


G-Cloud 14

Service Definition





**As individuals,
we're some of the
best in the
business**

**Together, we're a
force to be
reckoned with**

We set up LanciaConsult in 2012 as we were frustrated with the consultancy sector shifting from advisor to supplier. We felt that the pursuit of high revenue projects or large-scale outsourcing meant that proposed solutions met the consultants' needs, and not necessarily the clients.

So, when we founded LanciaConsult, our mission was to provide our clients with the right solutions for their business. Solutions delivered by relevant people with real experience, from start to finish.

At LanciaConsult, we deliver real impact for our clients. We don't claim to reinvent proven practices because we've been there, done that, and know what works. Nor do we insist on always following the same path, as no client is the same.

What's it like working with LanciaConsult?

“Lancia has been accommodating, flexible, professional, generous and added competency and technical ability that we either didn't have in house or didn't have capacity to muster up.”

Client CEO



**We bring real
experience &
relevant people
to global
business &
technology
transformation**



Our Services



Service Definition

We offer the technology, transformation and
change services needed to support effective
Digital & Cloud delivery



1. Programme & Project Delivery



2. Programme Assurance & Recovery



3. Technology Advisory



4. Business Change & Communications



5. Future of Work – building a modern workplace

1. Programme & Project Delivery

Service Description	<p>We are a team of world-class delivery professionals with extensive experience in delivery - shaping, running and supporting projects and teams. We find efficiencies, we look for the risks to avoid and the opportunities to grasp. Our product delivery consultants build your team through coaching to leave a self-sustaining legacy.</p>	
Service Features	Service Benefits	
<ul style="list-style-type: none">+ Full lifecycle delivery expertise and insight from our consultants+ Flexible resourcing options, from leadership to coaching+ Leading and managing teams of client, suppliers & 3rd parties+ Extensive delivery methodology experience and certification	<ul style="list-style-type: none">+ Independent advisory and support services - a client friend+ Helping your team be successful in delivery+ Trusted advisors, working in partnership with your team	



2. Programme Assurance & Recovery

Service Description	There are many reasons why programmes and projects can fail to achieve their planned outcomes. Our RESULTS framework considers the factors and captures key observations, options analysis and recommendations to move forward. This framework is adapted to each client scenario to ensure assessment and findings remain relevant, valuable & practical.	
Service Features	Service Benefits	
<ul style="list-style-type: none">+ A practical assessment process with actionable options and recommendations+ Evidence-based findings from close engagement with your teams+ Working in partnership with your team+ Leveraging our RESULTS framework but tailored to your organisation	<ul style="list-style-type: none">+ Agile approach drives focus and refinement as findings develop+ Engages your team through the review process+ Drives the decision making that you need to make progress+ Addresses risks to cost, outcomes or benefits	



3. Technology Advisory

Service Description	LanciaConsult partner with clients to shape & implement cloud & digital transformation solutions. We work closely with your team across architecture, product & supplier selection, design, implementation and service transition. We bring deep expertise in some technologies but are independent & privately owned, platform & technology agnostic.	
Service Features	Service Benefits	
<ul style="list-style-type: none">+ An independent technology advisory partner working on your team+ Experts in global, cross-sector, technology selection & implementation+ Architecture-led solutioning to fit your future organisation	<ul style="list-style-type: none">+ Independent advisors, focused on what is right for your organisation+ Client-side approach - doing it with you, not to you+ Thinking beyond the technology, considering people, supplier and process fit	



4. Business Change & Communications

Service Description	We take a people-centred approach to change management because it's the best way to ensure your investment doesn't go to waste. We specialise in defining change and communications plans that deliver results – enabling your people to adopt new skills, behaviours, processes and technologies that deliver the outcomes you are looking for.	
Service Features	Service Benefits	
<ul style="list-style-type: none">+ Change impact assessments with practical, actionable recommendations+ A clearly-defined change narrative which details the case for change+ Engaging communications using a range of media+ Leadership support for leading through change+ Measurable adoption plans to help embed the changes+ Flexible approach to fit with changes in programme and business environment+ Working in close partnership with your team+ A repeatable change process adding onward value	<ul style="list-style-type: none">+ Enables & supports your leaders to sponsor and drive the change+ Develops your internal change management capability through a positive partnership+ Changes are adopted and embedded effectively+ Mitigates negative change outcomes (e.g. productivity loss, staff turnover, etc.)+ Creates a positive change culture driving faster adoption	



5. Future of work – building a modern workplace

Service Description	<p>Many organisations are grappling with how to embed new ways of working following the COVID-19 pandemic including:</p> <ul style="list-style-type: none">• New working protocols that support in person, hybrid and flexible working,• Maximising the benefits afforded by technology that supports hybrid working, and• Embedding behaviours and a culture that supports different ways of working
Service Features	Service Benefits
<ul style="list-style-type: none">+ Analysis of current ways of working, business processes and behaviours+ Requirements definition to support changes to how you can work+ Assessment of technology platforms and their suitability+ Recommendations on new ways of working to support objectives+ Communications and training support to embed new ways of working	<ul style="list-style-type: none">+ Increased employee engagement+ More consistent use of approved technology platforms/applications+ Consistent levels of knowledge across everyone in your organisation+ More efficient hybrid working aided by technology and behavioural change+ Better collaboration

Credentials



Global publisher

Project Delivery

Challenge

Our client needed to make a change: their 1000+ strong global sales teams were constrained by a dated CRM (Customer Relationship Management) solution, underpinned by spreadsheets and manual offline processes, leading to missed opportunities and an inefficient and disengaged workforce.

Solution

We supported our client from original Business Case development, through implementation and into post go-live support. Leading the global programme team across technology and business change, we were responsible for defining the requirements, developing the project plan and governance, testing, implementation, and training for all countries in this 15-month delivery.

Results

Following an initial pilot, we executed a successful big-bang deployment to 1,000+ users across three business entities globally. This programme has been recognised by the client organisation as one of the fastest and most successful changes within their business.

Global Technology

Programme Assurance and Recovery

Challenge

Our technology client was delivering a project that had run into significant difficulty with concerns about the ability of the team to bring it to a successful conclusion within a reasonable time frame.

Solution

LanciaConsult mobilised a project review using our proven RESULTS framework developed from our team's considerable delivery expertise and experience. Tailoring this to suit a client environment allowed us to mobilise quickly and effectively, using the key topics and review activities to understand their project environment and challenges.

Results

Our independent approach and supporting framework enabled us to deliver:

1. A detailed report on the primary causes of risk, impediment and slippage with recommendations for improvement, supported by rationale and prioritisation
2. An implementation approach and rollout plan for required interventions, which was accepted by both the project team and senior management.

Global Freight

Technology Advisory

Challenge

Our private equity client acquired seven business entities in APAC and Europe. They needed a partner in technology and process due diligence for each target, then design, build, implementation and run for the cloud-hosted technology platforms and processes - enabling a 36-month roll-up strategy.

Solution

LanciaConsult lead design & implementation of a single global, cloud-first architecture across ERP, CRM & Financial platforms - ensuring an accurate assessment, smooth transition and rapid delivery with minimal business disruption.

Results

- We designed a holistic technology roadmap and architecture strategy to rapidly drive rapid post-acquisition benefits.
- We implemented at pace, delivering a suite of fit-for-purpose platforms, establishing the run organisation and transitioning to a client team at steady-state
- We designed and established the future CIO and IT Service Management organisation for this fast-moving business.

Global Pharma

Change Management

The challenge

Our innovation-driven global pharmaceutical client was undertaking a major master data improvement program, with both a technology change and tighter controls of data stewardship globally.

The solution

LanciaConsult supported the Program Team to deliver a clear and structured change management approach which sat at the heart of the program planning.

- It was imperative that the country Data Stewards understood the context of the change, and were empowered to drive the change at a local level; we led this with a mix of regular structured communications, awareness sessions as the solution developed and forums for questions and concerns to be raised and addressed.
- Visible leadership support of the change ensured the change landed successfully with the right emphasis.
- Pre- launch checklists and support calls meant the countries were fully prepared for cut over.
- An extensive adoption plan covering activities beyond the technology platform launch enabled the change to truly embed and become part of the business as usual operating model.

Global FMCG

Change management

Challenge

Our client required more than a technology shift! They needed a fully-fledged transformation in ways of working across the entire company. They wanted to strengthen their cyber-resilience and take advantage of the unique opportunities, and complexities, of hybrid working

Solution

We delivered a technology-enabled culture change program, focusing on two main objectives:

1. Empower people through new ways of working together
2. Transform data storage to enable greater security and collaboration

We led programme and change management, commencing with a single market Pilot and scaling through continuous learning and iteration for the 18-month rollout.

Results

We boosted adoption of approved tools and new ways of working, empowering over 4000 team members with the knowledge and ability to make the technology shift and achieve a marked improvement in efficiency. Our client is working more collaboratively, safely, and effectively than ever before.