Onwards ANALYTICS

# You know what needs to *improve*. I *build* what gets you there.

*Trusted partner for anything tech, analytics, AI or data*

**Ryan Richardson**

I've spent fifteen years solving the problems that sit between what your data can tell you and what your team actually does with it. I work directly — no account managers, no handoffs, no methodology decks that go nowhere.

## I *close* the gap.

I embed senior capability and offshore specialist depth directly into your team. You tell me the outcome. I figure out what it takes — and shift the team, tools, and approach as the problem evolves.

ryan@onwardsanalytics.com.au

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# Ryan Richardson

**Founder, Onwards**

- B.Sc Psychology · M.Com · MBA
- 15 years at the tech/business intersection
- CTO, funded startup

| 45+ | 6 | 100+ |
|---|---|---|
| specialists onshore + offshore | technical domains covered | enterprise projects delivered |

## I've spent *years* being the *person* who gets called when everyone else has *tried* and *failed*.

**Every consulting firm will tell you they're different**. They're not. The **difference here is structural** — there's no junior team working your account while the partner you bought is somewhere else. I take a small number of engagements**. I'm personally in every one of them**. That's not a positioning statement. It's a constraint I've chosen deliberately.

Most people who **understand technology have never run a team**. Most people who run teams have never built anything technical. I've done both — and I've formally studied psychology, leadership, and business in between. I don't translate between technical and non-technical people because I learned how. **I do it because I've lived on both sides simultaneously.**

### HOW THIS WORKS AT SCALE

**You talk to Ryan.**
Every conversation. Every decision. Every problem. One person who holds the full context.

**The team delivers behind it.**
45+ specialists across data, software, AI, automation, cloud, and offshore. Built by Ryan, run by Ryan.

**Ryan is accountable for all of it.**
Not a project manager. Not a team lead. If something isn't right, Ryan fixes it personally.

BHP · South32 · Woodside Energy · Rio Tinto · JPMorgan Chase & Co. · UBS · AMP · Main Roads Western Australia · KPMG · Perth Airport · IMVELO · OREXPLORE · Liontown · RCR Tomlinson Limited

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# The problem isn't the tech.

They fail because ***nobody was standing in the gap*** — translating between two sets of principles that will never naturally converge.

*Both are doing exactly what they should. **The goals just don't align**. You can throw as many tech people at a problem as you want, it still wont solve it.*

THE OPERATIONS

**Optimises for value, speed, and flexibility.**

**Guiding principle:** stay close to the outcome. Stay ready to change direction. Never let internal process get in the way of external reality.

- ✓ Responds to market changes
- ✓ Adapts to regulatory shifts
- ✓ Moves when process improves

THE GAP

**These principles don't just differ. *They're in direct tension.***

**Flexibility** *breaks robustness*

**Speed** *breaks accuracy*

**"Quick change"** *vs "that's not how this works"*

TECHNOLOGY

**Optimises for robustness, accuracy, and technical integrity.**

**Guiding principle:** build it right. Document it properly. Don't cut corners that create problems six months later.

- ✓ Works today and at scale tomorrow
- ✓ Resists change that breaks integrity
- ✓ Measured by technical standards

# Our model was built for context & outcomes

Before I recommend anything — before I ask for budget, resource, or time — I run a diagnostic. I tell you what I found. You decide if it's worth going further.

Most organisations have tried to fix the wrong thing. **The presenting problem is rarely the root cause**. I've seen this often enough to know: the diagnostic is the most valuable hour you'll spend.

## Six dimensions I look across

| | | |
|---|---|---|
| 01 | **Context & Communication** | *Are the right people looking at the same information?* |
| 02 | **Work Structure** | *Is work arriving with clear ownership and priority?* |
| 03 | **The Right People** | *Is the right capability on the right problem?* |
| 04 | **Location Arbitrage** | *Is senior time being spent on senior work?* |
| 05 | **Tools & Automation** | *Is manual effort hiding where systems could run?* |
| 06 | **Retention & Culture** | *Is knowledge staying in the business when people move on?* |

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RESULTS

# What *actually* happened.

*Eight engagements. Real environments. The numbers speak.*

## Fixed in 1 hour.

Six months of vendor engagement. One hour to find and fix the actual problem.

Mining · Reporting

## 5.5 months → 2.7 days.

Report turnaround rebuilt from the ground up. 75 features delivered in year one.

Mining · Offshore Scale

## 70 engineers unblocked.

Performance visibility restored. Decisions that had stalled for months started moving.

Mining · Performance

## Delivered in a week.

Million-dollar brief scoped by a vendor. Built and live in seven days.

Mining · Office Reporting

## Weeks earlier.

Critical resource decisions moved from reactive to predictive. No more night-before surprises.

Mining · Resource Planning

## Working in under a week.

$500k spent. Three months. AI chatbot not working. Rebuilt and live in days.

Mining · AI Safety

## $1k to validate. $140k to scale.

Near-miss data validated fast and cheap. Full system funded on the evidence.

Mining · Safety Data

## Millions. Simply managed.

Complex education spend made visible, understood, and in control for the first time.

Government · Education

ryan@onwardsanalytics.com.au

# 45+ specialists. Built by me. Run by me.

*Not a network. Not a roster I call on. A team I've assembled, trained, and run across real enterprise engagements — with depth in every domain your problem might touch.*

01

## Data & Analytics

**Power BI · SQL · Data modelling · Governance**

End-to-end reporting capability. From raw data to executive dashboard. Built to enterprise standard.

02

## Software Engineering

**Full-stack · API · Systems integration**

Custom builds that fit your infrastructure. Not off-the-shelf tools forced into the wrong environment.

03

## AI & Machine Learning

**Azure OpenAI · Custom models · RAG · Agents**

Applied AI that works in your environment. We've shipped it inside tier-one mining. Not just prototyped it.

04

## Automation

**n8n · RPA · Workflow design · Process removal**

Manual effort costs more than most teams realise. We find it, eliminate it, and don't reintroduce it.

05

## Cloud & Infrastructure

**Azure · AWS · Deployment · Architecture**

The platform layer done right. Secure, scalable, and built to hand over — not to create a dependency.

06

## Offshore Delivery

**Serbia · Philippines · Bangladesh**

Senior offshore specialists at a fraction of onshore cost. Not junior bodies. Engineers who've done this before.

*Onshore lead (AU) on every engagement · Offshore specialist depth behind it · You talk to one person*

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# Quarterly commitment. Flexible within the quarter.

*This isn't about payment terms. It's about the kind of engagement this becomes.*

### You buy a quarter of full attention.

Not hours. Not deliverables on a list. Ryan and his delivery team, fully committed to your outcomes for the quarter. We're not splitting our time across a roster of clients chasing POs.

### Scope flexes. Commitment doesn't.

The problems that matter most in week one won't be the same ones in week ten. Upfront engagement means we move with you — no change requests, no scope negotiations, no billing surprises.

### Skin in the game. Ours.

When you sign-on, we're accountable to a result — not to a timesheet. We've taken the quarter. We have to deliver something worth it.That's a different relationship than a vendor on a monthly invoice.

A QUARTER LOOKS LIKE

**Weeks 1–2**

Diagnostic + priority setting

**Weeks 3–6**

Delivery — highest value problems first

**Weeks 7–10**

Scale, iterate, and embed

**Week 12**

Quarter review + next quarter scoped

*No hourly billing. No scope creep arguments. No invoice surprises. Just outcomes.*

ryan@onwardsanalytics.com.au


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See actual value delivered

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# Closing the *tech context gap* provides real results

## Reporting Support

*Why does every change take months and cost a fortune?*

01 Context & Comms | 03 Right People | 05 Tools

## Offshore Scale

*Something's broken and I can't wait six months to fix it.*

03 Right People | 04 Location | 06 Retention

## Performance Drops

*We were so much better five years ago. What changed?*

01 Context & Comms | 02 Work Structure | 05 Tools

## Office Screen Reporting

*We need an automated system connected to everything.*

01 Context & Comms | 02 Work Structure | 05 Tools

## Resource Centre of Excellence

*How do we stop finding out the night before?*

01 Context & Comms | 02 Work Structure | 05 Tools

## AI Safety Chatbot

*We've spent $500k and three months. Why isn't this working?*

01 Context & Comms | 03 Right People | 05 Tools

## Mobile Collision Avoidance

*Someone almost died twelve months ago. We still have no data.*

01 Context & Comms | 03 Right People | 05 Tools

## Smart Contract Automation

*We have no idea what we need to do!*

01 Context & Comms | 03 Right People | 05 Tools

ryan@onwardsanalytics.com.au

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CASE STUDY

THE QUESTION

***"Why does every change take months and cost a fortune?"***

## 6 months of vendor engagement

*Fixed, tested and deployed in one hour*

KEY LEVERS

01 Context & Comms | 03 Right People | 05 Tools

THE SITUATION

A restructure left two departments unable to report on second-line assurance. The existing vendor ran workshops, audits, stakeholder meetings, and ideal-state planning sessions. After three months on-site — including a junior resource and weekly update meetings — they delivered a proposal. For another three months of work. Six months in. Nothing fixed.

WHAT WE DID

Before touching anything, we pressure tested what the data actually was. How often used. Who by. What happened if it was slightly off. Whether it drove anything critical or external.

It didn't. So we skipped the plan, found the actual problem, and had it fixed, tested and deployed in an hour. Right-sized to the real problem. Not the imagined one.

THE RESULT

Second-line assurance reporting restored across all departments. Zero rebuild. Zero workshops. No future-state roadmap nobody asked for.

ryan@onwardsanalytics.com.au

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CASE STUDY

THE QUESTION

***"Something's broken and I can't wait six months to fix it."***

## 5.5 months → 2.7 days

*Average turnaround. 75 features delivered in year one.*

KEY LEVERS

03 Right People | 04 Location | 06 Retention

THE SITUATION

A large portfolio of reports maintained by a single local vendor. When something broke it took months to resolve. The team had no flexibility, no depth, and no visibility into what they owned. Two feature builds in a year. Vendor spend climbing. Every change a project.

WHAT WE DID

We started by taking over a few pieces of work with a local lead — a gradual shift, not a sudden handover. We focused on simplifying and context mapping first. Then rebuilt key reports with senior offshore leads to reduce complexity, improve documentation, and lower the skill required across the portfolio.

The goal was a flexible resource pool that could jump on work within hours — without paying for a full team full time.

THE RESULT

From 5.5 months to 2.7 days average turnaround. From 2 feature builds to 75 — plus 3 major report developments — in a single year. Vendor spend cut by 50%.

ryan@onwardsanalytics.com.au

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CASE STUDY

THE QUESTION

***"We were so much better five years ago. What changed?"***

## 70 engineers unblocked

*From waiting weeks to answering in an hour*

KEY LEVERS

01 Context & Comms | 02 Work Structure | 05 Tools

THE SITUATION

A vague but urgent question from leadership — performance felt worse and the restructure was blamed. The improvement team couldn't validate anything concrete. The pain was real but the diagnosis wasn't. We pulled HR records and org data. The answer: not much of note. So we pushed further.

WHAT WE DID

What we found was felt pressure — slower information, more visible issues, more complaints. The real problem was engineers with deep context and capability, still in the right seats, but doing their jobs with two hands tied behind their backs.

A cost-saving tool migration had moved 70 engineers from direct system access in specialist tools to slow centralised PowerBI assets. $10-15k per user to $100. The saving was real. The flow-on wasn't accounted for.

THE RESULT

70 core process engineers self-serving to answer their own questions. A super asks about night shift performance — they have a working answer within an hour, ready for first conversations by morning.

ryan@onwardsanalytics.com.au

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CASE STUDY

THE QUESTION

***"We need an automated system connected to everything."***

## Million dollar brief

*Delivered in a week. Still running unchanged.*

KEY LEVERS

01 Context & Comms | 02 Work Structure | 05 Tools

THE SITUATION

Moving to a new office, leadership wanted every screen showing live operational performance — scorecards, priorities, status across all operations. The ask: a fully automated system pulling from every source system at every operation. That would have taken millions of dollars and years to build.

WHAT WE DID

We pushed back on the brief. A vendor was already in the building with a light-touch web app collecting most of this data manually. A 10% expansion of their existing workaround got us there in a week.

We then tackled the real blockers — legal and comms. Branding constraints, controls around what could be shown publicly, sensitivity around out-of-cycle disclosures.

We built an extremely simple data layer and a PowerPoint deck. Someone could run the monthly report start to finish in 15 minutes.

THE RESULT

The board visit went well. It's still live. Almost zero technical change. Modified every month easily by the internal team — no vendor required.

ryan@onwardsanalytics.com.au

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CASE STUDY

THE QUESTION

***"How do we stop finding out the night before that three operations all reported bad news?"***

## Weeks earlier

*Decisions flowing to leadership before it was too late to act*

KEY LEVERS

01 Context & Comms | 02 Work Structure | 05 Tools

THE SITUATION

Coordinating asset reporting across multiple operations and countries. Different standards, different timings, no central visibility. Multiple operations could report reduced resource bodies close together — with real impact on stock pricing and investor messaging. Senior engineers finding out the night before. No time to act.

WHAT WE DID

We built a simple automation to take individual tracking sheets, reconcile them, send reminders, and share status across the group.

We gamified early reporting — making visibility and timeliness something leads could see and respond to. No enterprise integration. No new platform. Just a well-designed automation layer on top of what already existed.

THE RESULT

Reporting earlier and cleaner across all operations. Decisions flowing to leadership weeks earlier. No more night-before surprises. Operations staggered and balanced — messaging coordinated before it hit the market.

ryan@onwardsanalytics.com.au

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CASE STUDY

THE QUESTION

***"We've invested half a million dollars and three months. Why isn't this working?"***

## 3 months + $500k

*Working chatbot in under a week. 30 standards. Seconds to respond.*

KEY LEVERS

01 Context & Comms | 03 Right People | 05 Tools

THE SITUATION

A board demo following a small vendor POC created massive momentum and close to $500k in funding for a dedicated AI environment. Three months later: failing. The vendor built a proprietary middle layer designed for licensing lock-in, not performance. Responses took 15 minutes. Ten hardcoded questions, answered word for word.

WHAT WE DID

Azure out of the box already did what the custom layer was pretending to do — better, faster, cheaper, without the licensing dependency.

Working chatbot trained against 30 critical safety standards in under a week. Simple front end. A few lines of code. One model. Extreme accuracy in seconds.

They didn't want ten questions answered. They wanted a framework for reliably introducing this tech across the business. That framework already existed.

THE RESULT

Stable, accurate, cheap, and expandable to hundreds of use cases in hours. The half million dollar environment repurposed for the right foundation — not a vendor trap.

ryan@onwardsanalytics.com.au

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CASE STUDY

THE QUESTION

***"Someone almost died twelve months ago. We still have no data."***

## $1,000 to validate. $140k to scale.

*Under 10% of the build-it-yourself cost. Operational in a week.*

KEY LEVERS

01 Context & Comms | 03 Right People | 05 Tools

THE SITUATION

A critical safety event with no data from the onboard system they spent millions a year to sustain. Three vendors, contract battles, $60k flashing lights, $70k cameras. Twelve months of internal arguing. Senior engineers manually reviewing footage. Nothing changed.

WHAT WE DID

We called the GM directly: what would actually help? One thing — a daily stop sign compliance report.

Phase one: under $1,000. Two trail cameras, custom model trained in days. Within a week: compliance rates, asset numbers, patterns of non-compliance, close calls. Risk was far worse than expected.

Phase two: identified vendors specialising in remote infrastructure. 10 cameras across two operations, full support and reporting. $140k total.

THE RESULT

From twelve months of nothing to compliance data in a week. Scaled across two operations for less than the cost of two of the cameras they were originally quoted.

ryan@onwardsanalytics.com.au


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