Solutions, Data Information Strategies**, and **Resource Management**.

Providing a 360 view of your company, ResiliEnt delivers customer centric and quality focused end to end solutions that create “Best in Class”, Agile Organizations. Whether business operations management, process efficiency, merger/acquisition strategies, operational automation or technology and data needs, with ResiliEnt you gain enterprise efficiencies that are essential for competitive advantage and growth. Our consultants bring insight and understanding of business issues, and industry dynamics to provide you with unique, client driven solutions to deliver results that are immediate and sustainable.

Our Approach

We leverage enterprise collaboration to identify real, actionable solutions that work in tandem with your resources and culture to align your organization towards improved business performance. We believe that the key to a successful business is to better understand current market conditions and adapt and build strategies and solutions that support future growth and sustainability, C-suite agility, improved business performance and tangible ROI.

We have a strong commitment and passion for exceeding our clients’ expectations and ensuring their success by:

- Focusing on our client’s needs, ensuring “Best in Class” status
- Achieving success through collaboration with our clients and their culture
- Respecting time commitments of our clients
- Delivering immediate impact and tangible results to our clients
- Leaving our clients with a higher degree of self-sufficiency

Resilience is synonymous with pliability, flexibility and scalability. Our team is dedicated to providing unique client specific solutions that solve critical issues and gain essential business advantage. ResiliEnt's innovative methodology, subject matter expertise, and product agnostic technology ensure strategic success and deliver adaptable solutions across the enterprise to keep you agile in an ever-changing environment.

Through our unparalleled attention to customer care, we strive to attain the highest degree of customer satisfaction in the professional services industry. We build **ResiliEnt** partnerships and solutions that ensure success. ~ **ResiliEnt “Best in Class”**

ResiliEnt Centers of Excellence:

- *Business and Strategic Planning*
- *Resource Assessment and Evaluation*
- *Financial and Cash Management Strategies*
- *Merger/Acquisition Strategies*
- *Corporate Governance/Risk Management*
- *Cross Functional Systems Assessments*
- *Enterprise Automation Strategies*
- *Enterprise Application Integration & Conversions*
- *Global IT Infrastructure and Design*
- *Enterprise Information Management Strategies*
 - *Business Intelligence, Analytics*
 - *Data Warehousing, Data Access, Governance*
- *Managed IT Infrastructure (MITI)*

“We excel at leveraging existing resources and combining them with new strategies and or technologies to create efficient, effective and resilient solutions. We ensure success by providing an end to end view of your company, best in class resources, industry and specific cultural knowledge to facilitate your team in quality execution of your company’s strategic initiatives.”

Laila Samawi-Utley,
CEO, President & Managing Principal,
ResiliEnt Business Solutions

ResiliEnt Leadership

LAILA SAMAWI-UTLEY

**Founder, Managing Principal,
President & CEO**



Prior to co-founding ResiliEnt Business Solutions, Laila Samawi-Utley, focused her career on delivering best of class solutions that improved efficiency, increased ROI and reduced expense. As the CEO and Managing Principal of LSUnlimited she brought her clients quality, successful, innovative, adaptable solutions that delivered C-suite agility, improved business performance and tangible ROI. Serving as CIO, CTO, CFO and COO in both public and private industry she leveraged the 20+ years' experience in organizational change management, operations management, financial management, technical management, security, compliance and the delivery of enterprise wide solutions she gained during her senior management experience with financial institutions such as SunTrust Bank, Bank of America, CompuBank, and NetB@nk. She is a proven leader with a track record of building quality teams that have received national recognition and honors. She fosters an environment that is customer centric, dedicated to quality, focused on maximizing and utilizing existing resources to achieve efficiencies through strict adherence to best practices and best of breed methodology. Her experience ranges from infrastructure development (establishing call centers and critical processing data centers), to extensive legacy and open system conversions, to designing and delivering complex enterprise solutions for real time transactional data warehouses, enhanced customer self-service systems, risk mitigation analytics, trend analysis, regulatory compliance, business continuity, e-commerce and customer retention management. Her distinguished career includes being a founding manager, COO and CTO of CompuBank, the first nationally chartered virtual bank and the CIO and EVP of Operations at NetB@nk. As COO and CTO of CompuBank Ms. Samawi-Utley took an investment concept and designed and delivered the first nationally chartered virtual bank. CompuBank was named the number one online bank by SmartMoney magazine and "Best of the Web" by Forbes magazine and attracted second round funding from GE Finance, SoftBank, Goldman Sachs, and Marsh McLennan. Laila Samawi-Utley has an MBA with an emphasis in Finance from the University of Houston and a Bachelor of Arts in Business Administration.

As an enterprise looking to improve our national marketplace awareness and recognizing the need to make the internal operating changes to support that initiative, we engaged Resilient to make it happen!

We needed both an internal operating structure for employees and volunteers as well as branding and image creation for donors, we found Resilient to be an incredible partner, guide and facilitator. Their extensive business knowledge, support and expertise were both inspiring and encouraging to our team. They took a view of our strategic needs and in addition to ensuring we had the strategy, processes and infrastructure we needed, they aligned all of it with stronger branding. They developed a cohesive branding strategy that included collateral materials, logo, and website continuity that provided a sense of purpose and gravitas. They were able to accomplish this task beyond our expectations and in short order.

I would highly recommend The ResiliEnt Team to others"

~ Jay Handy, Founder and CEO, Diabetes Sports and Wellness Foundation

ResiliEnt helped us deliver a critical performance management application for our restaurant chains that is now deployed to over 3000 users, from restaurant managers all the way to the executive level. The application is so inventive it was honored with an [InfoWorld Top 100 Applications of 2007 award](#).

We consider ResiliEnt our first choice when looking for help with business enterprise consulting."

~ Kenny Sullivan, IT Director, Brinker International

ResiliEnt Methodology

Collaboration

At **ResiliEnt Business Solutions**, we encourage and foster enterprise wide collaboration. Our approach for success guides the enterprise delivery team (a partnership between client and ResiliEnt personnel) in clearly defining the business issues, goals and requirements. Our unique information and assessment process aids in a better understanding of the client's business process, flushes out ROI and even exposes external forces (e.g. evolving vertical standards or emerging technologies) that may affect the solution. From this, **ResiliEnt Business Solutions** can accurately assess the opportunity, select the proper skill sets to apply, and most importantly provide the best road map to achieve success.

A Cross Functional Approach

At ResiliEnt we believe enterprise-wide solutions and strategies must take into account the goals and the needs of **all** lines of business, departments, divisions, and/or any sub-divisions of an organization. Our consultants come to the table with a "best practices" view of business operations, management and systems technology - insight and understanding of current market issues and industry dynamics that we utilize to move your company forward. We believe that the key to a successful business is to better understand current market conditions and adapt and build the strategies and solutions that support future growth and sustainability of your business.

Product Agnostic Methodology

ResiliEnt Enterprise Solutions Consultants draw from vast experience designing and implementing enterprise solutions and strategies that leverage our clients' existing and anticipated resources (human, software and hardware) for a maximum return on investment (ROI). ResiliEnt consultants have an agnostic product approach providing the optimal enterprise level data and IT infrastructure model that will align your business strategy with IT capabilities, assets and applications and work with your IT staff to develop, manage the project plans to execute the implementation. ResiliEnt consultants bring the needed expertise to define and implement an operations automation strategy that can align your company's business strategy and the business critical applications to maximize efficiency and sustain cost performance. Effect? Agility and responsiveness to market demands and opportunities; effective end to end governance and risk management with better transparency between business process and operational execution.

Customer Centric Focus

While we are focused on delivery, we are obsessed with customer service! Our methodology involves a layered approach, applying a generous dose of customer care to each client to ensure total satisfaction with our personnel and our deliverables. **ResiliEnt Business Solution's** clients experience courteous and professional service that is unparalleled. Our customer care philosophy is grounded in the belief that the client/vendor relationship is symbiotic in nature. This methodology is designed with client satisfaction in mind... successfully meeting your needs and ensuring your success.

Experience Counts

Without question, planning, building and maintaining enterprise strategies can be a very expensive endeavor. Accurately determining the business need, projected benefits and ROI are crucial. While it may come at a cost, successful enterprise strategies and solutions create efficiencies and enterprise dexterity that position organizations to respond rapidly to market demand, gain market share, improve profitability and or improve customer satisfaction and retention.

With expenditure and benefit at risk, it is crucial that organizations are successful in implementing their strategic enterprise solutions.

"As a result of their focus on our specific needs and desire to provide the highest level of service possible, ResiliEnt Business Solutions is a valued partner and important tool for all of our enterprise needs. They are flexible and supportive as our needs and circumstances change; and never fail to go the extra mile in working with us to develop solutions to some very challenging issues. Their goal (and ours) has always been to improve and expand our capacity to perform the functions necessary to be a high functioning and self-reliant entity."

~Tracie Stokes, City of Philadelphia

Services Overview

Management Consulting

Strategic and Business Planning

- Corporate Assessment & Alignment
- Strategic Plan Facilitation & Execution

Operations Assessment and Efficiency Strategies

- Business Process Management
- Corporate Governance & Risk Management

Financial and Cash Management Strategies

- Investment Strategy & Asset Allocation Review
- Debt Restructuring
- Return on Investment (RIO) & Total Cost of Ownership (TCO)

Merger/Acquisition Strategies

- Pre-Merger Due Diligence & Assessments
- Post-Merger Operations & Process Efficiencies and Review

Change Management Strategies

Procurement Strategies

- Vendor Management
- Contract Management
- RFP Strategy, Design & Delivery

Marketing Strategies

- Website Transformation
- Content and Collateral Design & Development

Enterprise Wide Solutions

Systems Assessments and Best Practices

- Business Process Management
- Asset Allocation and Debt Restructure
- Governance and Regulatory Compliance
- Systems Process Management
- Security
- Pre/Post Merger IT Due Diligence
- System, Vendor and Technical Assets

Enterprise Application Integration (EAI) and Conversions

- Application Configuration & Integration
- Legacy Conversions to Newer Technologies

Enterprise Operational Automation

- System & Business Process Automation

Global IT Infrastructure Design and Implementation

- Architectural Design
- Configuration & Optimization

Enterprise Project, System or Infrastructure Outsourcing

Enterprise Information Management -

- Business Intelligence, Analytics, Dashboards, Scorecards, Reporting

Enterprise Information Management -

- Data Access, Organization, and Governance

Program and Project Management

Resource Management

Resource Assessment Services

- HR, Benefits and Administration
- Sales Force Evaluation
- Marketing and Sales Collateral
- Website Design and Usability
- Procurement and Vendor Validation
- IT Assets

Resource Evaluation and Redeployment

Full Project Outsourcing

- Solutions
- Staffing
- Systems

Program and Project Management

- PMO Evaluation and Structure
- Internal/External Project Oversight

Staff Supplementation

- Interim Executive Management
- Operations and IT Staff Augmentation

Executive and Team Building (on and off site)

Staff Mentoring, Training and Education

Managed Information Technology Infrastructure

Procurement and Vendor Management

IT Asset Management

"The professionalism, knowledge and experience in the financial services industry that ResiliEnt Business Solutions provided were invaluable. They were able to help us make changes in our business and our business model that completely turned our business around. They were actually able to reduce operating expenses by 17.5%, effectively providing us the opportunity to double our profitability! Their experience and ability to communicate technical and business ideas effectively at all levels helped the engagement go quickly and effectively. Their business style and experience leveraging business intelligence and strategic planning sessions helped build consensus and form partnerships internally and with our strategic vendors. More importantly, they left our team with the knowledge, the tools and the confidence to manage the new plan. We were overwhelmed by the results!"

*~Tammy O'Shaughnessy, Operations Manager,
The Thrift Credit Union*



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