CASE STUDY · SERVICE ALIGNMENT

Optimising service alignment to create shared understanding across teams and sites

How we helped a leading UK support services provider bring clarity to a newly mobilised contract for a global healthcare business: defining who owns what, and getting everyone working from the same understanding.

2 complementary specialists deployed	**Multi-site** responsibilities mapped	**End-to-end** process maps clarifying ownership	**1** playback session to align leaders

AT A GLANCE

The project in brief

Client	A leading UK support services provider, newly live on a major contract for a leading global healthcare business.
Challenge	A fast handover and TUPE transfer left no time to define who owned which parts of the operation, and misunderstandings were starting to creep in.
Our approach	Two complementary specialists on site, interviewing SMEs, uncovering existing processes and turning the evidence into clear end-to-end process maps.
Outcome	Clear ownership and accountability, less miscommunication, aligned teams, and leaders able to make decisions with far less uncertainty.

THE BIG PICTURE

A contract moving fast, and no time to define who owns what

We partnered with a leading support services provider in the UK at a time when things were moving fast for them. They had just gone live with a major contract for a leading global healthcare business. The handover from the previous provider, combined with a TUPE transfer, meant the team had been focused on simply getting the contract up and running.

Because of this, they hadn't yet had the chance to sit down with their customer and clearly define who owned which parts of the operation. Without that clarity, misunderstandings were already beginning to creep in, the kind that can lead to frustration, inefficiencies and strained working relationships.

THE CHALLENGES WE FACED

Fast mobilisation

The contract had just gone live, and the focus was on simply getting it up and running.

Provider handover

A handover from the previous provider, combined with a TUPE transfer, absorbed the team's attention.

Unclear ownership

There had been no chance to sit down with the customer and define who owned which parts of the operation.

Early friction

Misunderstandings were creeping in, risking frustration, inefficiency and strained working relationships.

Our role was to help bring clarity and make sure everyone was working from the same understanding.

OUR APPROACH

Two specialists, complementary strengths

We set out to help the client understand their responsibilities in relation to the customer's processes across several sites. To optimise our impact, we brought in two specialists whose strengths complemented each other: one to uncover how the operation really worked, and one to translate that evidence into clear, digital workflows.

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What began as a clarification exercise quickly became a catalyst for better communication, stronger ownership and a shared sense of purpose.

THE IMPORTANT DETAIL

What we did, step by step

01

Prepare thoroughly

Brian conducted in-depth research ahead of every engagement, which allowed him to lead more informed and effective SME interviews.

02

Engage on site

As onsite Client Lead Point of Contact, Brian engaged with SMEs to observe and uncover existing company processes, consistently pushing for clarity with thoughtful, challenging questions.

03

Map end to end

Using the evidence Brian gathered, Tamara created a set of end-to-end process maps that clarified tasks, ownership and accountability.

04

Verify and simplify

Tamara worked closely with Brian and site stakeholders to verify details, breaking complicated workflows down into accessible visuals that highlighted overlaps, gaps and potential risks.

05

Play back as one

Brian and Tamara summarised key findings at a client playback session, covering key systems, processes, gaps and opportunities (including quick wins), so leaders could plan the next steps post-mobilisation.

PEOPLE SPOTLIGHT

Brian Shuttleworth Client Lead Point of Contact

Brian is a trusted partner-builder. His recruiting experience gives him a sharp instinct for forming sustainable relationships and asking the right questions to bring out the best in others. This made him perfect as the onsite Client Lead Point of Contact, where he engaged with SMEs to observe and uncover existing company processes.

PEOPLE SPOTLIGHT

Tamara Pleasant Certified Business Analyst

With an IT management background, Tamara excels in problem-solving and translating complex information into clear, digital workflows. Her end-to-end process maps broke complicated workflows into accessible visuals that highlighted overlaps, gaps and potential risks within existing processes.

THE RESULTS

Success, and a platform for further success

By the end of the project, the client had clarity and confidence. The grey areas had been replaced with shared understanding, and people on both sides finally had a clear view of who was responsible for what.

Clarity	Ownership	Alignment	Confidence
grey areas replaced with shared understanding	a clear view of who is responsible for what	less miscommunication; teams on both sides aligned	leaders deciding with far less uncertainty

What changed on the ground

- Daily operations are running smoothly with the new workflows and insights
- Miscommunication has reduced and teams feel more aligned
- Leaders can make decisions with far less uncertainty

The result? *A contract that no longer feels "inherited" but truly owned and understood. And a team that's prepared not just to deliver, but to keep growing.*

> *I was not expecting to get as much detail in such a short space of time. Clearly there is much more to waste management! You made the whole process stress free.*
>
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WHAT SETS US APART

Thorough, efficient, and working as one

Our work was strongly praised for its thoroughness and attention to detail, alongside its efficiency and impact.

Not only did Tamara and Brian solve the immediate problem: they reset the way the client and customer work together. Working "as one", they turned what began as a clarification exercise into a catalyst for better communication, stronger ownership and a shared sense of purpose. We will bring solutions that will match your requirements.

Want to bring clarity, alignment and accountability to your operations?

For People and Places specialise in helping projects like yours go further, faster and have more fun along the way. Contact us today through our website.

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