

TOUCHPOINT CHANGE!



Business Consultancy – Driving Improvement –

Every organisation has many hidden opportunities to improve and succeed. We can help you to find them and to make them work for you.

We offer a wide range of business transformation, change management and performance improvement skills to supplement your own people. Our Consultants give you access to new thinking, the experience of many organisations and the ability to deliver change quickly, all without taking on more fixed costs. They are an important part of many organisations' planning, paying for themselves many times over when used effectively.

We can offer Consultants in all of these areas, each with a wealth of knowledge in the sectors noted overleaf:

Organisation Situation Department Or Function	Start-ups/ Growing Businesses	New Strategy & Diversification	Efficiency/Reducing Costs & Turnarounds	Internal Change Programmes	New Products/ Services & Branding	Audit/Due Diligence, M&A and Disposal
Sales & marketing	✓	✓	✓	✓	✓	✓
Operations, customer service & contact centre	✓	✓	✓	✓	✓	✓
Supply chain, logistics, manufacturing	✓	✓	✓	✓	✓	✓
Finance, commercial, procurement & legal	✓	✓	✓	✓	✓	✓
IT, telephony & communications	✓	✓	✓	✓	✓	✓
HR, people change, business culture	✓	✓	✓	✓	✓	✓
Typical roles ✓						

Touchpoint Change Skills Available

- Project, Programme & Change Management
- Business Analysis & Process Reengineering
- Specialist Interim - Ops, HR, Cust.Service
- Finance, Restructuring & Cost Reduction
- Strategy, Creativity & Business Planning
- Training, Coaching, Facilitation & N.E.D.

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

0845 1301 357
Info@TouchpointChange.co.uk

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

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Business Consultants – delivering opportunity for you

Whether you need support for three days, three weeks, three months or more, part-time or full-time; we can get up to speed with your organisation quickly, work with your people effectively and stay focused on the objectives of the project. We cover all areas of the UK and have also worked abroad in several countries so please ask about this experience.

1. Assess and develop the assignment

You may be clear about the changes you wish to make, or alternatively might wish to investigate the opportunities in your organisation more widely. Either way we will work with you to develop stretching objectives and identify the most effective areas to target.

2. Mobilise your team and build enthusiasm

We prefer to work closely with your people where possible so that they understand the rationale for the changes, are involved in their design and are motivated to make them work. We have a number of techniques to kick off projects in the right way.

3. Plan the necessary work & construct the business case

A clear plan and business case is important, and so is phasing the work in manageable chunks. Project teams learn as they proceed and investments are best committed to in discrete phases with clear benefits for each. This approach is important if the financial risks are to be minimised and the best outcomes achieved.

4. Deliver the changes and transfer skills

The delivery phase requires a good balance of project management, people change management, technical skills and teamwork. Our Consultants can contribute to any or all of these areas and will recommend the most effective methods for managing the process and introducing the changes. A special focus on communications with staff, managers, customers, suppliers and other stakeholders will pay dividends all the way through.

5. Monitor the benefits, continuously improve and look for the next opportunities

The end of a project is really only the starting point. The changes need to bed in, the payback should be monitored, and the new processes, structures, contracts or behaviours continuously reviewed. With the right attention paid to these items, the benefits of the project should be greater than those planned rather than less.

Contact us now and we will start to help you achieve the changes you need.

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... delivering the benefits of change ...**

Flexible resource across your enterprise

Our Consultants are experienced in the following sectors:

- Financial services
- Retail, Hospitality and Travel
- Engineering, Utilities & Telco
- High tech, IT, internet
- Pharmaceutical
- Support services & Outsourcing
- Local government & Health
- Central government & Defence
- Housing & Not for profit

“A poorly managed project takes twice as long as planned and delivers half of the benefits”.
(and if you're unlucky, costs twice as much too).

**Developing ideas
and creating value
with you.**