

# TOUCHPOINT CHANGE!



## Business Change Management – Addressing The Challenge –

Delivering change is one of the biggest challenges for organisations.

Managing it well results in greater success and a good payback. Managing it poorly can result in half the benefits at half the speed (and often at twice the cost).

Touchpoint Change Consulting has the expertise to guide you through every stage of a business change process so that you get the benefits you envisaged in the timescales you planned.

Our Consultants and Interim Managers can help you with each of the phases of a successful project, helping to build the capability of your internal team as the project progresses:

### Project and Programme Management

Strong Project Management, using one of a range of methodologies, is critical to change management as there are always numerous reasons for potential delay and failure. Where several inter-related projects are being delivered, good Programme Management is required to manage dependencies, resources and the impact on operations.

### Strategy and Business Planning

Our Strategy/Business Planning Specialists can help you design an effective process or can facilitate it for you.

### Creative Thinking and Innovation

This can be a very motivating place to start developing a new strategy and to engage and enthuse your team.

### Business Process Re-engineering

Whether designing a process from scratch or working to improve an existing one, we have a variety of leading methods.

### Organisation Design

This is best done following a review of services and processes so as to align the structures with delivery of customer needs

### Information Systems & Communications

We will recommend ways to exploit the use of current systems before advising on new investments that may be needed.

### Problem Solving and Issue Resolution

Straight-forward but powerful techniques to be used at every stage of a project and in business-as-usual.

### Benefits Management and Continuous Improvement

It is vital to plan, deliver and monitor the business benefits of every project. This discipline, together with Continuous Improvement, is the only way to ensure that a project repays its investment and brings the other planned benefits to all stakeholders.

We can move quickly to help resource your projects - contact us now to get started.

**0845 1301 357**

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... helping your people transform your business ...  
... delivering the benefits of change ...