

# Partnership to deliver projects and transform ways of working

We transformed this client's delivery organisation performance and cost to serve

Challenge	Solution	Success
<ul style="list-style-type: none"><li>• Our multinational telco media client needed to transform ways of working to control inefficiencies in its global delivery organisation.</li><li>• This delivery organisation provided capabilities to deliver both internal and customer facing technology change programmes. Over time the selection of different working methods used by different teams resulted in the lack of consistency, collaboration, and efficiency. In addition, this also drove a significant growth of governance overhead.</li><li>• Delivery teams were built and managed using ineffective and reactive resource management processes, leading to high turnover of resources which in turn increased the operating cost and slowed down the delivery of value to the business.</li><li>• This client required help to transform its delivery organisation to manage spiralling operational costs and provide predictable delivery outcomes, in an efficient and effective way.</li></ul>	<ul style="list-style-type: none"><li>• NTT DATA took the lead in establishing steadiness as it engaged a resource-managed service. This was a significant operation as beyond implementing project delivery professionals to our team from the client's, we had to orchestrate the strategic addition of further project delivery experts in a well thought-out and managed manner.</li><li>• Transformation started fast, with a series of initiatives rolled-out quickly, everything from defining and reporting KPIs to introducing a continuous improvement programme, initiation of learning and development activities and implementation of a process to quality assure delivery was included.</li><li>• We recognised a need for a step change, and in this case, we created and deployed new procedures and ways of working that linked delivery projects with teams drawn from across both organisations.</li><li>• We implemented service and change management frameworks to help people better understand and adopt these new ways of working.</li></ul>	<ul style="list-style-type: none"><li>• +300 projects and programmes successfully delivered to date, whilst transforming the clients' ways of working as a long-term NTT DATA strategic partner.</li><li>• +£2m saved on first year after deployment of new optimised ways of working.</li><li>• C. £30m on annualised savings achieved from operational efficiencies delivered year-on-year.</li><li>• OPEX optimisation with transfer of key staff across to NTT DATA, with minimal business disruption through our engagement change planning processes.</li><li>• Improved client satisfaction with delivery and knowledge retention with churn rate of resources low at 6%.</li><li>• Improved service quality across transformation projects through adoption of best practices, adherence to the consistent delivery framework, and supporting global delivery organisation with resource planning; all validated through regular Quality Assurance reviews.</li></ul>

## Client Success Story:

Multinational telco media organisation

- Strategise
- Implement

## Services Delivered:

- People change management for people transfer
- Strategic definition and roadmaps
- Process analysis and optimisation
- KPI strategy and implementation
- Change and adoption

## Memorable Milestone:

C. £30m on annualised savings achieved from operational efficiencies delivered year-on-year. As a result of NTT DATA's data led analysis of delivery, 21 efficiency recommendations were identified. NTT DATA prioritised and led the client to operationalise new efficiency reporting and measures into BAU project delivery.

