



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
Jan-Jun 2025	98.69%	5487
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

100% of our clients are reference sites



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



"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."



Equity Trustees

"We have been very impressed with the capability of consultants from Seven Consulting and this has significantly uplifted our project management maturity, discipline, capability and delivery across the organisation."

Team Satisfaction Survey Results

Survey Date	Satisfaction rating
Apr'25	98.60%
Oct'24	97.56%
Apr'24	97.41%
Dec'23	95.32%
Jun'23	97.66%
Dec'22	97.82%
Jun'22	98.20%

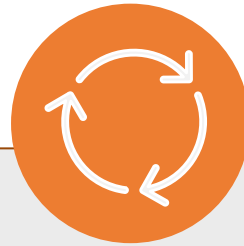


How do we get to 98+% customer satisfaction?



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



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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**

Change Management for Data Migration Program



CommonwealthBank

Driving business and change readiness for CBA's largest data migration, replatforming Omnia to AWS Cloud



Commonwealth Bank of Australia (CBA) initiated the largest data migration in its history — and in the southern hemisphere — moving over 55 petabytes of data and 60,000+ pipelines from on-premise infrastructure to the AWS Cloud. This foundational shift was essential to support the bank's AI strategy and improve the speed and quality of data-driven decision-making. The program had widespread impact across data teams in all business units, including Retail, Business Banking, Risk, and Financial Services. A phased approach, with several smaller early releases, helped establish trust and momentum with stakeholders ahead of the major migration activities.



Seven's Change Manager led the Organisational Change Management (OCM) stream, partnering with CBA's internal change team to ensure business readiness across all impacted business units. The team delivered a comprehensive change strategy including stakeholder analysis, impact assessments, communication and engagement plans, and facilitated business unit-specific readiness sessions, leadership engagement, and tech domain all-hands forums.



The structured change approach helped build trust, align business units, and secure business unit sign-off for the migration. Regular pulse checks showed significant improvement in stakeholder awareness of the program's objectives, impacts, and post-migration support. This foundation contributed to a smooth transition and enabled CBA to accelerate its data and AI strategy.



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.

Fleet Production Capability Uplift



Delivery Capability Uplift at NSW Rural Fire Service



The NSW RFS aimed to implement a significant step change in their production management capabilities to achieve a 150% increase in their throughput. There were concerns with inefficient processes, time delays, cost overruns and lack of visibility across the Fleet Enhancement Portfolio which consisted of three main programs with a combined budget of \$1.04B across 10 years.



Seven Consulting established a high-impact PMO, designed and implemented an optimal governance framework tailored to the RFS culture and program's environment, devised and administered an E2E program management methodology and worked with all critical stakeholders to create a comprehensive rolling three-year plan aligned with RFS strategic objectives. As part of E2E methodology, Seven introduced a bottom-up risk-based approach to vendor selection and management to efficiently manage 40+ domestic and international suppliers/vendors.



Through implementation of fit-for-purpose frameworks, RFS could increase its delivery output by 61% within a single year. Fleet Production PMO now provide a full suite of services to better support the evolving needs of this complex program. The credible insights produced by a detailed master schedule, are regularly communicated to all stakeholders and have enhanced the visibility across the portfolio, resulting in better stakeholder satisfaction.

Agile Program Delivery Tools

Agile / Traditional
Methodology
Recommendation



Project Pathfinder Tool

UPDATE RECOMMENDATIONS NOW

Seven Consulting recommends that your project should adopt:

TRADITIONAL PROJECT MGMT		
with the following delivery components produced:	Delivery Components	Recommendation
Project Vision	Project Vision	Recommended
Business Case	Business Case	Recommended
Project Charter	Project Charter	Recommended
Project Scope	Project Scope	Recommended
Project Risk Assessment	Project Risk Assessment	Recommended
Project Management Plan	Project Management Plan	Recommended
Project Communication Plan	Project Communication Plan	Recommended
Project Stakeholder Register	Project Stakeholder Register	Recommended
Project Quality Management Plan	Project Quality Management Plan	Recommended
Project Resource Management Plan	Project Resource Management Plan	Recommended
Project Budget	Project Budget	Recommended
Project Performance Report	Project Performance Report	Recommended
Project Change Management Plan	Project Change Management Plan	Recommended
Project Closure Report	Project Closure Report	Recommended

We recommend applying some or all of the following best practice operating principles:

Recommends
Delivery
Components

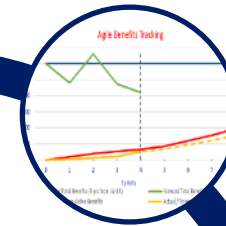


Best Operating
Principles
Recommendation

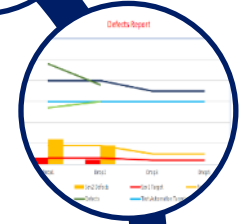


Seven Consulting's Project Pathfinder Tool provides guidance on how to tailor your program or project. It offers recommendations on applying Agile or traditional methodology components, adopting operating practices, and preparing artefacts to support successful delivery.

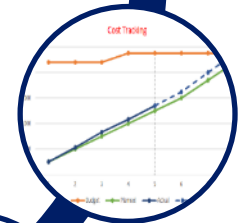
Agile Dashboard



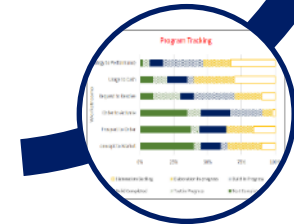
Benefits Tracking



Defects Tracking



Cost Tracking



Delivery Tracking

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.

Traditional Program Delivery Tools

Health Check Score

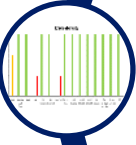


HealthCheck Tool

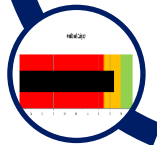


The Schedule HealthCheck Tool is designed to evaluate the quality, integrity and currency of a project schedule and recommend improvement areas.

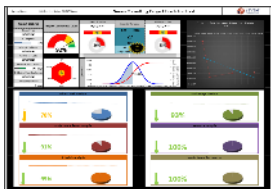
Schedule Maturity



Overall Schedule Quality Score



Schedule Predictor



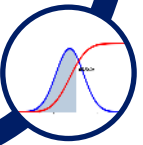
Project Confidence Level



Critical Path Analysis



Cumulative Probability

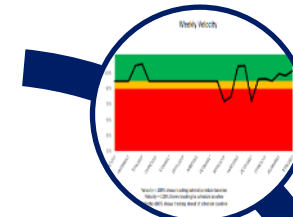


The Schedule Predictor Tool uses advanced algorithms to evaluate the precision of a project forecast date and the Project Manager's expected finish date based on actual performance. It provides a prediction trend line to recommend improvement areas.

Dashboard



Weekly Velocity



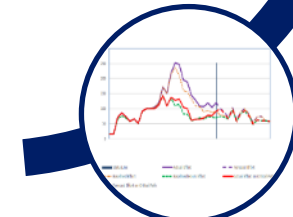
Earned Value



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/>

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 has been giving back to the wider community since 2007, by 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)



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.



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)



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.



2025

Sydney (CatholicCare)

As part of Project 7 2025, our Sydney team partnered with CatholicCare Services to enhance their Disability Services warehouse, improving accessibility and creating a more welcoming space.





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:

John Hunt - CIO & Managing Director of Group Enablement, Woolworths Group; **Jeya Shan** - Director Strategic Projects, CLP Power Hong Kong Limited; **Mick O'Brien** - Managing Director, EQT; **Darren Abbruzzese** - CIO Business Banking and Group Digital, NAB; **Glenn Waterson** - GM Retail Transformation, AGL; **Victoria Jones** - Head of Lending Transformation, ANZ; **Jane Harford** - Former Director of IT, Melbourne Girls Grammar; **Cindy Vandecasteele** - Former General Manager Customer Engagement, Alinta Energy; **Cameron McLean** - Former Chief Technology & Data Officer, GMHBA; **Margaret Wilde** - Program Director, NAB; **Geraldine Chin Moody** - Non-Executive Director & Chair Advisory Board, Directors Australia; **Alice Kunek** - Australian Professional Basketball Player, Seven Consulting Opals; **Kristy Wallace** - Australian Professional Basketball Player, Seven Consulting Opals

We have achieved an average NPS of **68** across our **6** Delivery Summits

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