

Case Study 2: Information Systems turnaround

Ability to integrate into the client company

Our interim worked with a major information services provider to improve the effectiveness of a major programme of change to improve workflow in a taxation and benefits services.

He worked alongside the leadership and teams in a complex supply chain to set up, develop and initially led a new data analysis service.

Impact on the business / bottom line

The business' case and workflow had been badly corrupted over a two year period, leaving 1.5 million records in a state where they could not be efficiently progressed as workflow. Setting up a new analytical capability and deploying business intelligence tools enabled the corruption problems to be segmented, identified, prioritised and solved. This, together with a data scrub then freed up cases for the business, enabling a return to its required service levels.

Overall contribution / achievement of objectives

We took a lead support role in setting up a completely new organisation of 40 data analysts and integrated them into a recovery programme for the business. We also supported the procurement of IT and Business Intelligence capabilities.

Working style

The interim needed to work alongside both private and public sector executives in a sensitive subject area; together with harnessing the support of a group of independent analysts to mould them into an effective team. This was performed in a professional manner; and positively and constructively driving the required changes to meet the demanding schedule

Leadership / people management skills

Skills included negotiation skills to clarify a complex situation and deliver the solution working with team of 40 analysts and working with other teams and organisations to drive solutions.

Legacy

Two years later, the business is working to its service levels and the data analysis service is taking on work from other organisations with a potential to become a profit earner in its own right.

Program manager - Information Systems turnaround I2m