



Australia's Best  
Program Delivery Company

*Partnering to deliver the change needed for a better future*

# Introduction to Seven Consulting



TEAMWORK • TRANSPARENCY • DELIVERY

# Seven Consulting - Services



## 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.



## PMO Services

We provide PMO establishment and management, PMO analysis and scheduling services, and tools for some of the largest organisations in Australia. This can range from scheduling services, to running the PMO for \$1.5bn programs, to ePMO management.

**All of our clients are reference sites**

# Seven Consulting – Products & Services



## Change Management Services

We provide program change management, adding value from the start of an initiative through to realising benefits. We also support the integration of change management at an enterprise level to improve portfolio performance.



## Delivery Consulting

We provide delivery capability uplift, sponsor and project manager training, portfolio and program reviews to assist our clients improve their program delivery. We have successfully provided these services to over 50 clients.



## Delivery Tools

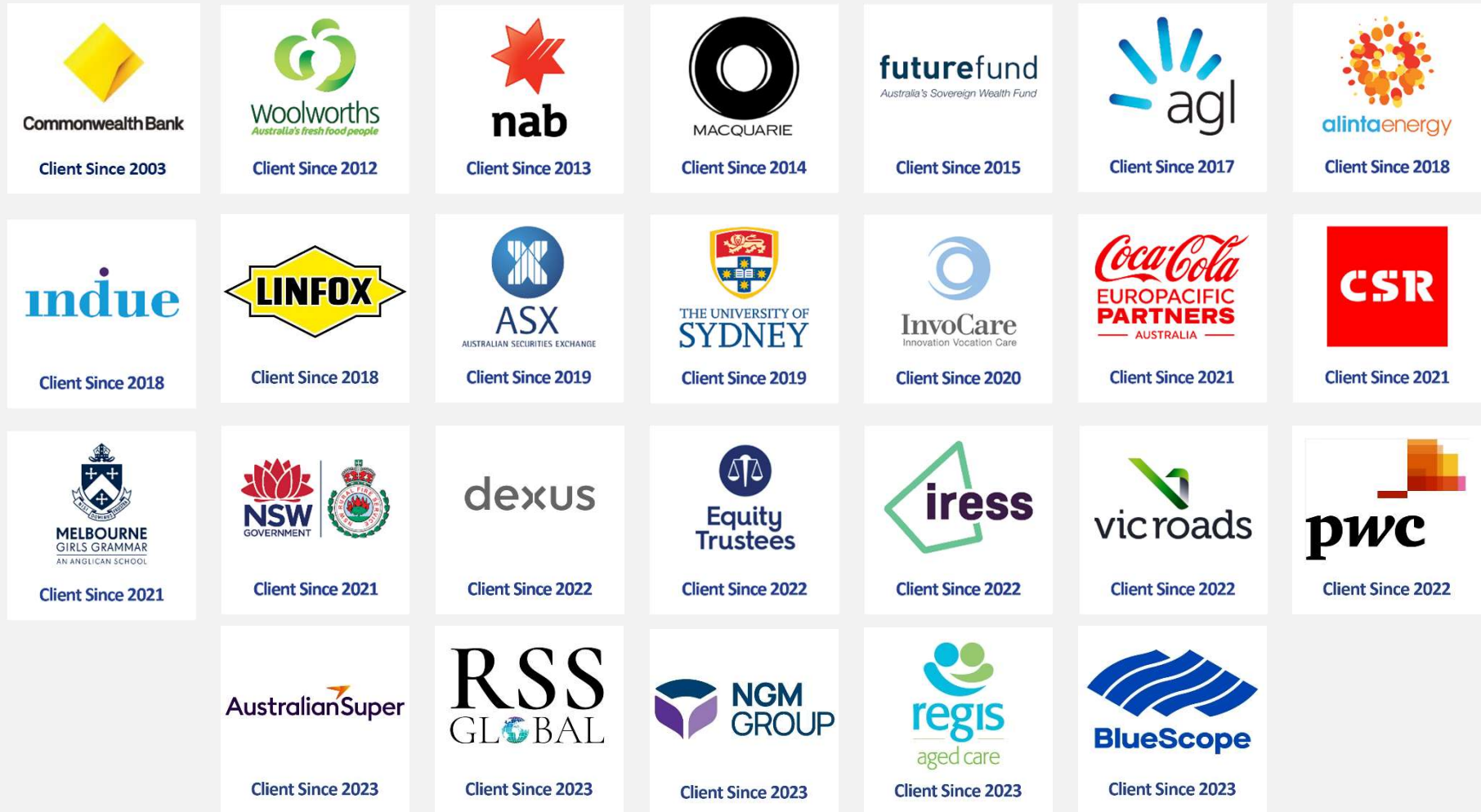
Seven Consulting has designed and developed world leading tools to assist our clients optimise their portfolio, design their delivery approach and provide deep weekly delivery insights. These tools are used successfully on over \$5bn of Programs annually.

**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 team are our top priority

## Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
<b>2023</b>	<b>99.50%</b>	<b>11,223</b>
2022	99.20%	13,191
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

100% of our clients are reference sites

## Team Satisfaction Survey Results

Survey Date	Satisfaction rating
<b>Dec'23</b>	<b>95.32%</b>
Jun'23	97.66%
Dec'22	97.82%
Jun'22	98.20%
Dec'21	97.92%
Jun'21	98.40%



"The team from Seven has integrated effectively with IVC and shows they understand the business."



"Strong program delivery capability with the flexibility to scale up and down quickly to meet program and business needs. Look to continue to bring the best of the Seven ecosystem to clients to demonstrate the value-add."



"Seven is one of the most prestigious consultancies in Australia and most of the Seven Consultants I have come across at my current and previous organisation prove that."



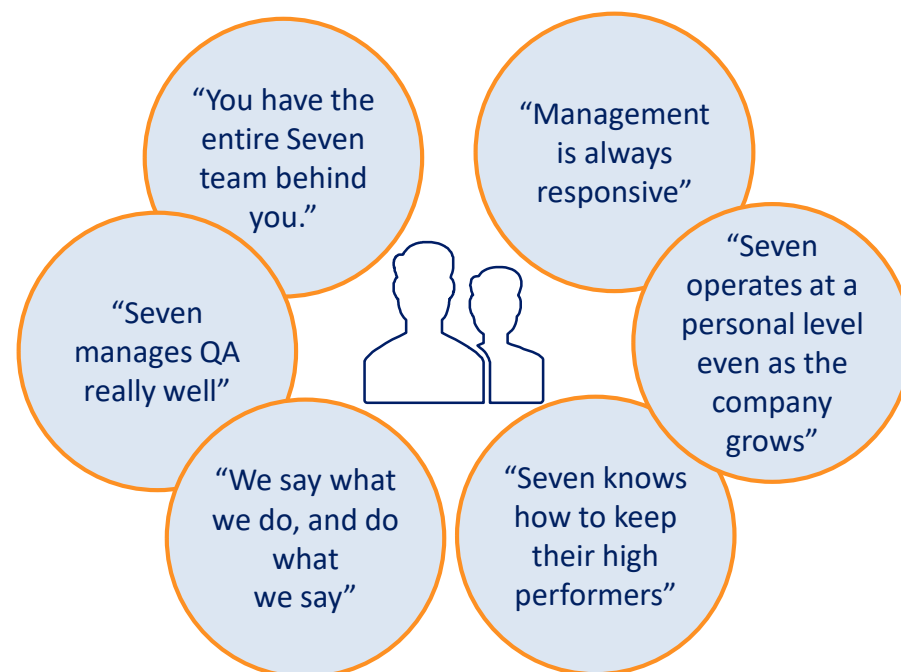
"Good people and a focus on support from the central organisation when required."



"Very happy with the level of organisation and governance the Seven project/program managers bring to our more complex initiatives."



"Every Seven consulting person I have ever worked with has been very good at what they do."

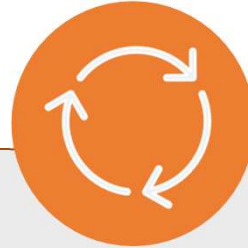


# How do we get to 98+% customer satisfaction?



## People

- Over 95% permanent workforce, tested extensively through a robust recruitment process.
- High employee engagement.
- Hands on owners that have delivered major programs.
- Training allowances and internal learning sessions.
- Comprehensive mentoring.
- 95% SAFe® qualified and internal trainers.



## Process

- Regular structured quality assurance of all assignments.
- Weekly review of all assignments' status.
- Industry leading Customer Satisfaction and NPS management.
- Bench support available at no cost to client.
- Holidays and illness cover for clients.



## Tools

- Dedicated project tools team.
- Program Delivery approach designed with Pathfinder.
- Delivery approach risks defined with Pathfinder.
- Schedule integrity measured with Healthcheck tool.
- Project reporting with dashboards and scorecards.
- Portfolio optimisation tool.

**All our clients are reference sites.**

# 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.



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## Case Studies



TEAMWORK • TRANSPARENCY • DELIVERY



# 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 delivered 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 principles as well as perform the 2IC role for the General Manager Transformation.



Seven Consulting provided Tribe Services capability to deliver core Lean Agile Portfolio Management 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 1<sup>st</sup> July 2018 deadline

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

## ePMO As a Service

indue

*Providing ePMO functions through “as a Service” model*



Indue established an ePMO in 2019 and implemented a centralised tool (PWA) in late 2021 with the aim of providing reliable reporting to their stakeholders. However, by 2023 they were still not achieving the value and visibility they needed across the circa 150 projects in their portfolio.



Seven Consulting were engaged to uplift and standardize Indue’s ePMO so that it can be delivered “as a service”. The ePMO was revamped as a Centre of Excellence, providing delivery governance support to Executives and an independent repeatable single source of truth for delivery and enterprise



reporting. The Seven team improved the integrity of the data and processes to facilitate more reliable reporting and transparency. Within 6 months, Indue found the ePMO services to be seamless and significantly improved the satisfaction of users (Executives, Project Managers and Resource Managers). Indue then engaged Seven Consulting to continue run the ePMO “as a Service”.

# 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 who were 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. Customers love 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 had concerns with project time delays, cost overruns and benefits management. They were keen to uplift their project delivery including accelerating their initiation phase and ensuring that projects were set up for success.



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 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*



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 MLC Life 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 outstanding 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.



The program 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.

# Major Program Assurance Framework



Finance,  
Services &  
Innovation

*Strengthening governance to improve major program investment outcomes*



The Department of Finance, Services & Innovation (DFSI) was tasked by the NSW Government to implement the ICT Assurance Framework (IAF). The aim of the IAF 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 Group – Superpartners Integration



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



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 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 Group (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 Group IPO.

# Seven Pathfinder implementation

OPTUS

*As part of a broader ePMO Setup engagement, we implemented the **Pathfinder Tool** to kick off projects **the right way***



While Optus had transformed most of their projects' delivery to an agile way of working, there are still some key projects that need to be delivered in a traditional or hybrid manner. The problem was: how can we objectively decide the **right delivery** approach and the areas we need to **focus** on?



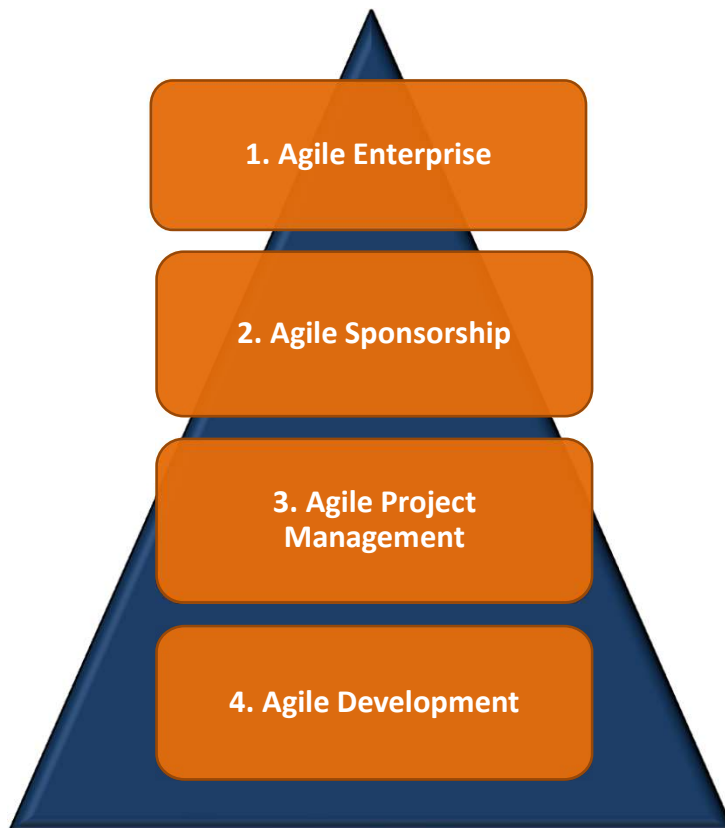
Seven Consulting, using their extensive expertise in agile and traditional project delivery methods, implemented the **Pathfinder** tool to ascertain the right delivery approach that considers the **organisational** and **project characteristics** to design the delivery approach and kick off the project **with confidence**.



Optus ePMO uses the **Pathfinder** tool to recommend the optimised delivery approach, define the initial set of risks and appropriate mitigations, outline the required deliverables, and produce a skeleton schedule with streams and dependencies to build a proper timeline. This is to **maximise** the opportunity for **success**.

# The Integrated Agile Enterprise Framework

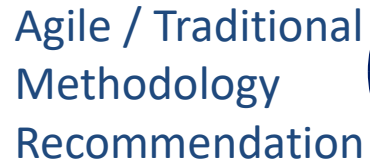
- Seven Consulting's Agile Project Enterprise Framework outlined below is a proven framework of integrated processes, tools and techniques focused on simpler, faster delivery & improved ongoing support of the delivered change.
- The key focus is the integration of speed of decision-making, planning and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



SEVEN  
CONSULTING



Recommends  
Delivery  
Components

## Best Operating Principles Recommendation

# Agile Dashboard



## Defects Tracking

## Cost Tracking

## Delivery Tracking

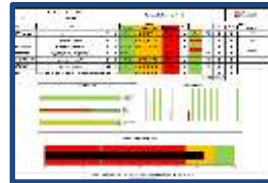
21 | COPYRIGHT – SEVEN CONSULTING 2023 – ALL RIGHTS RESERVED

# Traditional Program Delivery Tools

Health Check Score

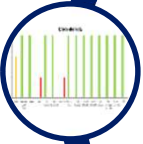


## Health Check Tool



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



## Schedule Predictor



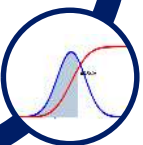
Project Confidence Level



Critical Path Analysis



Cumulative Probability

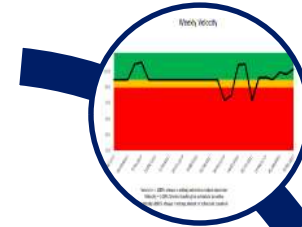


The Schedule Predictor Tool uses advanced algorithms to evaluate the precision of project forecast date and PM expectation finish date according to their actual performance. It provides a prediction trend line to suggest improvement areas.

## Dashboard



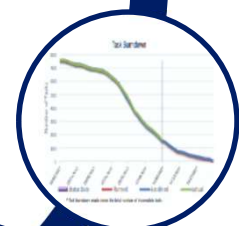
Weekly Velocity



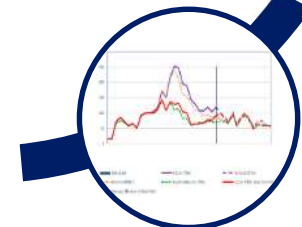
Earned Value



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.

# Improve Project Success Rates with Pathfinder

1. Follow a consistent approach to customise and optimise project delivery based each project's and organisation's key characteristics.
2. Reduce the level of project management oversights or omissions.
3. Identify delivery approach risks and mitigants.
4. Create a draft schedule in MS project or JIRA with streams, phases, deliverables, tasks and dependencies.
5. Enable better project outcomes.
6. All in 30 minutes or less.



Visit us for more information:

<https://www.sevenconsulting.com/project-pathfinder/>

# Portfolio Optimisation Tool

## Our Portfolio Optimisation Tool

can be used to prioritise projects, calculate changes to capacity and reshape your project portfolio working within configurable constraints like budget, resourcing, environments and SMEs.

Our tool can also produce graphs of projects according to their business priority versus their deliverability. These graphs can be very helpful in visualising the data and promoting the key discussions on projects within your portfolio.

## Portfolio Optimisation Tool



## 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 (Sydney)  
• Hanover Crisis Centre (Melbourne)



## 2020 – DONATION DRIVE



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.

**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)  
• M.A.D. Woman Foundation (Melbourne)



**2017**  
• Launch Housing (Melbourne)  
• Cerebral Palsy Foundation (MNL)



**2016**  
Marian Villa (Sydney)



## 2021 – Mini Project 7

In 2021, Seven Consulting continued to acknowledge the importance of fostering a community presence. Seven Consulting team members across three cities were able to participate in multiple mini projects this year to see our Project 7 commitment through.



## 2022 – Mini Project 7

• M.A.D. Woman (Melbourne) *The pencil case challenge*  
• Bahay ni Maria and Tahanan ng Pagmamahal (Manila)



## 2023 – Mini Project 7 Sydney & Melbourne

• Clean Up Australia  
• HeartKids  
• M.A.D. Woman  
**Sydney**  
• Balmoral Burn  
• Monika's Rescue  
• Pocket City Farms  
**Manila**  
• Solar Hope  
• JCI Batangas Caballero





## SEVEN CONSULTING DELIVERY SUMMIT



The purpose of the Seven Consulting annual Delivery Summit is to share our clients' best practice in program and project delivery. It also serves as a celebration of success and a thank you, training and networking opportunity for our clients and their selected delivery leads.

### Some of the Delivery Summit Speakers include:

**Richard Heeley**, CIO – Head of Technology, Macquarie BFS; **Jacqui Visch**, Chief Technology and Data Officer, AMP; **Tanya Graham** Alinta Energy – Chief Transformation Officer; **Bob Hennessy** Lendlease Group CIO; **Malcolm Pascoe** Former SAI Global, Sydney Trains – CIO; **Owen Eaton**, Business Transformation & Strategy Executive, NAB; **Bob McKinnon**, Co-Founder & Director, Mirin Digital; **Mel Parks**, Chief Transformation Officer, QBE; **Clive Dickens**, VP Product Development, TV and Content, OPTUS; **Dr. Catriona Wallace**, CEO, Ethical AI Advisory; **Mirella Robinson**, CITO – Chief Information; Technology Officer, CBUS; **Nicole Pelchen**, Chief Technology Officer, Link Group; **Seth Holmes**, Chief Transformation, Government Relations & Corporate Services, VicRoads; **Sarah Rees-Williams**, Executive Director, Macquarie Bank; **Nikki Watts**, Division Director, Macquarie Group; **Abdullah Khan**, Former Director, Group Technology, AMP

The 2023 Seven Consulting Delivery Summit received an **NPS of 73**.

### Some of our Delivery Summit Supporting Organisations



Visit us for more information:

[www.sevenconsulting.com/seven-consulting-delivery-summit](http://www.sevenconsulting.com/seven-consulting-delivery-summit)



Following on from being the first dedicated sponsor of the Matildas we continue our support of world-class Australian women's teams with the Seven Consulting Opals, currently ranked No.3 in the world and world bronze medal winners.

We are extremely proud to be official sponsors of the Australian Women's National Basketball team, the Seven Consulting Opals.



Seven Consulting is a proud sponsor of the Australian Women's National Basketball team, the Seven Consulting Opals



is a proud sponsor of the





**Australia's Best Program Delivery Company**

*Partnering to deliver the change needed for a better future*

### **Award Winning Company**



Woolworths Group IT  
Exceptional Services Award

**Winner 2018**



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[www.sevenconsulting.com](http://www.sevenconsulting.com)