Introduction

We are a leading, independent consulting business specialising in change.

- We are change experts; we make the complex simple

- We have extensive global experience in multiple sectors

- Our change services are designed to deliver your most critical change and keep you in control

- We were formed in 1998 and remain independent

- We typically work with c.20 customers at any one time; and deploy teams ranging from 2 to 10+ consultants

- Our consulting team has a min. of 10 years experience

- Our work is assured by our team of Consulting Directors

- We are recognised in the market; as a leading consultancy; a great place to work; and for our international growth

- We build long-lasting partnerships, based on trust.

"Project One is one of the best, if not the best consultancy, I've worked with in all my years. You moved my team on massively. Your rigour, thoroughness and people skills are outstanding, and you have done a great job sharing your wisdom and experience. We have built a great relationship and I hope and expect us to work again together soon"

Head of Transformation
Global Telecommunications Company

Who we work with

We work alongside leading private and public sector organisation and help them tackle their most complex change and transformation challenges.

|			
BAE SYSTEMS	Virgin media	telenet	Department of Health & Social Care
Hunter Class	Fibre Expansion	IT & Business Re-Platforming	COVID-19 Response NHS Supply Chain
RBSL	HSBC	Rolls-Royce	easyJet
Manufacturing Set-Up Change Operating Model	UK Retail Bank Ringfencing	Global IT Portfolio Function	IT Transformation Data and Agile

Our core services

We help ambitious organisations to change, thrive and grow.

As specialists in change and transformation, we offer an end-to-end service, working alongside you at every stage of your journey:

- Shaping Change: translating strategic ambitions into clear change plans

- Delivering Change: ensuring change remains on track, delivering the required business outcomes

- Enabling Change: improving your own organisation's change capability

- Digital Change: delivering the foundations that will drive your digital strategy.

Our End-to-End Change Services
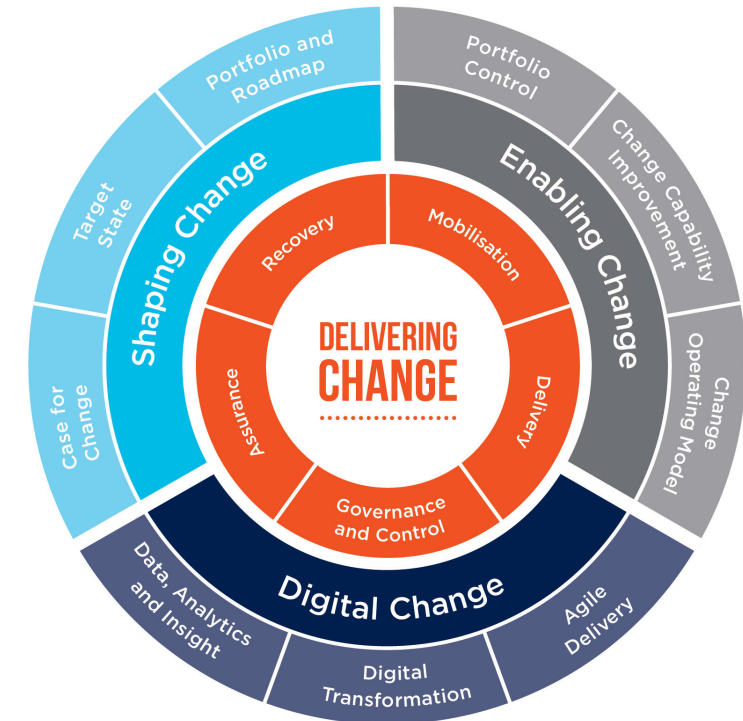
We have been delivering complex change for over 20 years.

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Why Project One?

Project One's unique experience and approach will help tackle your key challenges:

|			
Change expertise	**Genuine independence**	**Bespoke solutions**	**Thought leadership**
Expert planning and governance of change	Confidence and experience to challenge	Tailor the approach to your situation	Call on a huge depth of experience
Rapid delivery	**Quick win focus**	**Collaborative assurance**	**Capability uplift**
Drive at pace towards the business outcome	Identify and deliver 'no regret' changes	Work at your side leading by example	Bring your team along the journey

Digital Change

Embrace digital at the core of your business.

You need our Digital Change services when you:

- Want to generate fresh data insight to stay ahead
- Prioritise digital channels as your key routes to market
- Need to deliver in a customer centric and agile way.

Digital Change
Underpinning our services
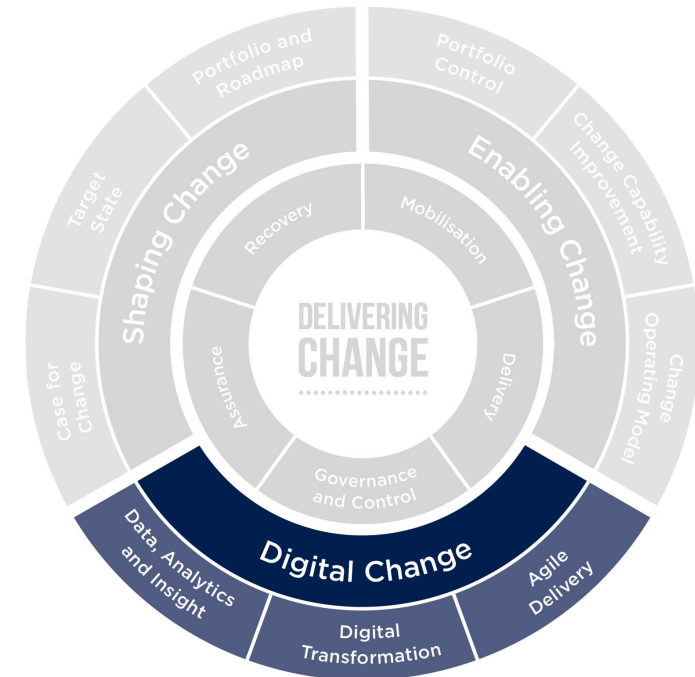
Harnessing digital to keep performance high today while adapting to stay relevant tomorrow.

Deliver data insight

Data is the lifeblood of the Digital Economy

Analysis of an enterprise wide data pool provides insight to:

- Make real time business decisions based on a single version of the truth

- Remove cost from your business or add revenue to the bottom-line

- Respond rapidly to changing market conditions

- Maximise cross-selling opportunities and promote customer loyalty

- Answer old business questions in new and better ways.

Not having the right data insight will:

- Impact business growth and competitive advantage

- Add cost and duplication to your organisation

- Inhibit a personalised customer experience

- Result in poor decision making.

Data, analytics and insight overview

We help our customers maximise value from their data.

Get the most value from your business through timely data analytics and insight.

We work with our customers to:

- Develop and deliver new data delivery models

- Implement a corporate approach to data

- Review and improve data delivery.

We bring our experience to address the 6 key elements needed to provide data analytics and insight.

Data operating model

Design and build data operating models to support the end to end customer journey.

Data analytics

Enable data analytics to rapidly provide insight to what has already happened within an organisation.

Data science

Enable data science to rapidly provide insight to what may happen in the future.

Data skills

Deliver work environments that attract, foster and rapidly develop data talent.

Data communities

Design and deliver data communities to provide common standards and approach.

IT delivery support

Transform traditional IT support business units to keep pace with new data operating models.

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Transform to digital

Digital can be a single route to market or part of an omnichannel approach

A digital experience will:

- Play a major part in driving direct business

- Support loyalty through a carefully curated user experience

- Reach more customers, more easily, for less cost

- Support volume growth through scalability and speed

- Enhance your employee experience

- Be underpinned by your digital back office.

Not having a digital route will:

- Drive customers to your digital competitors
- Limit cross selling opportunities
- Add cost and duplication across your business
- Constrain adaptability to flex with the market.

Digital Transformation overview

We help our customers deliver their digital transformations

Get the most value from your digital products and services through effective digital transformation.

We work with our customers to:

- Develop and deliver a digital transformation roadmap

- Implement digital transformation

- Review and improve existing digital delivery.

We will bring our experience to address the 6 key elements needed to implement and run digital transformation successfully.

Digital platform

Design and build new digital platforms to support the end to end digital customer journey.

Omni-channel

Deliver websites and apps as key digital routes to market for services and products.

Digital back office

Deliver cloud-based solutions to underpin digital business channels.

Digital skills

Deliver work environments that attract, foster and rapidly develop digital transformation talent.

Automation

Replicate the role of the human undertaking low-value routing and monotonous work.

IT delivery support

Transform traditional IT support business units to keep pace with digital development.

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Focus on agile

The timely launch of digital products and services is critical in today's online world.

Transition delivery to agile ways of working and you will:

- Significantly reduce your time to market

- Adapt to market changes more flexibly

- Focus on the customer

- Achieve superior quality in digital services and products

- Continue your focus on continuous improvement.

Not delivering in an agile way will:

- Increase your time to market

- Result in higher development costs

- Erode your ability to flex rapidly with the market

- Delay early return on investment.

Agile delivery overview

We help our customers gain a competitive advantage through agile delivery.

Get the most value from your digital products and services through effective agile delivery.

We work with our customers to:

- Develop a roadmap to transition to agile delivery

- Implement agile delivery

- Review and improve existing agile delivery ways of working

- Deliver change in an agile way.

We will bring our experience to address the 6 key elements needed to implement and run agile successfully.

Understand the outcome

Work to understand the ever-changing business needs and priorities – the outcomes needed.

Agree the priority

Work with your business to systematically agree and re-agree delivery priorities.

Groom the backlog

Work with your team to refine business requirements and understand deliverability.

Iteratively develop

Iteratively develop and test digital capability and functionality through well managed time-boxed sprints.

Incrementally demo

Work with your team to ensure your business and customer expectations are met or fail fast.

Incrementally release

Work with your team to ensure focus remains on delivering the minimum viable product.

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Examples of our experience

Data insight	Digital transformation	Agile delivery

Fighting COVID-19:

- Supported the national response to COVID-19

- Delivered data analytics and insight

- Provided a consistent and near-real time view to fight COVID-19.

Delivering a digital platform:

- Business strategy to transform customer buying and ownership experience

- Delivered a new digital platform as cornerstone of strategy

- A global digital experience that drives every customer interaction.

Switch to agile delivery:

- Traditional delivery was slow and unresponsive to business

- Assurance review made recommendations to switch to agile

- Delivery velocity quadrupled and costs demonstrably fell.

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PROJECT ONE | Supporting Government and the Public Sector

The current context

Government departments are facing new and increasing challenges

These include:

- Growing scrutiny on business cases and an increasing demand to demonstrate value for money from major change programmes

- Rising expectations on the quality of services being delivered to the public and other stakeholders

- Demonstrating a clear strategy and leadership on data usage, security and retention, balanced with leveraging the value of the rich data held across departments

- Delivering efficiency and effectiveness through automation, digital services and management of outsources services

- Implementing new processes and systems at an ever increasing pace of change

All of this places significant pressure on the continued delivery of vital change and transformation plans across Government and the wider Public Sector.

There is a need to deal with this by:

- Ensuring departments can cope with a level of ongoing change; especially critical in business continuity situations

- Identifying the impact of the current situation on change programmes and the operational and functional within departments

- Making hard decisions on which change plans to stop, which to pause and which to continue

- Driving on-going change and transformation

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Our perspective

Providing experienced, calm leadership to help you drive change

In our experience we have seen many organisations struggle with complex change and transformations. There are several common challenges:

- **Be ready for change** – Identify early the support you need to ensure your organisation is set up to succeed

- **Understand the leadership you need** – Bring in key people who know what works and what does not

- **Focus on the outcome, not the process** – Tailor the correct approach to deliver the outcomes the organisation needs

- **Exploit your core capabilities** – Understand where you have strength in depth, and where you need support

- **Embed full ownership** – Ensure full involvement across the organisation, senior business alignment and understanding

- **Leverage Private Sector experience** – Take the best current learning, thinking and practices from the private sector and apply it appropriately to Public Sector challenges

Our Project One team can help:

- Experienced consultants, used to dealing with difficult, stressful situations, with lots of ambiguity

- Used to working remotely, orchestrating virtual teams working in different (often global) locations

- Trusted to step in at a senior level

- Easy to engage and can be mobilised quickly to support you for as long as you require

- Development of robust business cases with the necessary HM Treasury Green Book submissions

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Examples of our public sector experience

Crisis Test and Trace

Central Government Department

In response to the COVID-19 pandemic, Project One supported the national Test and Trace Programme:

- Supporting the establishment of the programme workstreams; Test, Trace, Contain and Enable.
- Supporting the establishment of the Command Centre.
- Supporting the establishment of the programmatic ways of working in the Programme Management Centre

Crisis supply chain

Implementation body of Government

In response to the COVID-19 pandemic, Project One supported this organisation in:

- Pragmatically scaling up the distribution of Personal Protection Equipment and the components that make up Intensive Care beds across England and Wales
- Ensuring disparate suppliers across the country are aligned
- Maintaining delivery urgency, pace and resolving hot-issues

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Examples of our public sector experience, continued

Organisational landscape review

Data programme review

Arm's length body Nuclear industry

Commissioned via the Nuclear Skills Strategy Group (NSSG) to undertake a review of the organisational landscape:

- Conducting series of 20+ strategic interviews with organisations and employer companies

- Undertaking analysis and mapping against the delivery of the Nuclear Skills Strategic Plan

- Developing findings and recommendations for improvement

Regulator Aviation industry

Led the review of the Big Data Programme – maximising the use of digital intelligence to enhance their insight for Better Risk Regulation

- The review compared progress with five common causes of failure for this type of programme

- The outcome of the review was 23 recommendations – nine were critical to action in the short term

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External recognition

Special recognition for:

Digital Transformation, Organisation and Change

Defence, Energy and environment, Public Sector, Retail, Pharma, FS and Media

Voted by our customers and peers.

Committed to climate change:

Signed up to the **UN Race to Zero campaign** and UK Government sponsored **SME Climate Hub.**

Ranking in 3rd place:

Fastest International Growth

Independent comparison of 200 mid-market organisations.

Recognised as a:

A UK Best Workplace

Centre of Excellence in Wellbeing

Independent accreditation via an anonymous employee survey.

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