

**Issues**

- § Programme running 12 months late on arrival
- § Provide sufficient Assurance to the delivery to avoid significant regulator penalties for late delivery
- § Recruit, develop and motivate a team to hit goal
- § Partner with the end client, move them from conflict to allegiance

**Methodology and Tools**

- § Pulse® check to identify cause of Programme failure
- § Re-negotiate client contract, including partner and supplier appointments
- § Develop a single, integrated plan for the delivery, encompassing all teams, locations and suppliers
- § Create a high performing Programme Assurance office with delivery assurance controls, to enable early identification of delivery lag

**Results and Benefits**

- § Improved Managed onshore, client, supplier and offshore teams to deliver solution - circa 1000 FTE in total
- § Delivered new application suite in eight months from start to finish, on time, to budget and scope
- § Managed all senior stakeholder relationships between the Systems Integrator and the End client
- § Won the Systems Integrator Gold Award for Programme of the year - for two years

