

Case Study

FTSE 100 Client

This is how Change Consulting Scotland facilitated transformation in global operations and customer experience for a FTSE 100 client. The process took about 18 months and is a great example of how we work, and what you can expect.

Starting Point

- 4 international regions
- disparate operating models
- chaotic communications
- poor customer experience



3 months

- Identify projects
- Develop programme and launch
- Communicate, communicate, communicate

1 Develop and present data based case for change



6 months

- Data- and AI-driven project tools
- Synchronisation of regions
- High motivation for change
- Continuous improvements

3 Identify internal champions for change, map workflows



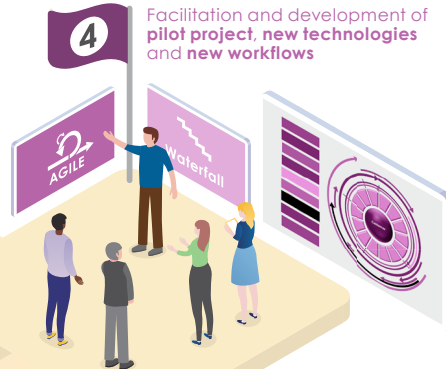
2 Creating and initiating change programme



9 months

- Pilot rollout, expect challenges and resistance
- Quick wins communicated!
- Continued hard work to change

4 Facilitation and development of pilot project, new technologies and new workflows



5 Facilitate design & delivery, new protocols, new roles



18 months

- Improved Target Operating Model!
- Streamlined global operations
- Enhanced communication and visibility
- New and improved customer experience
- Continuous improvement through workshops, training, 1:1 employee coaching, new ways of work.

We know this is hard, but you can do this!



Embed the change!