

Seven Consulting

Benefits Management Capability Overview

Australia's Best
Program Delivery Company



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 manage billions of dollars of transformation programs that range in size from <\$1m to >\$500m.

2. PMO Services



We provide PMO establishment and management, PMO analysis 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.



Commonwealth Bank

Client Since 2005



Woolworths
Australia's fresh food people

Client Since 2012



AMP

Client Since 2012



nab

Client Since 2013



MACQUARIE

Client Since 2014



Client Since 2015



Australia's Sovereign Wealth Fund

Client Since 2015



Client Since 2017



NSW
GOVERNMENT
Communities
& Justice

Client Since 2017



BNP
PARIBAS

Client Since 2018



ASX
AUSTRALIAN SECURITIES EXCHANGE

Client Since 2019



THE UNIVERSITY OF
SYDNEY

Client Since 2019



InvoCare
Innovation Vocation Care

Client Since 2020



Client Since 2020



Client Since 2021



Client Since 2021



Client Since 2022



Client Since 2022



Client Since 2022



Client Since 2022



Client Since 2022

Our clients and team are our top priority

Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
Jan-Jun 2022	99.67%	6,733
2021	99.15%	15,932
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

100% of our clients are reference sites

Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Jun'22	98.20%
Dec'21	97.92%
Jun'21	98.40%
Dec'20	97.90%
Jun'20	98.51%
Dec'19	98.30%



"Bright and solutions focused consultants, with whom it has been a pleasure to work with."



"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."



Commonwealth Bank

"Consistent high quality of project management consultants."
"All consultants are highly professional, and delivery focused."



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 strong emphasis on outcomes focuses the team and grows confidence. With a confident attitude, expert personnel and effective teams we always deliver to our client's 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.

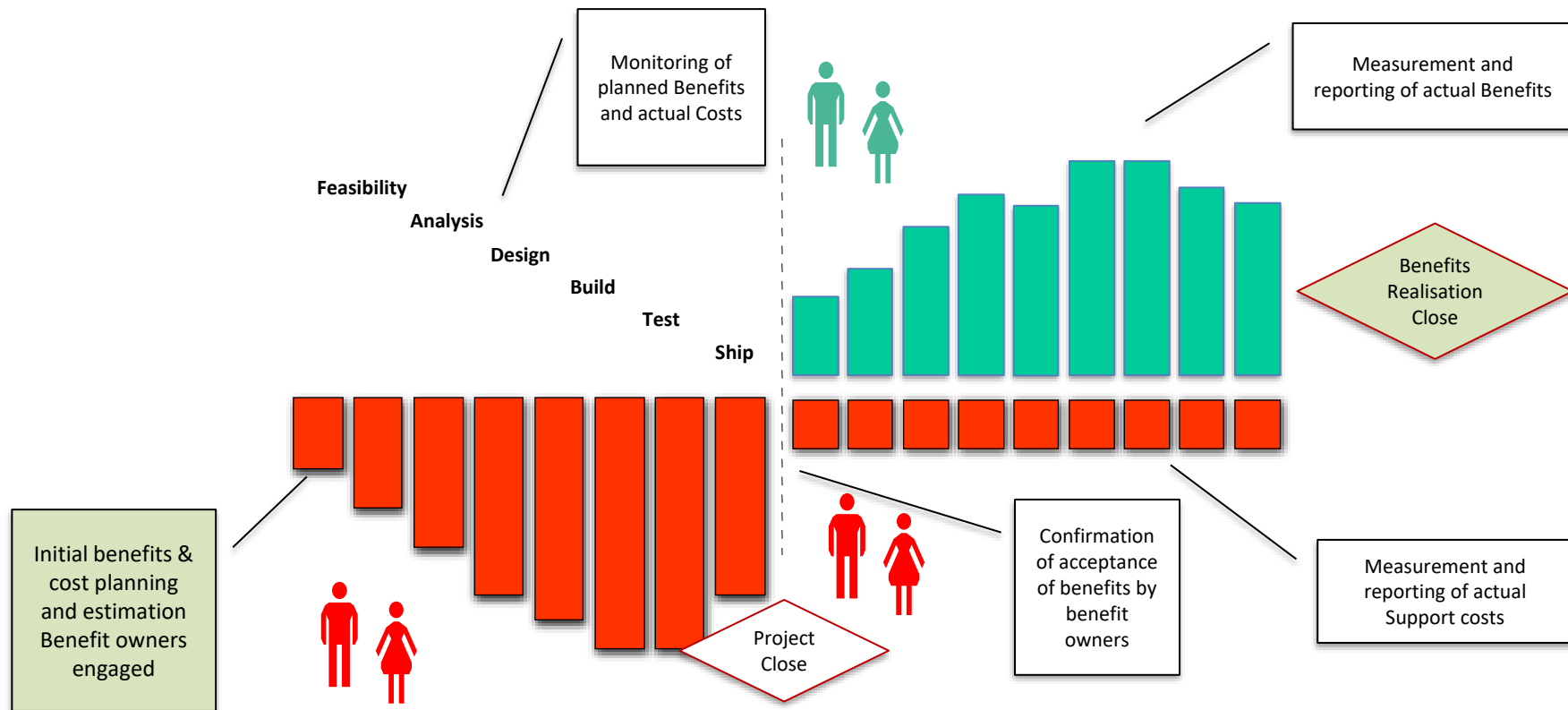
Benefits Management Lead/Coach

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.

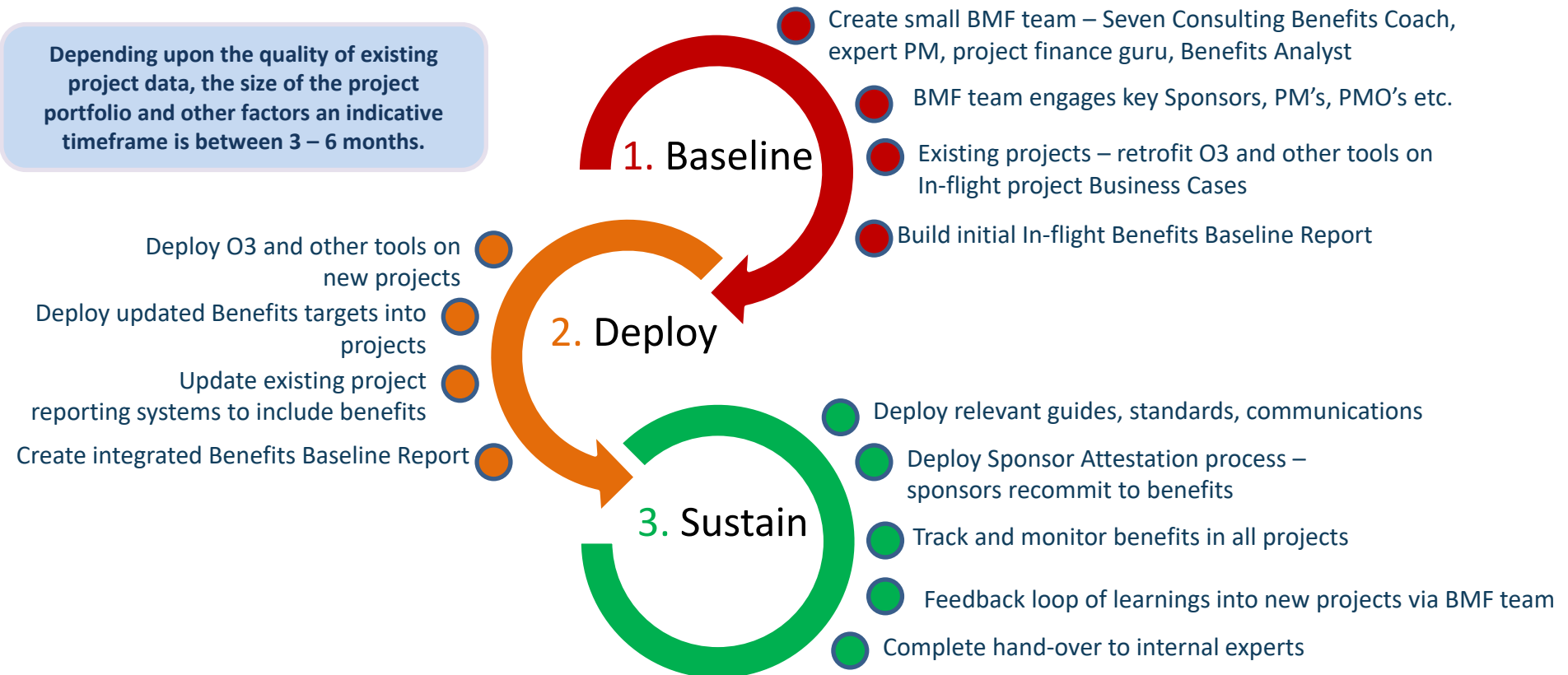


Benefits Management Approach: Powerful, simple tools

- 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 led 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

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.



2021 – Mini Project 7

In 2021, 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. Seven Consulting team members across three cities were able to participate in multiple mini projects this year to see our Project 7 commitment through.

Seven Consulting is a proud sponsor of Australia's National Football side, the CommBank Matildas and Australia's Women's Basketball team, the Seven Consulting Opals

We are extremely proud to be official sponsors of Australia's best teams. The CommBank Matildas and the Seven Consulting Opals.

We are also providing paid internships for a number of the Matildas (**Tameka Yallop**, and **Elise Kellond-Knight**), to support their post-sporting careers.

CONGRATULATIONS

Seven Consulting looks forward to both the CommBank Matildas and the Seven Consulting Opals welcoming the world to Australia.



Tameka Yallop

Elise Kellond-Knight





Australia's Best Program Delivery Company

Award Winning Company

WOOLWORTHS GROUP

Woolworths Group IT
Exceptional Services Award
Winner 2018



Seven Consulting Pty Ltd ABN 44 100 234 179

SYDNEY Level 13, 179 Elizabeth Street, Sydney, New South Wales 2000 **+61 (0)2 8267 5000**

MELBOURNE Level 5, 520 Collins Street Melbourne, Victoria 3000 **+61 (0)3 9617 8200**

MANILA Level 4 PNB Makati-Allied Bank Centre, 6754 Ayala Ave, Cor. Legazpi Street, Makati City, Philippines

www.sevenconsulting.com