



Australia's Best  
Program Delivery Company

*Peak Results, Delivered Together*

# Seven Consulting Benefits Management Capability Overview



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."



"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."



"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."



# 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.



*“I am unconvinced of the value my bank gets from its 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, 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. The approach, tools and artefacts for 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.

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, Prince2, 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.

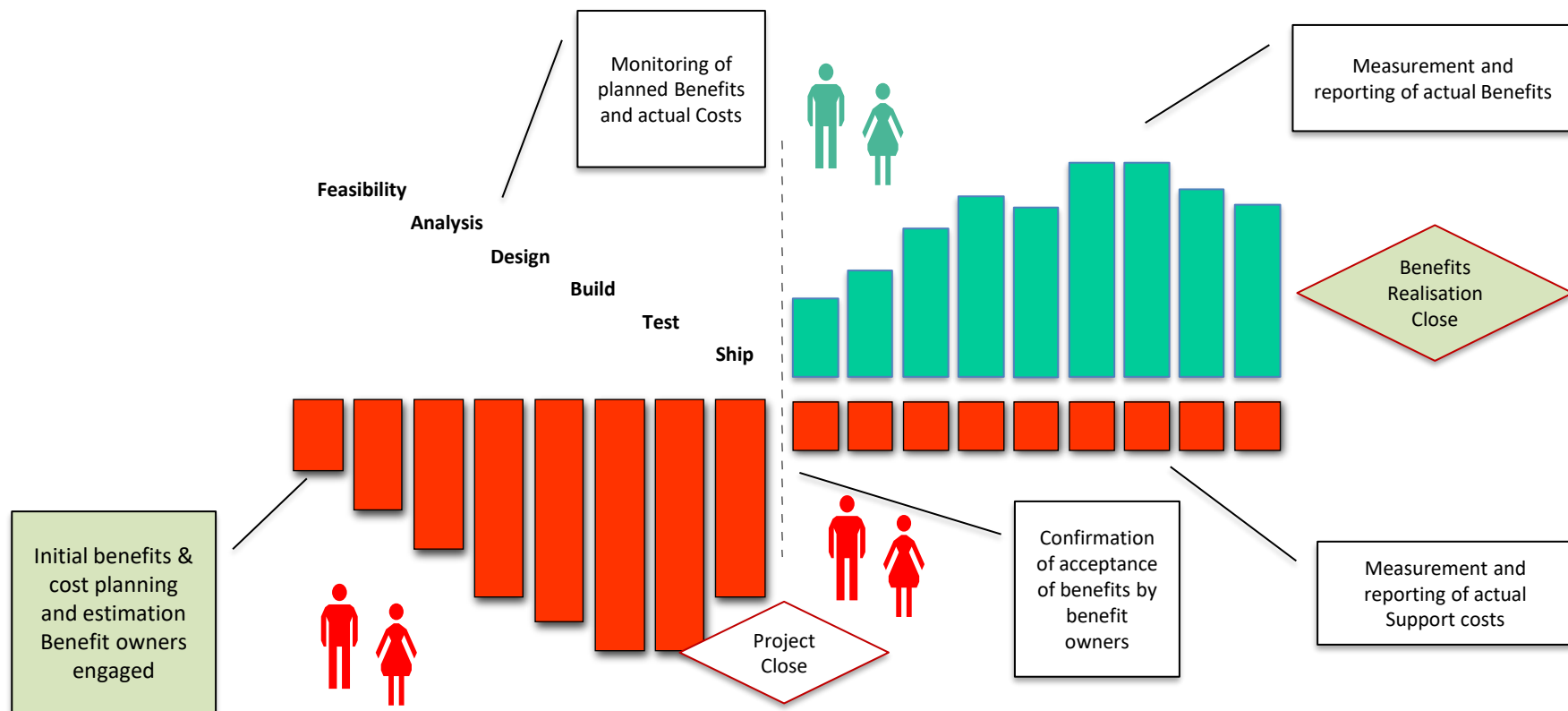
### Benefits Management Lead/Coach

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

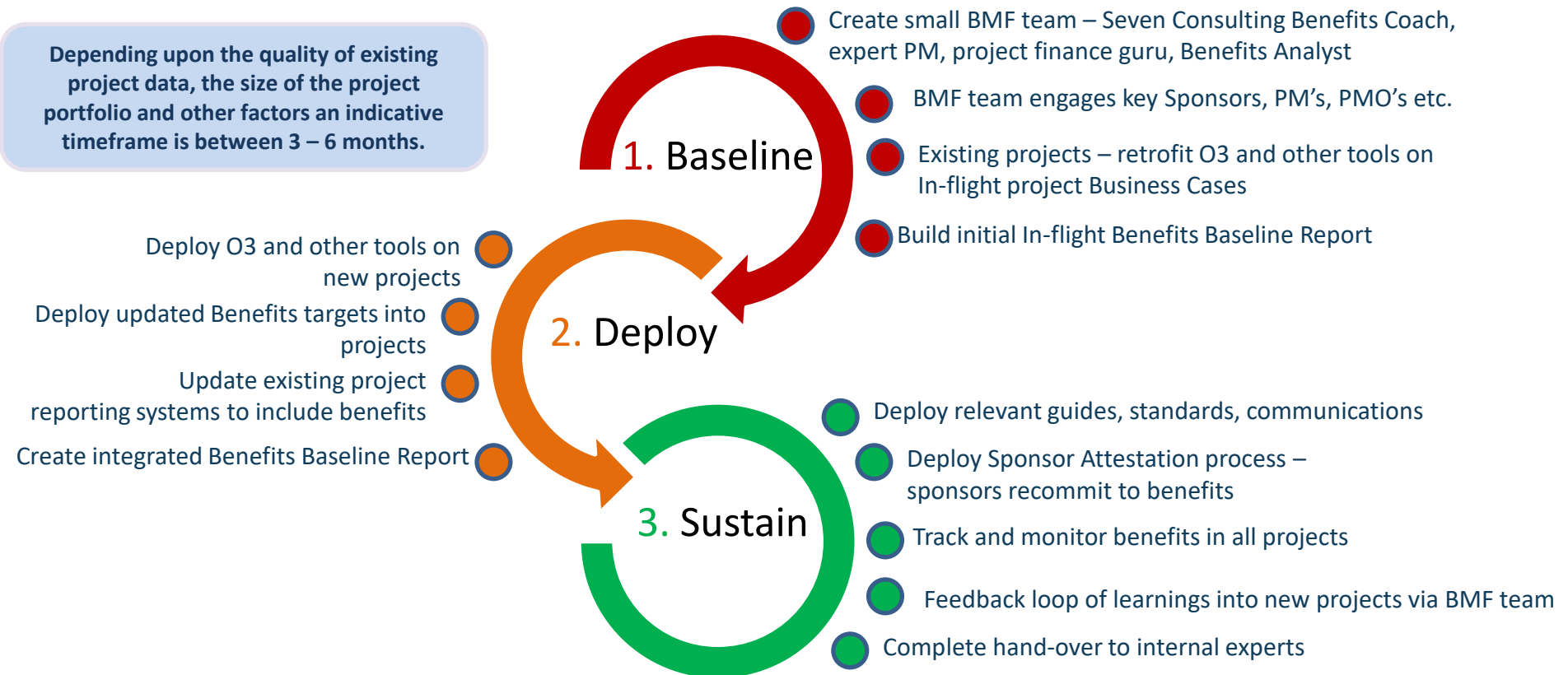


# Benefits Management Approach: Powerful, simple tools

- 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) must 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 summarised in the diagram 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.

# 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/>



## 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 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](http://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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