

Case Study – Financial Services Company



Program Management Services

Large Program Organizational Assessment

Business Objective & Challenge

- Client HR and Payroll business line embarked upon a multi-year program to develop the next generation payroll platform product
- The next generation payroll program was experiencing difficulty delivering the product to market due to lack of integration between business and technology
- Business strategy was not well defined or aligned to the Program

Collaborative Solution

- Conducted an assessment of ‘next generation payroll’ program from a business perspective focusing on the organizational strategy to contribute to the successful delivery of the broader market release
- Established an internal, cross-functional Business Review Team to provide controls and to manage direction and efforts
- Collaborative made recommendations based on industry and company best practices
- Created Program Performance Optimization Model
- Defined organizational strategy including organizational structure, lines of communication, roles and responsibilities, staffing and governance

Results

- The client is now poised to integrate the Program by implementing a new organizational structure that supports a well defined business strategy which is aligned to the Program goals
- The client now has clearly defined group and individual roles that will allow them to efficiently deliver the product to market