

Programme Recovery

Targeted intervention to diagnose issues and reset distressed programmes for success

We support sponsors and executives to regain control of distressed programmes, prevent issues from becoming systemic and reset their programmes for success.

What is Programme Recovery?

We rapidly diagnose programme challenges and identify root causes of failure to remove roadblocks and to get your programme back on track. Our 4 main areas of focus for programme recovery are:

1. **Establish effective governance and control** – implement a robust and structured governance framework with key control points in which the programme can successfully operate
2. **Clarify scope and delivery plan** – crystallise the scope and objectives of the programme and develop a milestone plan that will deliver the intended objectives
3. **Refresh the business case and budget** – update the business case with the revised objectives and reassess the budget to support delivery
4. **Optimise resource and suppliers** – assess and secure the right skills and resources to deliver the programme outcomes

Benefits of our approach

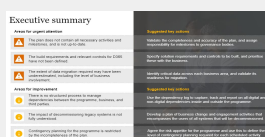
- An independent 'outside in' perspective of failures
- Improved confidence in delivering outputs and benefits
- Transparency on programme performance
- A structured approach to delivery that accelerates business benefits

Rapid Diagnosis



Mobilise a team of programme recovery experts that will follow a proven method to identify critical issues and immediate 'quick wins'

Stabilisation



Take immediate action to stabilise the programme, remove challenges and control cost

Programme Reset



Build a targeted plan to address the underlying causes of failure and build a robust programme

We will complete a rapid diagnosis and provide recommendations to stabilise and reposition the programme for success

PwC Programme Recovery approach



Rapid Diagnosis

- Quickly perform documentation reviews and interview key members of the programme team to understand the programme, objectives and underlying business case
- Recommend the key actions to reset the programme to deliver successful outcomes



Stabilisation

- Deliver immediate 'quick wins' to accelerate the programme to stability
- Complete deep dives into key areas to test our findings on the critical issues and identify root causes of failure



Programme Reset

- Work collaboratively with the programme team to prepare a revised delivery plan and start implementing changes to processes, tools and governance

Next Steps

An initial conversation so we can:

- Discuss the common challenges our clients are experiencing in their Microsoft transformation programmes
- Explain more about our Programme Recovery approach and how we support and deliver value for our clients
- Answer any questions and map out a timeline for achieving your outcomes

Reach out to the team to start the conversation. Their details can be found below.

Case Study: Education Services Provider

We were asked to provide a rapid health check and diagnosis for a distressed programme, which involved replacing legacy IT systems with Microsoft Dynamics 365. We:

- Restored shareholder and executive confidence in the programme
- Aligned the technology programme to the target operating model to identify enhanced business opportunities for revenue growth and efficiency savings
- Successfully implemented a Dynamics 365 F&O release, despite Covid-19 pandemic restrictions
- Set the programme delivery up for longer term implementation



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