

Case study: Navigating global waters



Initial Situation



- Client's executives require industry insights and provision of best practices, primarily in the areas of operational file handling and administration
- Limited visibility and resource allocation / plannability
- Limitations leading to non-scalability of the business model and reactive business conduct
- Limitations further preventing the client from accessing new markets and also service offerings

Approach



- Supporting the CFO in assessing current operational standards and practices with an impact on the administrative aspects of the Group
- Conducting interviews and walkthroughs of the current value creation (with a focus on operational and administrative aspects)
- Reviewing current approach to administrative aspects of the service delivery and identify potentials for improvement
- Challenging the current strategic approach and organizational setup / capabilities

Results / Client benefit



- Client achieves significant transparency and visibility into internal value creation processes
- Client can further improve the resource allocation to the service delivery
- Basis for future industry benchmarking
- Basis for further development of new market, client industry verticals and service offerings