

What is a Consultant

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Consultant

Anyone who provides assistance, information or advice to organizations.



There are many consultancy roles, some of them are:

Process
Consultant

Strategic
Consultant

Specialist
Consultant

Internal
Consultant

External
Consultant



Process Consultants

Process consultants do a variety of work related to processes:

- Designing and implementing processes
 - Process Re-engineering
 - Process improvement
 - Process maturity assessments
- These process consultants educate the clients and work collaboratively with clients to provide process consultancy services.
 - Example (Manufacturing): A consultant who advises on production process and improves it to achieve waste reduction.
 - Example (IT): ITIL process consultant who helps in improving your incident management process efficiency.

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Strategic Consultants

- Strategic consultants work on long term issues.
- These consultants work with clients to help them achieve their business goals.
- Strategic consultants primarily work with senior management teams.
- These consultants use their deep knowledge and vast experience in a particular industry to help clients to get the best results.
- Example: There are variety of strategic consultancy work. Some of them are developing corporate strategies, business unit strategies and help in strategic decision making.
- Example (IT): There are digital strategy consultants who advise on developing digital strategies for organization, advise them on digital business models and deployment of digital technologies to achieve business goals.





Specialist Consultant

- Specialist consultants are those who specialise in one particular area, this can be functional speciality like HR, IT, sales and marketing. They may be industry specialists like pharmaceuticals, energy or finance.
- These consultants have previous experience in these areas and they bring relevant knowledge and expertise.
- Specialist consultants tend to have narrow focus and may not have thorough understanding of wide business issues.
- Example: HR consultant who specialises in organization development (OD), he/she can be internal or external.

Internal and External Consultant

- External consultant is an 'outsider', who is bought in from outside the organization for a specific period of time or specific project.
- This is the most common understanding of 'consultant'.
- Internal consultant provides service to members of the same organization that employs him/her.
- Advantage with internal consultant is that they have a good understanding of the organization and business and will have developed rapport with members of the organization.
- Internal consultancy can become a transferable cost in some organizations.

