



Australia's Best
Program Delivery Company

Peak Results, Delivered Together

Introduction to Seven Consulting



Seven Consulting proudly supports the world-class Australian women's team, the Seven Consulting Opals, currently ranked No. 2 globally, bronze medal winners in both the FIBA Women's World Cup, and in the Paris 2024 Olympics. We also sponsor the Financy Women's Index, promoting gender financial equality in Australia.

Financy
Women's
Index

TEAMWORK • TRANSPARENCY • DELIVERY



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, 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



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, and portfolio and program reviews to assist our clients improve their program delivery. We have successfully provided these services to over 60 clients.



Delivery Tools

Seven Consulting has developed world-leading tools to assist our clients in; portfolio optimisation, delivery approach design and weekly insights into their delivery. 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
2024	99.45%	11,668
2023	99.50%	11,223
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

100% of our clients are reference sites

Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Oct'24	97.56%
Apr'24	97.41%
Dec'23	95.32%
Jun'23	97.66%
Dec'22	97.82%
Jun'22	98.20%
Dec'21	97.92%



"The team from Seven has integrated effectively with IVC and show 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 90%+ 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



Seven Consulting proudly supports the world-class Australian women's team, the Seven Consulting Opals, currently ranked No. 2 globally, bronze medal winners in both the FIBA Women's World Cup, and in the Paris 2024 Olympics. We also sponsor the Financy Women's Index, promoting gender financial equality in Australia.

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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 was also required to renew a large proportion of the existing IT infrastructure.



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



Seven Consulting successfully provided program leadership and structure ensuring:

- Delivery of the dependent IT infrastructure components ahead of committed software deployment deadlines
- The modernisation of the Point of Sale and Back Office functions within each store, achieving significant efficiencies and providing a foundational platform for new applications and internet-based initiatives
- Compliance with the Country of Origin Labelling (COOL) regulatory requirements by the 1st 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 its stakeholders. However, by 2023 they were still not achieving the value and visibility they needed across approximately 150 projects in their portfolio.



Seven Consulting was engaged to uplift and standardize Indue’s ePMO so that it could 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 running 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 which was still relying on 1970s-based platforms.



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



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. Meanwhile, staff benefit from streamlined processes for launching new products and faster issue resolution on the front line.

Project Capability Uplift

WOOLWORTHS GROUP

Delivery Capability Uplift at Woolworths Group



Woolworths IT had concerns about 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 project management community and drive ongoing improvements. Customer and staff satisfaction has increased significantly quarter on quarter.

***Awarded Woolworths IT Supplier of the Year 2018**

Digital Transformation

(Service Delivery Reform Program)



End-to-end Change Management starting with the digital uplift pilot for online transactions



VicRoads was preparing for a \$21.5M transformation of their service offering, whereby the organisation was optimising existing online transactions and developing new transactions on their website as an improved digital service offering. The goal was to increase customer completion of transactions online, with a focus on developing staff to proactively redirect customers to self-serve online.



Our Senior Change Manager undertook a review of the metrics to understand how this change would help VicRoads realise the intended benefits. A Change Impact Assessment was completed to identify the appropriate interventions needed in an Engagement Plan that would uplift staff capability and encourage behaviour change in the Centres. Diverse support materials were created and used by Centre staff, and a digital change champions network was successfully established. Performance and service measures were put in place to track the effectiveness of the Change Management interventions, demonstrating that the change interventions produced the desired outcomes.



VicRoads Operations has incorporated the Change Management strategies we implemented into business-as-usual (BAU) processes including new structures for communicating and engaging staff, new methods of training staff, and a greater understanding of managing change resistance.



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 and employee communications, procurement transitioning, delivery assurance and project scheduling.



Seven's team contributed to the completion of several conditions precedent, namely: the completion of the SFT by 30 June 2016; ensuring all key personnel and workforce offers for MLC Life were in place on Day 1; and ensuring operational readiness activities were completed and assured by Day 1. This resulted in the program meeting all required conditions precedent and contractual obligation, allowing the sale of MLC Life to Nippon Life to be completed on Day 1 as planned. Furthermore, all required activities to meet Day 2 requirements were completed, enabling the program to conclude as planned.

Netbank



Changing the Online Customer Experience at Australia's Largest Bank



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



Seven Consulting team led this major Netbank replacement program from initiation 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 under 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 the 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 and 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 was 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 of 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 that 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, 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 was able to receive regular, standardised reports from all major NSW Government ICT programs, enabling them to receive early warnings of emerging issues and act ahead of time to prevent their 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, needed to integrate the two businesses and migrate all of Superpartners' client data onto Link Group's 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 in 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 was 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 timeframe, 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 were still some key projects that needed to be delivered in a traditional or hybrid manner. The problem was: how could we objectively decide the right delivery approach and the areas that needed focus?



Seven Consulting, using their extensive expertise in Agile and Traditional project delivery methods, implemented the **Pathfinder** tool to ascertain the right delivery approach - one that considers both organisational and project characteristics - to design the delivery strategy and kick off the project with confidence.



Optus ePMO uses the **Pathfinder** tool to recommend the optimal 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 establish a proper timeline. This maximises the opportunity for success.

Best Operating Principles Recommendation



UPDATE RECOMMENDATIONS NOW			
<p>Scrum Consulting recommends that your project should adopt</p> <p>TRADITIONAL PROJECT MGMT</p> <p>with the following delivery components produced</p>			
Delivery Phase	Delivery Component	Recommendation	
Initiate	Project Vision	Recommended	
	Business Case	Recommended	
	Estimated Cost	Recommended	
	Executive Brief	Recommended	
	Project Terms and Stakeholder Contact List	Recommended	
Initiate	Project Management Plan	Recommended	
	Project Scope	Recommended	
	Project Risk Assessment	Recommended	
	Project Risk Register	Recommended	
Plan	Project Charter	Recommended	
	Project Management Plan	Recommended	
	Organizational Project Structure	Recommended	
	Resource Management Plan	Recommended	
	Communication Management Plan	Recommended	
Implement	Implementing the Resource Report	Recommended	
	Resource Plan	Recommended	
	Issue Management	Recommended	
	Implement Tracking Register	Recommended	
	Implement Project Schedule	Recommended	
Monitor	Implementing the Risk Check and Approval	Recommended	
	Implementing the Change Control	Recommended	
	Implementing the Project Schedule	Recommended	
	Implementing the Project Schedule	Recommended	
	Implementing the Project Schedule	Recommended	
Close	Project Close Report	Recommended	
	Project Close Report	Recommended	
	Project Close Report	Recommended	
	Project Close Report	Recommended	
	Project Close Report	Recommended	

The Agile Dashboard combines multiple 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.

Tully and the team

Home About Contact Team

Home

The Tully and the team is a group of people who are passionate about their work. They are dedicated to providing the best possible service to their clients. They are also committed to staying up-to-date on the latest trends in their industry. This dedication is what sets them apart from the competition.

About

The Tully and the team was founded in 2010. Since then, they have grown into a successful business. They have a strong reputation for their quality work and their customer service. They are proud to be a part of the community and to support local businesses.

Contact

Name	Phone	Email
John Doe	123-456-7890	john.doe@tullyandtheteam.com
Jane Smith	987-654-3210	jane.smith@tullyandtheteam.com
Bob Johnson	555-111-2222	bob.johnson@tullyandtheteam.com

Team

- John Doe
- Jane Smith
- Bob Johnson
- Alice Brown
- Charlie Davis
- Eve White
- Frank Black
- Grace Green
- Henry Blue
- Ivy Red
- Jack Purple
- Karen Yellow
- Leo Orange
- Mia Silver
- Noah Gold
- Olivia Bronze
- Peter Platinum
- Quinn Diamond
- Rachel Ruby
- Sam Sapphire
- Tina Emerald
- Victor Amethyst
- Wendy Garnet
- Xavier Topaz
- Yara Opal
- Zoe Pearl

Gallery

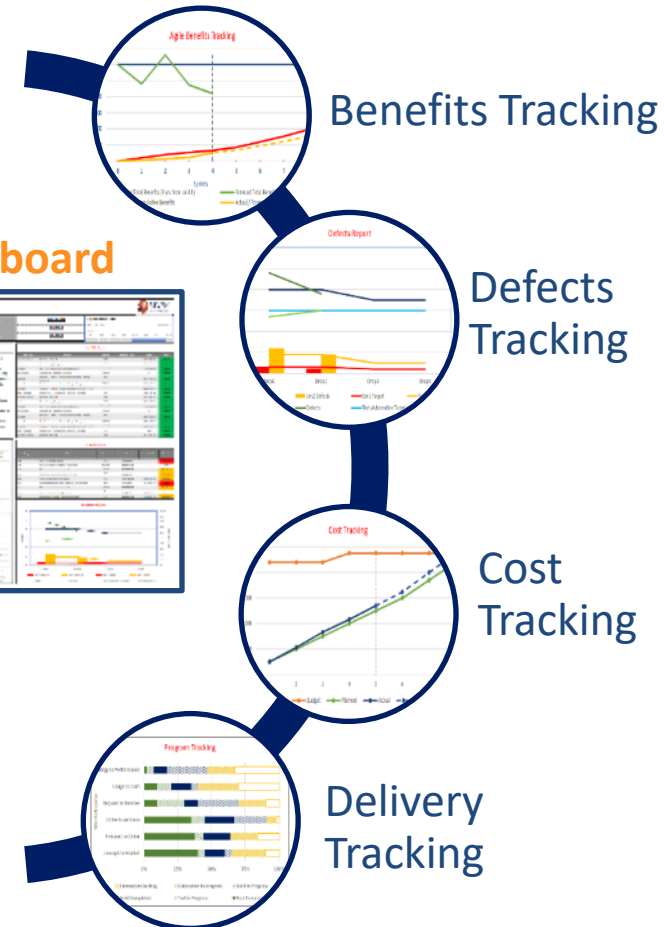
A collection of images showing the Tully and the team in action. The images include photos of the team members, their work environment, and their completed projects.

Blog

A list of blog posts written by the Tully and the team. The posts cover a variety of topics related to their industry, including industry news, tips and tricks, and company updates.

Footer

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Traditional Program Delivery Tools

Health Check Score

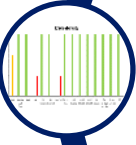


HealthCheck Tool

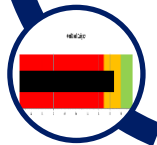


The Schedule HealthCheck Tool is designed to evaluate the quality, integrity and currency of a project schedule and recommend improvement areas.

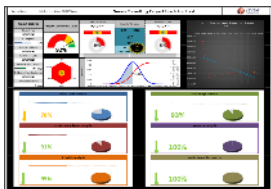
Schedule Maturity



Overall Schedule Quality Score



Schedule Predictor



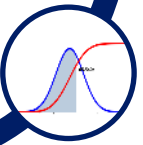
Project Confidence Level



Critical Path Analysis



Cumulative Probability

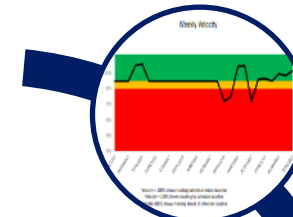


The Schedule Predictor Tool uses advanced algorithms to evaluate the precision of a project forecast date and the Project Manager's expected finish date based on actual performance. It provides a prediction trend line to recommend improvement areas.

Dashboard



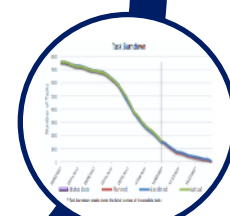
Weekly Velocity



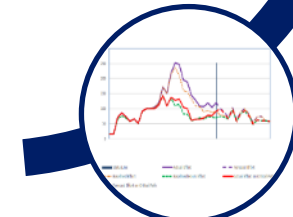
Earned Value



Task burndown



Effort Tracking



The Schedule Dashboard combines multiple reports to provide a 'Dashboard', or snapshot of Agile projects progress. These include Weekly Velocity, Earned Value, Task Burn-down and Effort Tracking.

Improve Project Success Rates with Pathfinder

1. Follow a consistent approach to customising and optimising project delivery based on 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 while working within configurable constraints like budget, resourcing, environments, and SMEs.

Our tool can also produce graphs displaying projects based on their business priority versus deliverability. These graphs are highly useful for visualising data and facilitating key discussions about projects within your portfolio.

Portfolio Optimisation Tool



Our projects so far:

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.

2007

Villawood Detention Centre (Sydney)

2008

South Australian Detention Centre (Sydney)

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 throughout the year to fulfill our Project 7 commitment.

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



2024

Sydney

- Northern Beaches Women's Shelter

Melbourne

- Community Housing Limited

Manila

- Habitat for Humanity Philippines
- Tanging Yaman Foundation Inc.





SEVEN CONSULTING DELIVERY SUMMIT



The purpose of the Seven Consulting annual Delivery Summit is to share our clients' best practices in program and project delivery. It also serves as a celebration of success, a thank you, a training session, and a 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; **Alastair Symington**, Group CEO and Managing Director, Blackmores Group; **John Hunt**, CIO & Director of Group Enablement, Woolworths Group; **Elise Kellond-Knight**, Former Matilda (115 Caps) Football Australia & PMO Consultant, Seven Consulting; **Hugh Harley**, Professor of Practice (Global Economy), University of Sydney; **Jennifer Dean**, Chair of Basketball NSW & former EGM Strategic Partnerships at Future Super; **Bianca Hartge-Hazelman**, Founder and CEO, Financy; **Joshua Torrens**, Director Logistics and Equipment, NSW Rural Fire Service; **Kyla Tustin**, Founder, Executive Coach & Program Creator, The Greate Group; **James Madigan**, CIO, a2 Milk Company; **Kimberlea Dudley**, Head of Quality, Indue; **Tony Morris**, Partner, Ashurst Risk Advisory

The 2024 Seven Consulting Delivery Summit received an **NPS of 74**.

Our Delivery Summit Supporting Organisations



Visit us for more information:

www.sevenconsulting.com/seven-consulting-delivery-summit



Following on from being the first dedicated sponsor of the Matildas, we continue to support world-class Australian women's teams with the Seven Consulting Opals, currently ranked No.2 in the world and Olympics 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 naming rights partner of the Australian Women's National Basketball team, the Seven Consulting Opals.





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www.sevenconsulting.com