

CASE STUDY

This case study covers an engagement with a construction client. Whilst the initial engagement covered a short term strategic and operational review, our ongoing engagement saw Thrive operate as a critical friend to the Leadership team.

Our Client



Our client is an ambitious and successful organisation that has achieved fantastic growth over a 5-year period building a great brand and reputation along the way.

The Problem



After a period of sustained growth, our client has established itself as a specialist in groundworks - the foundation of any construction project. Success in this sector relies on precision, safety, and environmental responsibility, with high-quality materials and advanced techniques essential for controlling costs and timelines. Strong, productive relationships are key to securing and delivering work effectively.

As is often the case, rapid and successful growth doesn't always come with the development of best practices, processes, and controls, as customer and project demands take priority. Our client was eager to establish strong internal best practices to ensure continued growth in a professional and efficient manner.



Our Solution



It was crucial to quickly establish a relationship with the leadership team to gain a deep understanding of the business's day-to-day operations. This enabled us to clearly identify both strengths and process inefficiencies.

One-to-One and group workshops were conducted on site where each element of the business operation were reviewed from a practice, process, people and technology perspective. Focus areas included:

- Business Model & Strategy Alignment
- Financial Health & Operational Efficiency
- Customer Acquisition & Retention
- Organisational Structure & People
- Partnerships
- Scalability & Future Readiness

A deep dive into the lived experiences was conducted including systems audit, financial controls, process assurance, contract/service levels review and user experience which led to several recommendations being identified. This led to several recommendations, which were then evaluated and prioritised in a leadership workshop based on impact, cost and delivery timeline.

Whilst the initial assignment culminated with the recommendations workshop, Thrive were retained as a critical friend to the CEO and Board, providing guidance, challenge, advice and support to the onward delivery of the solutions.

The Outcomes



100%
Leadership
Engagement



Full growth
programme
identified.



Financial
controls
established

Our Client Says:

"Matt, really glad we got you involved. Lots to do, but great now to have a plan. Looking forwards to continuing to work together."

(COO)

Driving business growth requires more than just strategy - it demands a clear understanding of what's working, what's holding you back, and how to unlock potential. At Thrive Consulting, we act as a critical friend to leaders, providing the space, insight, and challenge needed to assess your business with fresh perspective. We help you strengthen your team, refine your ways of working, mitigate risks and build confidence in your decisions.

With our support, you stay in control, equipped with the right tools and direction to accelerate growth while we remain by your side as your trusted partner.

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