

Recovering a failing transformation programme at an Education Services provider

Reset of the Dynamics 365 programme, including alignment to strategy, enhancement of the business case and effective cost and delivery control

Client need

- Intervention on a failing global £16m MS Dynamics implementation programme to replace legacy core systems across the front office and back office
- Programme control to reset delivery of systems integrator, implement cost control against budget, align delivery with group strategy and identify resource with the necessary capability to deliver

Solution delivered

- Rapid diagnosis and identification of key issues through an initial healthcheck
- Stabilisation through delivery of key programme artefacts including a baselined plan on a page and an updated business case aligned to other change initiatives including the target operating model
- Optimised supplier and resource model to deliver the programme within tight cost and timeline parameters
- Deployment of Dynamics 365 (Finance & Operations) in a global territory

Value unlocked

- Shareholder and Executive confidence in programme
- Alignment of technology programme to target operating model to identify enhanced business opportunities for revenue growth and efficiency savings
- Successful Dynamics 365 F&O release go-live despite Covid-19 pandemic
- Programme delivery on track for longer term implementation

