

PROGRAMMES



A TRANSFORMATHON® (2 DAYS)

• *IN PERSON @ A TEAM-BUILDING VENUE OR YOUR OFFICE*



- Team (minimum 1 leader) (up to max 15 people per grouping).
- Come with an objective, leave with your MVT™ (minimum viable transformation) ready for scaling, including full transformation architecture, metrics and action plan on 1 page (SPOT™)
- Team alignment, team building & transformation skill training included

B TRANSFORMATION SPRINTS (1 OR 2 WEEKS)

• *ONLINE/REMOTE OR @ YOUR OFFICE*



- Deliver your transformation objective operationally, including scaling.
- Execute discrete transformations with iterative MVT™ approach.
- Up to 25 participants per transformation (from the same or different parts of the organisation). Delivers team alignment and skills.
- Recommended but can be tailored: 1 - 2 weeks (full or half days).

C TRANSFORMATION BOOTCAMP - EXCLUSIVE

• *ONLINE/REMOTE OR @ YOUR OFFICE*



- Deliver architecture and implement execution with MVT™ iterations, including scaling.
- 6 - 12 weeks (depending on transformation/value creation objective).
- c. 2 hr sprints/week (transformation skills training included)
- 25-30 participants attending the sessions above (flexible, we can help design this).
- Timetable can be tailored to organisation's needs.

D CUSTOMISED AND GROUP OPTIONS

• *ONLINE/REMOTE OR IN PERSON*

- **Customised:** contact us to create a tailored programme to create and execute your organisation's transformation/value creation.
- **Group:** There are programmes (E.g bootcamps and sprints) that are also run on a group basis, where one joins other organisations undertaking the same type of transformation with benefits of network & learnings from other organisations (5 ppl/ organisation). Contact us for more information.

HOW TO GET STARTED

1

IDENTIFY YOUR
TRANSFORMATION
OR VALUE CREATION
OBJECTIVE

2

CHOOSE
PROGRAMME/S:
A, B, C, D
(OR A COMBINATION)

3

CONTACT US WITH
ANY QUESTIONS

4

BOOK YOUR SPOT

Email:
global@impaktit.com



OPERATING MODEL TRANSFORMATION

REDUCE PATIENT WAIT LIST FROM 2 YEARS TO 4 MONTHS: MULTI DISCIPLINARY HOSPITAL UNIT

Objective: Hospital unit after Covid had a waitlist of 2 years and needed to be reduced to 6 months, with no budget available to hire more medical resource. No time available to deliver research requirements.

Outcome: The Transformathon® was attended by a multidisciplinary team of clinical and support staff, across multiple locations and the hospital's IT representatives, and reduced the waitlist to 4 months, scaling the Transformathon® outcome to deliver this within 6 months of the Transformathon®.

Insights and Purpose Tools showed:

- The time spent by skilled clinicians on admin and duplication was >100% more than on clinical assessment.
- 84% of work was routine but 55% was not standardised and/or automated.
- 55% of patient support staff time was on compensating for admin resource inefficiency.
- Overall skill gaps identified in process optimisation, identifying and implementing automation.

How:

Key Transformathon® outcomes:

- Re-segmenting of patients based on patient demographic, referral source, and post referral actions. This allowed for restructuring of the multi-disciplinary assessment process and diary itself to increase the number of patients assessed per week, and allowed for standardisation of pre-assessment and post assessment activities.
- Standardising of pre assessment requirements, reducing errors, delays and duplications and improving patient and support system experience, further reducing redoing of pre-assessment counselling and data collection.
- Standardising and automating 40% of process using technology capability already available but not harnessed.
- Creation of pre-assessment and post assessment repository of resources that ensures the correct and full information provided to patients and their families in a communication form suitable to the recipient, reducing duplication, errors in care, delay in ongoing treatment and improved efficacy in patient understanding and reduction in anxiety in following treatment.
- Introduced a data strategy with the intention of further research, and monetising de-identified data which would generate additional funds for re-investment into resource.

EXAMPLES OF DELIVERED TRANSFORMATHONS®



PRODUCT, CUSTOMER & CHANNEL TRANSFORMATION:

CUSTOMER LOYALTY & 60 MINUTE DELIVERY (FMCG-RETAIL)

Objective: Large FMCG retailer had 2 key consumer products underperforming. The customer loyalty programme and their quick home delivery.

Outcome: The Transformathon® attended by customer engagement and product loyalty team and technology product team members, and delivered and increased Redemption rate by 40%, AER (active engagement rate) by 43% and Repeat purchase rate by 18% within 6 months of the Transformathon®.

Key findings from the Insights and Purpose Tools showed:

- Team activity did not include certain tasks that drive successful loyalty programmes, suggesting a material skill gap and non-existent processes and supporting technology and governance.
- 30% of routine and necessary tasks were not standardised.
- 30% of work was not value creating and 15% was not the team's objective.

How:

Key Transformathon® outcomes:

- Loyalty Programme was re-architected from a strategic perspective requiring both customer-product fit and customer re-segmentation, and the flow on requirements for collecting scan data.
- The mechanics of the reward programme overhauled to include fundamental architecture of the hook design, including the trigger, reward and investment components. This also resulted in a redesign of the process and the supporting technology.
- The data strategy needed rearchitecting addressing the organisation's commercial objective, and then the collection, and use of data, including the output for loyalty reward strategy, and information provided to the product innovation, supply chain and marketing and commercial teams, and the start of AI for individualised rewards linked to other Group, non-consumer customer products like banking. [60 minute product - a separate case summary]
- Team restructured to include technology product design competency and dedicated advanced data analytics modelling.

EXAMPLES OF DELIVERED TRANSFORMATHONS®



FINANCE TRANSFORMATION (MANUFACTURING)

Objective: Full Finance Function overhaul of a listed company, including a restructure to deliver a commercial and strategic capability through business partnering to support commercial, supply chain, product delivery and external stakeholders.

Outcome: The Transformathon® was run with 6 sequential Transformathons® attended by the leadership team and 5 teams comprising the Finance function (and representatives from IT focusing on certain applications and areas of architecture) and delivered an overhauled Finance Function built around 4 centres of excellence. Standardisation and completeness of data achieved with an intermediate technology layer, including achieving a day 1 cut-off. Process optimisations removing 30% of resource waste and 18% of duplication reinvested back into needed value creating activities including strategic insights, business partnering and forecasting, achieved in 7 months post Transformathon®. Value creating activities showed improved profitability in new commercial agreements and measuring their ongoing performance.

Key findings from the Insights and Purpose Tools showed:

- Each team's primary activities did not reflect the key objectives of the team.
- 40% of routine repeatable activity was not standardised and/automated.
- 70% of activities required by stakeholders to drive commercial outcomes currently not done due to lack of capacity.

How:

Key Transformathon® outcomes:

- Implementing a middle layer to consolidate separate data sources, rather than integrating and migrating it over which would take an additional 12+ months, and achieving a day 1 close.
- Creation of four centres of excellence, including team restructuring which would drive efficiency and value creation: transactional services (routine activity: efficiency & automation for subsequent outsourcing); Reporting and planning (commercial enabler); compliance and risk (external) and business partnering (commercial value creation).
- Each of the above centres of excellence delivered 2-3 key outputs.
- All teams did a processes overhaul to remove waste, standardise and automate to reinvest capacity back into value creating activity, and transfer activity to the relevant centre of excellence.
- Redesign of reporting and data output designed alongside end-user stakeholders, including new channel for delivery.
- Solution design and validation of 4/7 key value creating activities.
- Design of data and reporting literacy programme for non-finance stakeholders to enable synergy for increased ROI in each function and business unit.
- Optimisation of risk and compliance (e.g. tax and accounting policies) to compliment commercial outcomes, including increased cashflow and EBITDA.