



# Introduction to Seven Consulting

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Australia's Best  
Program Delivery Company



Official Partner  
of the



*Westfield*  
**MATILDAS**



TEAMWORK • TRANSPARENCY • DELIVERY

## 1. Program Delivery



We deliver some of Australia's most complex and challenging agile, traditional and hybrid programs. We work with our clients to understand their organisational and program characteristics. These inform how we design our delivery approach to produce the best outcome for our clients. The majority of our Consultants are scaled agile (SAFe) certified and we have over \$3bn of Agile and traditional Programs under direct management.

## 2. PMO Services



We provide PMO establishment and management, PMO analyst and scheduling services, and tools for some of the largest organisations in Australia.

## 3. Delivery Consulting



We provide delivery capability uplift, sponsor and project manager training, portfolio and program reviews to assist our clients improve their program delivery.

**All of our clients are reference sites**

# Our Clients

*Seven Consulting has a proven track record delivering critical outcomes for Australian organisations across industries and domains. 100% of our clients are reference sites.*





# Our clients and staff are our top priority

## Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
2019	99.08%	14,949
2018	98.65%	15,450
2017	99.08%	9,691
2016	98.94%	10,336
2015	99.35%	5,655
2014	99.26%	3,520

100% of our clients are reference sites

## Staff Satisfaction Survey Results

Survey Date	Satisfaction rating
Dec '19	98.30%
Jun '19	98.82%
Dec '18	96.44%
Jun '18	96.40%
Dec '17	97.50%
Jun '17	98.30%



"It is clear that you only recruit PM's that are the best in the business"



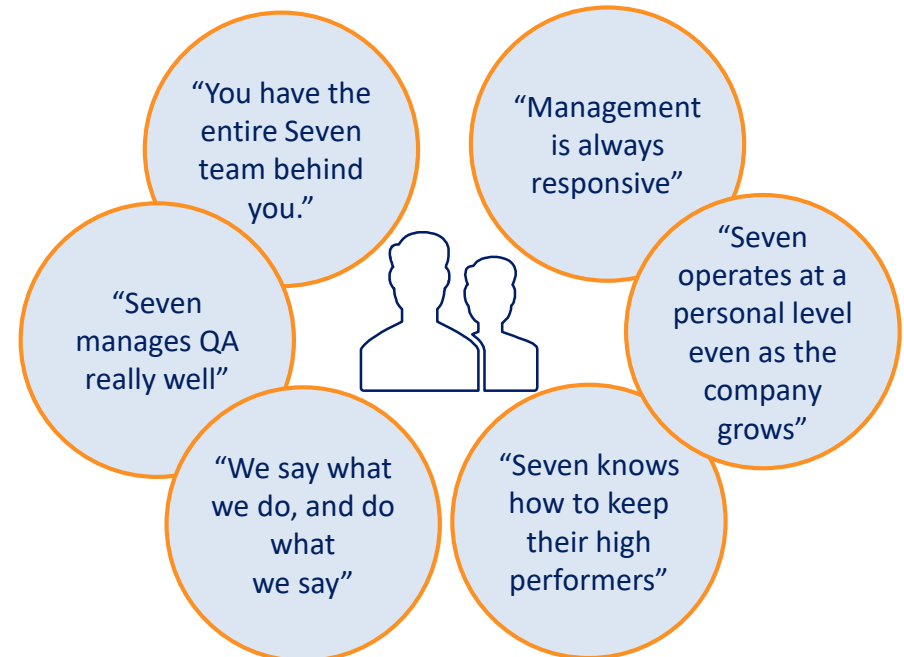
"No fuss, just good, honest and consistent project delivery"



"Highly professional staff, great support from the broader organisation. Clear about what they are good at and stick to this"



"Very professional"  
"Great consulting skills"



# How do we get 98%+ client satisfaction?

*Why all our clients are reference sites.*



Hands on ownership



High staff engagement, low turnover with no contractors



At a minimum there is monthly Quality Assurance review of the consultant's work, done by either the Founder , Managing Director or PMO Practice Lead



Bench support available to all consultants at no cost to the client



Extensive mentoring and training support, strong IP and knowledge sharing



Holiday and sick leave cover for assignments



Strong in-house tooling to support consultants , clients and quality assurance

# How our values impact our delivery?



## Teamwork

Teamwork has to be at the core because you can't deliver big projects without great teamwork – we focus on ensuring that the Seven team, the client team and vendors work seamlessly together.



## Transparency

Assumptions and poor communications kill projects, whereas openness is the foundation of good relationships and reliable delivery. We remain a completely independent consultancy.



## Delivery

A focus on outcomes focuses the team and grows confidence. With a confident attitude, expert personnel and effective teams we always deliver to clients high expectations.

# Case Studies

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Official Partner  
of the







# Customer Experience Transformation

*Enhancing AGL digital capability and platforms, and deliver an industry leading digital experience for customers*



AGL invested \$300 million in a Customer Experience Transformation (CXT) program that enhanced their digital capability and platforms, and deliver an industry leading digital experience for customers.



The Seven Consulting team was engaged to realign an existing Portfolio Office (Tribe Services) towards SAFe Lean Agile Portfolio Management principals as well as perform the 2IC role for the General Manager Transformation.



Seven Consulting provided Tribe Services capability to deliver core Agile lean portfolio office disciplines to deliver:

- Improved governance reporting in the following areas: Portfolio Kanban, Benefits Management and key metrics monitoring
- Portfolio Management leadership through regular informal and formal communication. Values such as Transparency and One Team Approach to delivery
- Portfolio alignment to business strategy and funding allocation based on a prioritised backlog



# Store Transformation Program



***Replacing all core POS, Ticketing and Inventory store systems across all stores in all seven brands***



Woolworths decided to move to a centralised IT stack to provide IT services to the 3,464 stores across the Woolworths, Countdown, Metro, Fuel, BWS, Dan Murphy's and Big W banners. To enable this change Woolworths were also required to renew a large proportion of the existing IT Infrastructure.



The Seven Consulting team was engaged to provide Program Director and PMO services to coordinate the various IT Application, IT Infrastructure and Business streams to ensure the overall program success.



Seven Consulting successfully provided program leadership and structure to ensure:  
Delivery of the dependent IT Infrastructure components ahead of the committed software deployment deadlines

The modernisation of the Point of Sale and Back Office functions within each store;  
gaining material efficiencies and providing a foundational platform for new application and internet-based initiatives

Compliance with the Country of Origin Labelling (COOL) regulatory requirements within the 1st July 2018 deadline

**\*Awarded Woolworths IT Program of the Year 2018**

# Core Banking Platform



## *Transforming Core Banking at CBA*



The largest banking platform program in a generation was planned to propel CBA ahead of the competition, still languishing on their 1970s based platforms.



For 6 years, Seven Consulting provided a variety of critical services to this massive \$1.5bn undertaking, from running the Program Management Office, to release and deployment planning, to project managing key releases of the program.



The new platform is a huge success, as customers love the real time banking, the simpler product set and the ease of the enhanced self service facilities, while staff enjoy simpler processes to release new products, and speedier resolution of issues on the front line.



# Project Capability Uplift

WOOLWORTHS GROUP

## *Delivery Capability Uplift at Woolworths Group*



Woolworths IT were keen to uplift their project delivery including accelerating their initiation phase and ensure that projects were set up for success. There were concerns with project time delays, cost overruns and benefits management.



Seven Consulting established a Transformation Program including twenty-four initiative streams to: improve the delivery culture and project management capability, introduce flexibility and agility into the project methodology and governance, improve performance visibility via a Balanced Scorecard and strengthen Portfolio Management.



The IT Portfolio and Project Management Offices now provide a full suite of services to better support the PM community and drive ongoing improvements. Customer and staff satisfaction has materially increased quarter on quarter.



# Wealth Transformation



## *Program Management for separation of MLC Insurance from NAB*



In 2015, NAB entered into an agreement to sell 80% of its MLC insurance business to Nippon Life. The sale required the establishment of a new organisation, MLC Life, and the separation of the new legal entity from NAB.



Seven Consulting provided five consultants to the Transformation Program undertaking corporate restructuring & employee communications, procurement transitioning, delivery assurance and project scheduling.



Seven's team contributed to the completion of the prerequisite Successor Funds Transfer; ensuring key personnel & workforce offers for MLCL were in place; and ensuring operational readiness activities were completed and assured by Day 1. The program met all the required contractual obligations to allow the sale of MLC Life to be completed on schedule.





# Netbank

***Changing the Online Customer Experience at Australia's Largest Bank***



CBA needed to re-platform and radically improve their online customer experience with a new look, a wider range of services, and capability to support an expanding customer base with greater speed and uptime.



The Seven Consulting team led this major netbank replacement program from initialisation through to implementation and roll-out, achieving an outstandingly successful set of outcomes.



Netbank is the market leader, and customer satisfaction with the service is at record levels, contributing to the surging success of CBA in recent years.

# ONEHR



*Leading implementation of the new QBE  
ONE company global operating model.*



ONEHR@QBE was the first transformation program as part of the ONE QBE initiative to create a globally consistent operating model, tasked with creating a single set of simplified HR processes across 4 operating divisions and 42 countries.



Seven Consulting was engaged to take over management of the program. After an initial review, Seven Consulting introduced a new program structure and governance framework, as well as key program controls.



Phase 1 went live on time, within budget, creating and implementing the revised operating model for Global HR Service Delivery, including the implementation of a new Human Capital Management system.



# B2B Digital Transformation



*Transform the customer experience by creating integrated end-to-end processes and systems*



Telstra invested over \$500 million in a B2B (Business to Business) digital transformation for Telstra Enterprise which established new processes, products, offers and platforms.



The Seven Consulting team was engaged in November 2017 to provide program management, PMO, scheduling, dependency management and project management roles.



Key outcomes Seven Consulting helped Telstra to achieve include:

- Met Telstra Enterprise's market commitments by the end of Dec 2018 which included the soft launch of the Connected Workplace (CWP) offer to a number of early adopter customers
- Established quarterly Agile delivery cadence for new capability in to production
- Delivered 4 major software releases into production, established the baseline platforms for the new B2B stack, implemented over 120 interfaces
- Led 2 large PI planning events with 100 people
- Prepared and led 4 executive showcases of the B2B solution to audiences of between 150 – 400 people
- Established comprehensive Agile status reporting and program test reporting for the Digital Core part of the program

# Major Program Assurance Framework



Finance,  
Services &  
Innovation

*Strengthening governance to improve major  
program investment outcomes*



The Dept. of Finance, Services & Innovation (DFSI) was tasked by the NSW Government to implement the ICT Assurance Framework (IAF). The IAF aim is to build confidence in the Government's \$2.4bn annual investment in ICT programs that provide essential support for business operations and government service delivery. A key element to the framework was the establishment of a standardised whole-of-government program reporting and monitoring capability.



DFSI engaged Seven Consulting who designed, in conjunction with DFSI, a set of best practice metrics and leading indicators which were endorsed by the NSW Government ICT leadership. A Seven Consulting Program Manager then led a combined DFSI and Seven Consulting project team to develop the tools, processes and standardised dashboards and reports required to implement the framework.



This was backed up by a significant change management exercise, led by Seven Consulting, to ensure buy in from the affected agencies and Government departments. Once adopted, DFSI were able to receive regular, standardised reports from all major NSW Government ICT Programs, enabling them to receive early warning of emerging issues and act ahead of time to prevent its major programs from failing.



# Link – Superpartners Integration



*Transition of over 5 million superannuation members from Superpartners to Link*



Link Group is a market leading provider of superannuation administration solutions across 11 countries and its clients include some of Australia's largest superannuation funds. Link Group acquired Superpartners in 2014 and as a result of this, needed to integrate the two businesses and migrate all of Superpartners client data onto Link systems within an agreed timeframe and according to defined quality criteria.



The transition program was responsible for migrating over 5 million members' data and \$200 billion funds under management for the following major funds: MTAA Super, Hesta, Hostplus, Cbus and AustralianSuper. The program was closely monitored by regulators (e.g. ASIC, ATO), external auditors and share market investors. The success of the integration would be a key factor in the Link Group IPO in 2015. Seven Consulting provided a Program Director, a PMO Manager and a Senior Project Manager to manage the transition team which peaked at over 200 resources.

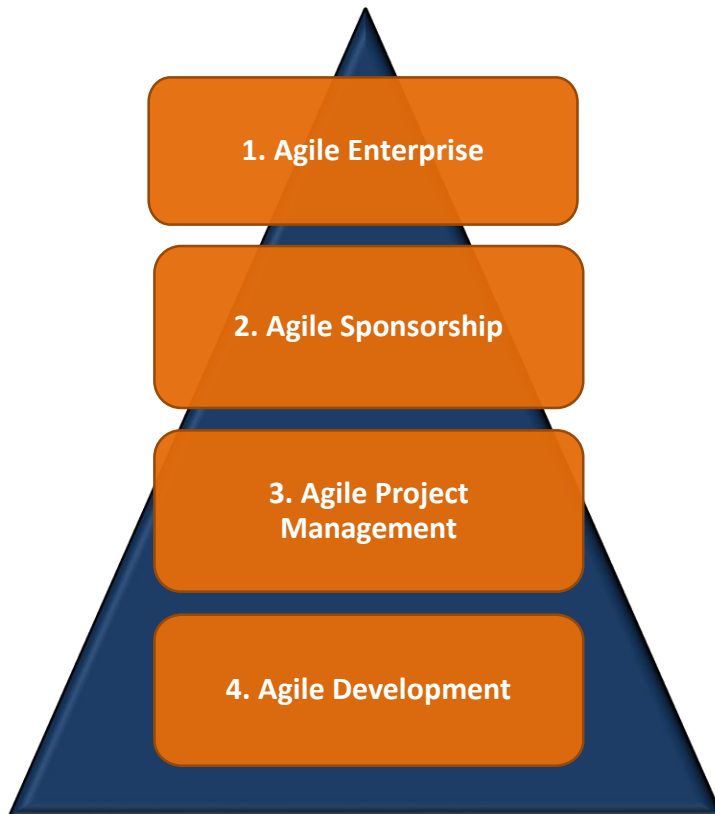


The program successfully transitioned the 5 major funds' from Superpartners processes and systems to Link (AAS) within the time, budget and agreed quality criteria. The success of the transition program was well received by the market and had a positive impact on the Link IPO.



# The Integrated Agile Enterprise Framework

- Seven Consulting's Agile Project Enterprise Framework outlined below is a proven framework of integrated processes, tools and techniques focused on simpler, faster delivery & improved ongoing support of the delivered change.
- The key focus is the integration of speed of decision-making, planning and delivery of real benefits.



1. **Agile Enterprise (AE)** focuses on the cultural, procedural and people changes required to optimise, adopt, embed to sustain Agile models of project delivery. This includes an agile approach to strategic portfolio governance.
2. **Agile Sponsorship (AS)** requires executives to get closer to their projects, their project managers and their project teams. Single sponsors who must be flexible in making time available for face-to-face meetings and use simplified and face-to-face reporting lines. The Agile Sponsor is focused on benefits realisation.
3. **Agile Project Management (APM)** is an open, stakeholder-driven approach to project planning. While Scrum Masters and Product Owners focus on the detailed technical delivery, APM's must focus on stakeholder engagement, change management and related projects to ensure outwards as well as inwards management of the project.
4. **Agile Development (ADM)** involves a cultural as well as a procedural and technical change in how projects are planned and delivered. The coaching of project managers, business experts in how to setup and support Agile Development (Scrum, SAFe, etc.) is a critical factor for successful and sustained deployment of Agile Development Methods.

# Agile Program Delivery Tools

Agile / Traditional  
Methodology  
Recommendation

Recommends  
Delivery  
Components

Best Operating  
Principles  
Recommendation



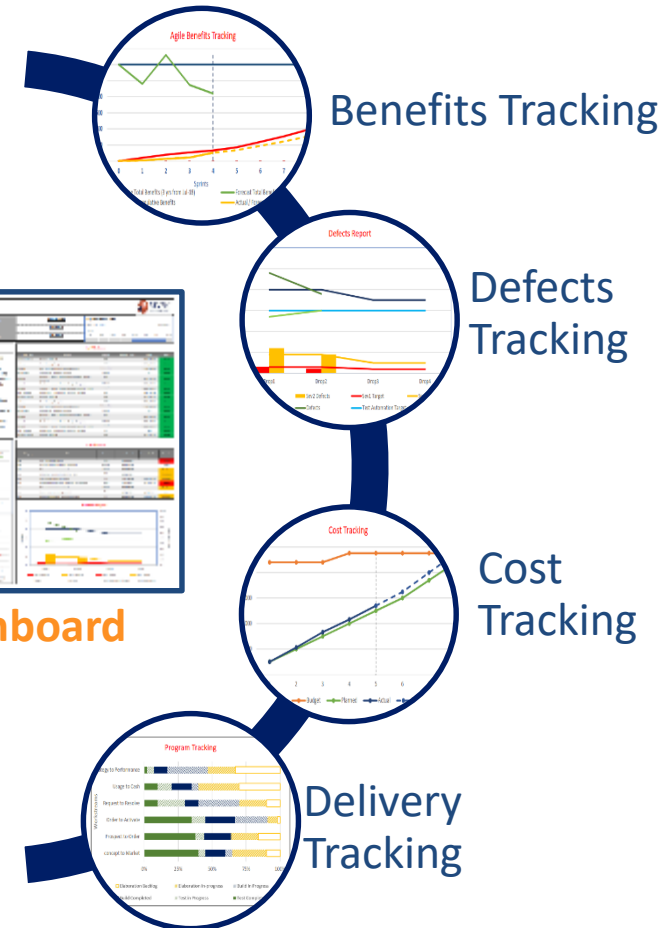
**Seventh Way Tool**

The Seventh Way Tool provides guidance on how to tailor your program or project. It provides suggestions on agile or traditional methodology components to apply, operating practices to adopt and artefacts to prepare to deliver your program or project.



**Agile Dashboard**

The Schedule Dashboard combines a number of reports to provide a 'Dashboard', or snapshot of agile projects progress. These include Burn-up Chart, Sprint Burn Up, Cost Tracking, Benefits Tracking and Defect Reports.





# Traditional Program Delivery Tools

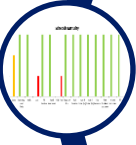
Health Check Score



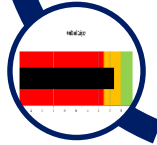
## Health Check Tool

The Schedule Health Tool is designed to evaluate the quality, integrity and currency of a project schedule and suggests improvement areas.

Schedule Maturity



Overall Schedule Quality Score



Project Confidence Level

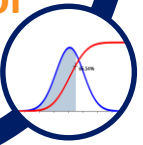


Critical Path Analysis



## Schedule Predictor

Cumulative Probability

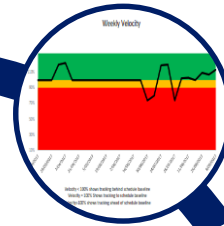


The Schedule Predictor Tool uses advanced algorithms to evaluate the precision of project forecast date and PM expectation finish date according to their actual performance. It provides a prediction trend line to suggest improvement areas.



## Dashboard

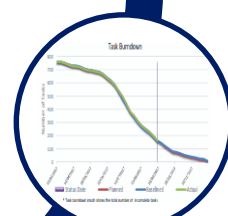
Weekly Velocity



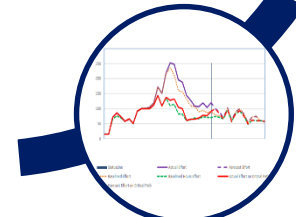
Earned Value



Task burndown



Effort Tracking



The Schedule Dashboard combines a number of reports to provide a 'Dashboard', or snapshot of agile projects progress. These include Weekly velocity, Earned Value, Task burndown and Effort Tracking.

# Seven Consulting are proud sponsors of Australia's National Football side, the Westfield Matildas



*We are extremely proud to be official sponsors of Australia's best team.  
The Westfield Matildas are now ranked 8<sup>th</sup> in the world and were finalists in the Asian Cup.  
We are also providing paid internships for a number of the team  
(Tameka Butt and Elise Kellond-Knight) to support their post sporting careers.*







**Australia's Best Program Delivery Company**

**Award Winning Company**

WOOLWORTHS GROUP  
  
Woolworths Group IT  
Exceptional Services Award  
**Winner 2018**



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