

# 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 manage Bn's of dollars of transformation program that range in size from <\$1m to >\$500m.

## 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.*



AUSTRALIAN INSTITUTE  
of COMPANY DIRECTORS



# Our clients and team are our top priority

## Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
(Jan – June) 2021	99.45%	7,432
2020	98.87%	14,455
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

100% of our clients are reference sites

## Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Jun'21	98.40%
Dec'20	97.90%
Jun'20	98.51%
Dec'19	98.30%
Jun '19	98.82%
Dec '18	96.44%



"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"



"Very professional"  
"Great consulting skills"



"Seven have gone above and beyond to make this implementation a success. With short notice their consultants jumped in and made a significant impact."



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





# How do we get 98%+ client satisfaction?

*Why all our clients are reference sites.*



Hands-on ownership



High employee engagement, low turnover with no contractors



At a minimum, there is a monthly Quality Assurance review of the consultant's work.



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



Extensive mentoring and training support strong IP and knowledge sharing including internal project training, majority of our team are SAFe certified.



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.

*“I am unconvinced of the value my bank gets from it’s 1billion + p.a. investment in technology”*

*David Murray, World Congress on IT Conference, 2002*

*“Of the 788 completed projects, a little over 10 per cent have had their expected benefits assessed.”*

*Victorian Auditor-General’s Report,  
Digital Dashboard: Status Review of ICT Projects and Initiatives, 2015*

- The majority of executives involved in the sponsorship of projects report that they struggle to have confidence in the benefits planning and benefit estimates of their projects;
- Too many projects develop benefits at the beginning get obtain approval to commence the project BUT never critically monitor the status of expected benefits once the project is in delivery;
- Most projects that have realistic benefit models fail to effectively engage critical stakeholders such as Change Management, Benefit Owners and Project Finance experts or engage them only towards the end of the project;
- The actual realisation of project benefits is complicated by lack of consequences, poor base-line data, inadequate metrics and inconsistent reporting.

# Our Benefits Management Services



## Benefits Management Framework (BMF)

Seven Consulting 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.

## 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 delivery methodologies.

## 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.

### 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

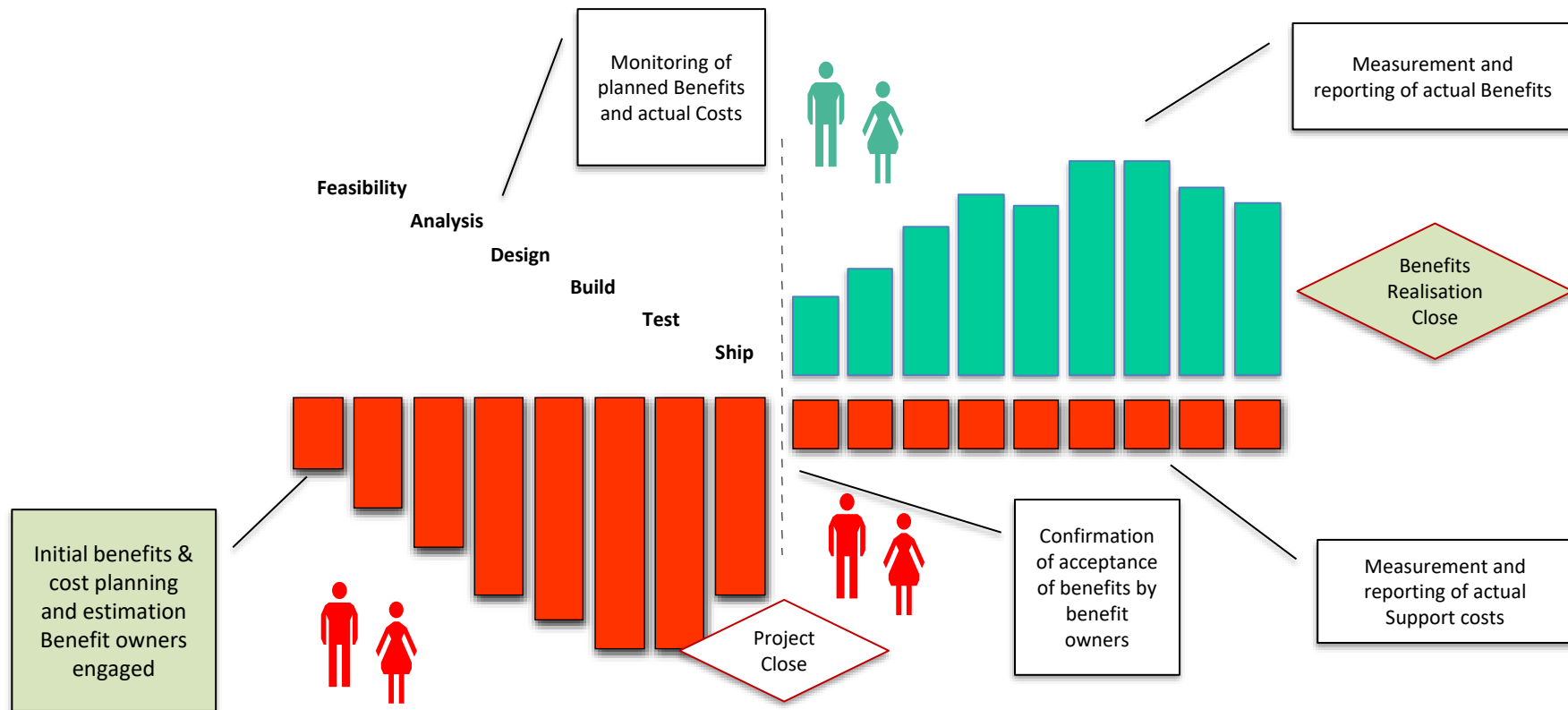
Our consultants can provide an end to end service to define, analyse, implement, roll out and then run a customised Benefits Management process for clients. This role is focussed on Benefits or Value Realisation and provides coaching in Benefits Management as well as review of the actual data to provide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



# Benefits Management Approach:

## A proven solution

- Seven Consulting's Benefits Management Approach is an integrated suite of proven processes, tools and techniques focused on simpler, more realistic and collaborative benefits planning. It also addresses improved ongoing management of benefits across the delivery phase, the post-production support phase and the benefits realisation phase of the project life-cycle.

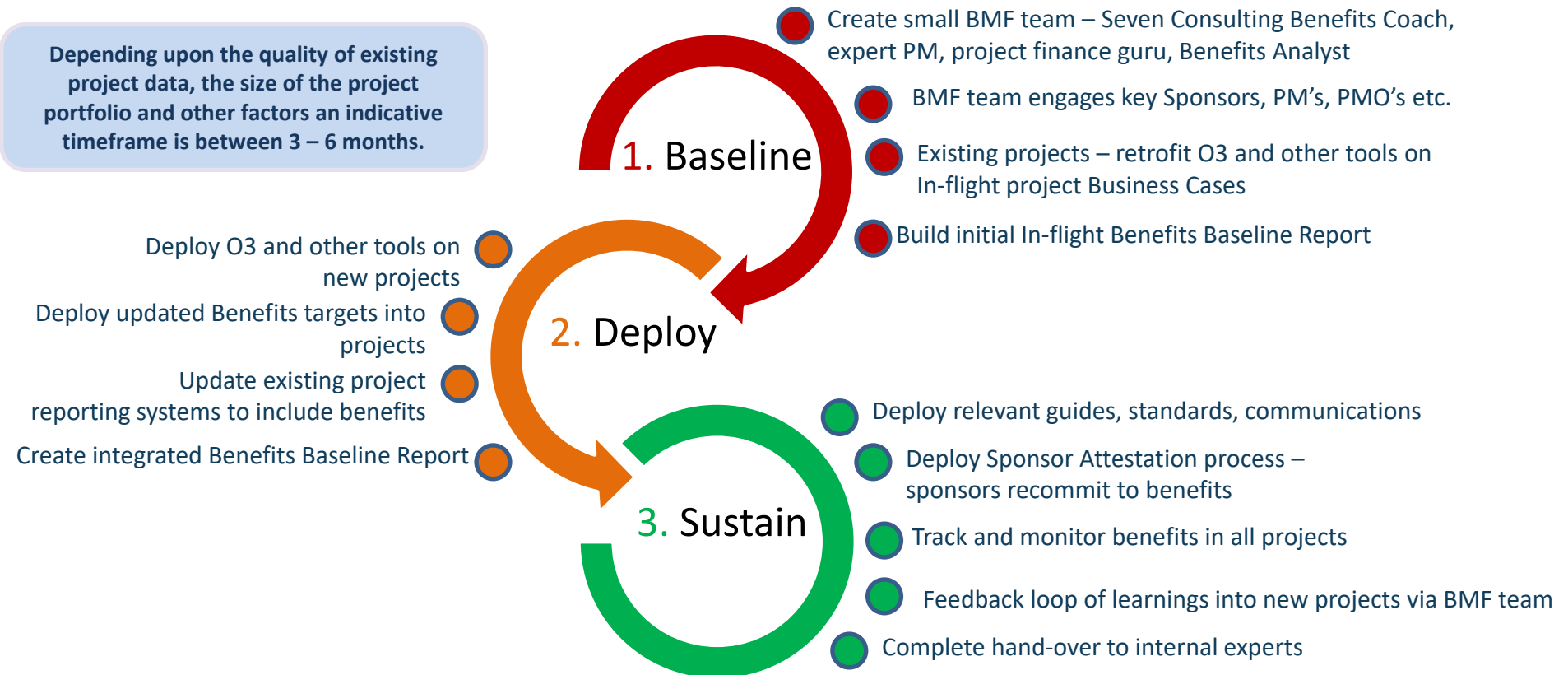


# Benefits Management Approach: Powerful, simple tools

- Seven Consulting's Benefits Management Approach is built around a set of simple, powerful and integrated tools that enhance project management processes and greatly increase the depth of analysis and modelling of project benefits. These tools include:
  - O3 (Objective, Output, Outcome) Projects produce Outputs and Outputs lead to Outcomes. Understanding the clear, direct and provable links between Outputs and Outcomes is key to benefits realisation;
  - Benefit Categories Financial and non-financial benefits are classified into a taxonomy that clarifies what specific benefits each Output and Outcome are expected to deliver;
  - Benefit Realisation Plans A simple tool that identifies what actions stakeholders (Benefit Owners) have to undertake to realise benefits and how those benefits will be measured and tracked;
  - Benefit Realisation Risk A tool that enables a structured and consistent assessment of the risks associated with the actual realisation of benefits including mitigation strategies;
  - Sponsor Attestation An essential tool that enables Sponsors to regularly review the status of their planned benefits and provide updates to governance and other relevant stakeholders;
  - Benefit Curves Different projects have different profiles for the timing and dynamics of their benefits realisation. This tool enables a more fine-tuned approach to determining the frequency of benefits tracking and when benefits realisation tracking finishes.

# Benefits Management Approach: Implementation Approach

- Seven Consulting's Benefits Management implementation approach is one of partnering, coaching, consulting and skills transfer. Seven Consulting works with this team in deploying the tools and techniques on a set of pilot projects and then work with the team to ensure a full transfer of skills and knowledge.
- Typically implementing a Benefits Management Approach involves three stages summarized in the below and on the next page:



# Portfolio Benefits Management



## *Implementing an integrated Benefits Management Framework for the Australian Catholic University*



Deputy Vice-Chancellor and C.O.O. required a full Benefits Management Framework across \$250 million project portfolio including several large building projects,



For 6 months, Seven Consulting provided the framework, associated tools and coaching to a an ACU expert – Manager Enterprise Portfolio. The team revised multiple Business Cases, created a Benefits Management reporting system and provided consulting to major projects and programs .



An integrated benefits planning, tracking and reporting system was deployed successfully across the major ACU project portfolio. Monthly reports on planned versus actual benefits were integrated into existing portfolio reporting systems. Sponsors were held responsible for realising benefits and their performance measures were adjusted to include benefits realised.

# Seven Consulting & Rob Thomsett'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 \$1 billion ATO Modernisation 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 Department 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 \$150 million AMP (UK) 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 \$1billion/pa NAB 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 Customer Experience Transformation 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.





**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.

## Our projects so far:

**2007**

Villawood Detention Centre  
(Sydney)

**2008**

South Australian Detention Centre  
(Sydney)

Seven Consulting regularly gives back to the wider community, supporting our team and their families in voluntary projects to assist those who find themselves in need of help.

**2011**

Cambodian School Build (Sydney)



**2012**

Barnardos Kingston House (Sydney)



**2013**

Youth off the Streets (Sydney)



**2015**

- Jesuit Refugee House – Blaiket (Syd)
- Hanover Crisis Centre (Melb)



**2019**

- Avalon Centre (Melbourne)
- Dignity.org.au (Sydney)
- Bahay San Jose –House with No Steps Foundation (Manila)



**2018**

- Erin's Place (Sydney)
- Concordia Childrens Services (Manila)
- Mad Women Foundation (Melb)



**2017**

- Launch Housing (Melbourne)
- Cerebral Palsy Foundation (MNL)



**2016**

Marian Villa (Sydney)



## 2020 – DONATION DRIVE

In 2020, Seven Consulting continued to acknowledge the importance of fostering a community presence. Despite the restrictions brought on by the COVID-19 pandemic, the Project 7 initiative was able to provide help to those community causes that needed it most. Although physical volunteering was no longer an option due to health concerns, Project 7 gave back to the community, by donating \$104,000 across 29 charities, enabling these organisations to create real change in the lives of those who need it most. In 2021, Project 7 will once again be providing the team at Seven the opportunity to volunteer their own time to the community.



# Seven Consulting is a proud sponsor 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 7<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 Yallop, and Elise Kellond-Knight,**) to support their post sporting careers.

## CONGRATULATIONS

**Seven Consulting looks forward to the Westfield Matildas welcoming the football world to Australia.**

Football Federation Australia together with New Zealand Football successfully brought home the bid for Australia and New Zealand to host the FIFA Women's World Cup in 2023.

We cannot wait to watch the Westfield Matildas get to play against the best teams in the world Down Under.



Tameka Yallop

Elise  
Kellond-Knight



**Australia's Best Program Delivery Company**

**Award Winning Company**

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



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