

# Seven Consulting

## Benefits Management Capability Overview

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Australia's Best  
Program Delivery Company



Official Partner  
of the



## 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.

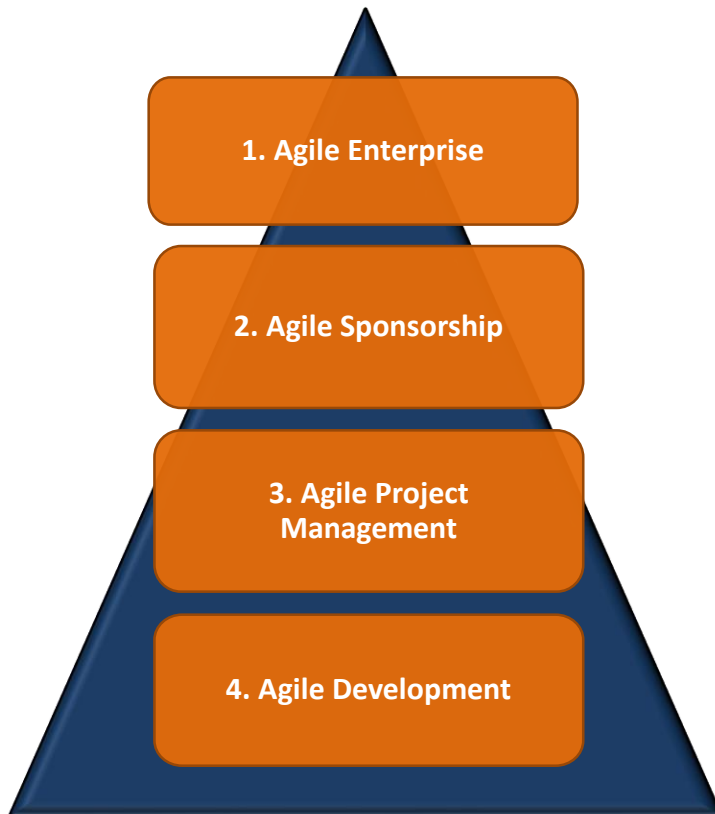


## Delivery

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.

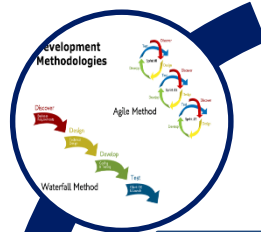
# The Integrated Agile Enterprise Framework

- 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 / Traditional Methodology Recommendation



Recommends Delivery Components



**UPDATE RECOMMENDATIONS NOW**

Seven Consulting recommends that your project should adopt:

Component	Recommendation
Project Governance	Recommended
Business Case	Recommended
Strategic Alignment	Recommended
Project Terms and Conditions/Contract Status	Recommended
Project Management Plan	Recommended
Project Risk Assessment	Recommended
Project Cost	Recommended
Project Delivery Status Register	Recommended
Communication Management Management Plan	Recommended
Single User Project Schedule	Recommended
Resource Management Plan	Recommended
Stakeholder Management Plan	Recommended
Business Process	Recommended
Service Manual	Recommended
Incident Tracking Register	Recommended
Final Deliverables List/Checklist/Approved	Recommended
Business Case Approval	Recommended
Health/Operational Report/Performance	Recommended
Project Closure Approval	Recommended

We recommend applying some or all of the following best practice operating principles:

**Seventh Way Tool**

Best Operating Principles Recommendation

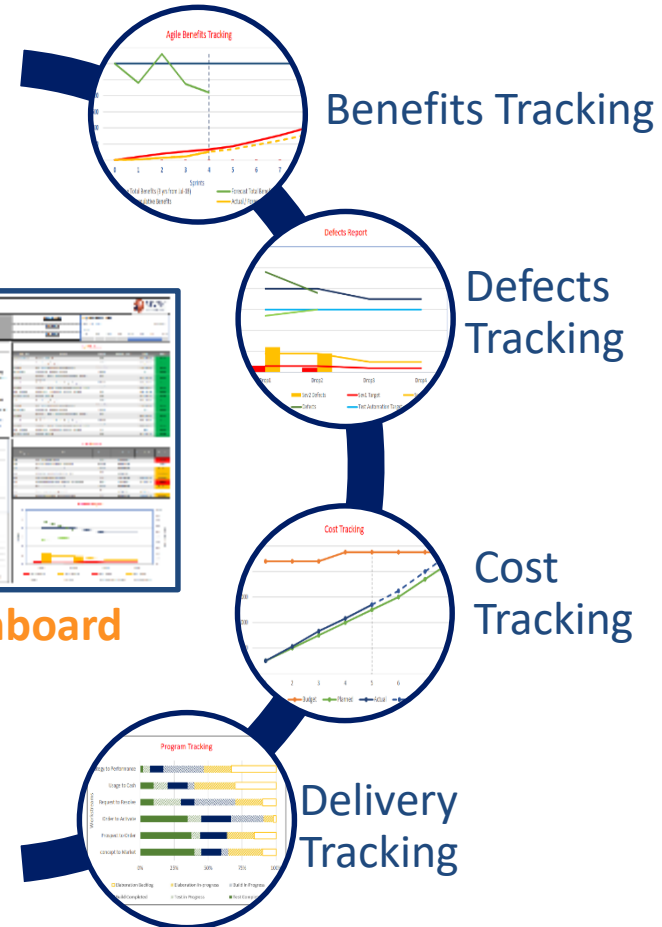


The Seventh Way Tool provides guidance on how to tailor your program or project. It provides suggestions on agile or traditional methodology components to apply, operating practices to adopt and artefacts to prepare to deliver your program or project.



**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.





# Our Benefits Management Services



## Benefits Management Framework (BMF)

We can provide a complete team to successfully tailor, design, deploy and support our proven integrated approach to Benefits Management. This approach, tools and artefacts to Benefits Management covers all types of projects, change management and includes comprehensive project risk tools. The Seven Consulting Benefits Management Framework is aligned to the other Seven Consulting services such as Program and Project Management.

The Seven Consulting Benefits Management Framework is based on the consulting, education and published books of internationally acknowledged Thought Leader, Rob Thomsett

## Change Managers/Finance

Our Consultants can provide vendor-neutral, specialist and proven expertise in assisting Change Managers in defining and establishing the plan and realise benefits. We can provide coaching to your Change Managers in integrating our Benefit Management Framework into their existing methods.

## Benefits Management Lead/Coach

Our consultants can provide an end to end service to define, analyse, implement, roll out and then run a customised Benefits Management process for clients. This role is focussed on Benefits or Value Realisation and provides coaching in Benefits Management as well as review of the actual data to provide input into decision making.

## Benefits Management Consulting and Coaching

### Sponsors

Our Consultants provide coaching and mentoring based on our experience in supporting many hundreds of senior executives. We have coached these executives in these proven concepts, tools and techniques that enable full monitoring, tracking and, more importantly, real benefits realisation.

### Project Management

Our Consultants can provide vendor-neutral, specialist and proven program and project management coaching in projects utilising the Seven Consulting Benefits Management Framework. All Seven Consulting professionals are trained in the Seven Consulting Benefits Management Framework

## Benefits Management Education

Seven Consulting can deliver tailored education on Benefits Management for Sponsors, Project Managers, Business Analysts, Finance and senior technical experts. Thousands of sponsors, project managers and other project experts globally have attended these exciting and powerful education sessions.

These sessions are tailored to reflect the client's unique culture, processes, methodologies and are compatible with PMI, Prince, SAFe and other prevailing methodologies.

# Seven Consulting's BMF Consulting Experience



Australian Government  
Australian Taxation Office

Seven Consulting developed and deployed an early version Seven Consulting Benefits Management Framework across the entire ATO Modernisation \$1 billion strategic project portfolio. Sponsored by the Commissioner and Deputy Commissioner, this consult involved an innovative ROI regime where a 20% p.a. dividend (profit) had to be returned to Dept. of Finance and Treasury. Seven consultants trained, coached and mentored all sponsors, project and change managers.



Seven Consulting continued to develop and deploy an evolving version of Seven Consulting Benefits Management Framework across the entire AMP (UK) \$150 mill strategic project portfolio. Sponsored by the CEO and CIO, this consult lead to a revised project governance model and a number of projects being cancelled for lack of real benefits. Seven Consulting trained, coached and mentored all sponsors, project and change managers.



The Seven Consulting's BMF and associated Agile project management approach was adopted across the Macquarie Bank Group. A highly-focussed approach to real benefits had a significant impact on Macquarie's "best of breed" financial performance.



In an initiative sponsored by the CFO, Seven Consulting provided thought leadership, innovative tool development and practical support to improve the processes and practices for governing, planning, monitoring and realising benefits from the NAB \$1bill/pa project investment. This involved extensive reviews and consulting on a number of very large projects.



Seven Consulting designed, implemented and ran the Benefits Management Approach for AGL's CXT program. The approach took account of the Agile methodologies that was used for the program and was used in reporting value to the board. We then customised and ran the Value tracking system that tracked benefits for the Customer Markets division portfolio.



Seven Consulting, partnering with ACU Program Portfolio Office, designed, implemented and piloted an enterprise-wide Benefits Management Model. The ACU BMM applies to all portfolio and programs across ACU including a \$200 million plus property investment including a new Campus in Melbourne. We delivered Sponsor and senior stakeholder briefing sessions for all senior ACU people including the Deputy vice-Chancellor, COO and CFO. On-going coaching was also provided.



## Rob Thomsett - Thought Leader

### Achievements:

- Consulting and implementing a relationship and values-driven model of project management and sponsorship in many international organisations including the top Australian banks.
- Fellow of the Australian Computer Society in recognition of his education and advocacy for emphasising the central point that project management was really the management of creative people working to improve business value.
- Consulting Director on the first Tax Modernisation Program in the late 1980's, a \$1bn program.
- Consulting with NAB Group as it implements his Agile approach to executive sponsorship, benefits realisation, project management and governance across a \$1bn/year project portfolio.
- Developed a comprehensive BMM for the Australian Catholic University.
- Author of 7 books including *The Real Benefits Workbook* available from Seven Consulting

# 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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