

# **Australia's Best Program Delivery Company**

Peak Results, Delivered Together

# Seven Consulting's Project Pathfinder

A unique tool to assist you with the right project management approach.



# **SEVEN**CONSULTING

Seven Consulting proudly supports the world-class Australian women's basketball team, the Seven Consulting Opals, currently ranked No. 2 globally, the FIBA Women's Asia Cup 2025 champions, and medal winners in the FIBA Women's World Cup 2024 and Paris 2024 Olympics. We also sponsor the Financy Women's Index, promoting gender financial equality in Australia.





## **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, 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.

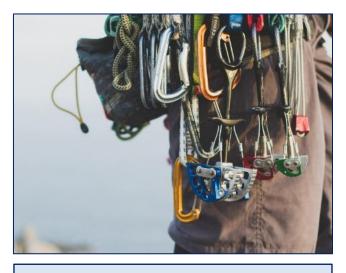
#### All of our clients are reference sites

## **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, 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.









Client Since 2015





Client Since 2018

















Client Since 2022







Client Since 2024



Client Since 2024





Client Since 2024



Client Since 2024



Client Since 2023













Client Since 2025

## Our clients and team are our top priority



#### **Client Satisfaction Survey Results**

Year	Satisfaction rating	Survey questions
Jan-Jun 2025	98.69%	5,487
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

#### **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%



"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."



"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."



"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."

## **Solution 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."



## 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.

## **Problem Statement**



- Declan Boylan, founder of Seven Consulting, has a background in the accountancy profession, a mature industry with thousands of years of experience, where there are few variants in delivery approach between firms and individuals.
- However, Technology Project Management is only 60 years old, and as an industry is still maturing
- In this industry, if you asked two good program managers to design a
  delivery approach for the same program with same information and
  gave them two weeks to do that, you would be lucky to get a 75%
  overlap.
- It is likely that both would have overlooked some necessary elements, which will likely impact our ability to meet our baseline targets, around time, cost, scope and quality.
- This illustrates that the design of program delivery approaches are immature, slow and inaccurate.
- Why should that be the case? Can we fix it? There was no material solution in the marketplace.
- This was the genesis of Seven Consulting's Pathfinder Tool.

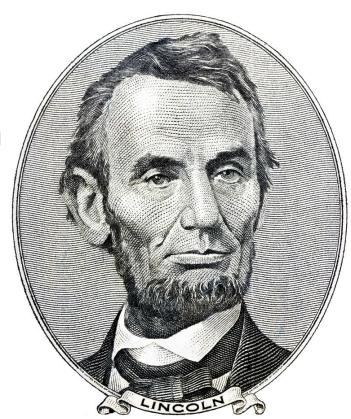


## Genesis of a solution



"Give me six hours to chop down a tree, and I will spend the first four sharpening the axe"

- Abraham Lincoln



## Genesis of a solution



- Firstly, we recognise there is no single best way to deliver all programs.
- From our experience of successfully delivering billions of dollars of programs each year for some of Australia's largest organisations, we believe that different approaches are required to successfully deliver different projects. This is for two sets of reasons,
  - 1. Firstly, the projects themselves are all different. E.g., Compliance and innovation projects will have different characteristics.
  - 2. Secondly, organisational characteristics (technology, delivery capability and culture) are also different.
- We believe that these two sets of characteristics influence how the programs should be delivered.







"Projects are like fingerprints, no two are exactly alike.
What works for one project may not work for another."

## **Our Solution : Project Pathfinder**



- Project Pathfinder was developed over a period of three years from 2017 and has been successfully utilised across Seven Consulting's multi-billion project portfolio since 2020.
- Due to client demand, we have recently released
   Pathfinder as a cloud-based software offering.
- How does it work?
- In Pathfinder, we firstly ask 30 questions around both the Program and Organisational characteristics to determine high level delivery approach (Agile, Hybrid or Waterfall).
- We then drill into the smaller and more agnostic delivery elements, by asking another 60-80 questions depending on prior answers around the project and organisation characteristics.



## **Our Solution : Project Pathfinder**



- Within 30 minutes, Pathfinder creates the following outcomes for any project:
  - Agree the optimised project delivery approach, Agile, Traditional (Waterfall) or Hybrid.
  - 2. Where the recommended approach is a Hybrid approach, it details the customised blend.
  - 3. Document the residual risks and mitigations for the recommended approach and the user's preferred methodology
  - 4. Specify all the deliverables required for delivery, many of which are agnostic to the Agile or Traditional approach.
  - 5. Organise the deliverables by phase and stream.
  - 6. Provide templates for each of the deliverables

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7. Output the delivery approach, including deliverables, tasks and dependencies, mapped to a detailed MS Project schedule, JIRA, Excel or PDF.



## **Areas Project Pathfinder will not replace**



We believe Project Pathfinder removes 15-20% of delivery risk, around designing the right delivery approach. Project Pathfinder is not designed to:

- Replace the need for good project management, it can however help project managers get better.
- Replace the need for good project teams, it can help teams deliver with high quality templates however project teams still need to complete the project deliverables (i.e. estimation, solution, requirements, build, test)
- Replace the need for good project governance and active sponsorship.
- Estimate the program size and duration.
- Determine the correct approach for non-IT projects, such as marketing and construction.



## 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**.



# **Example Agile v Traditional Project** and Organisational Characteristics

## Importance of speed to market versus quality





#### **Agile**

- Speed, speed, speed.
- What does this work best for?
  - New products.
  - New campaigns.
  - Market testing.
  - Non-core Systems.

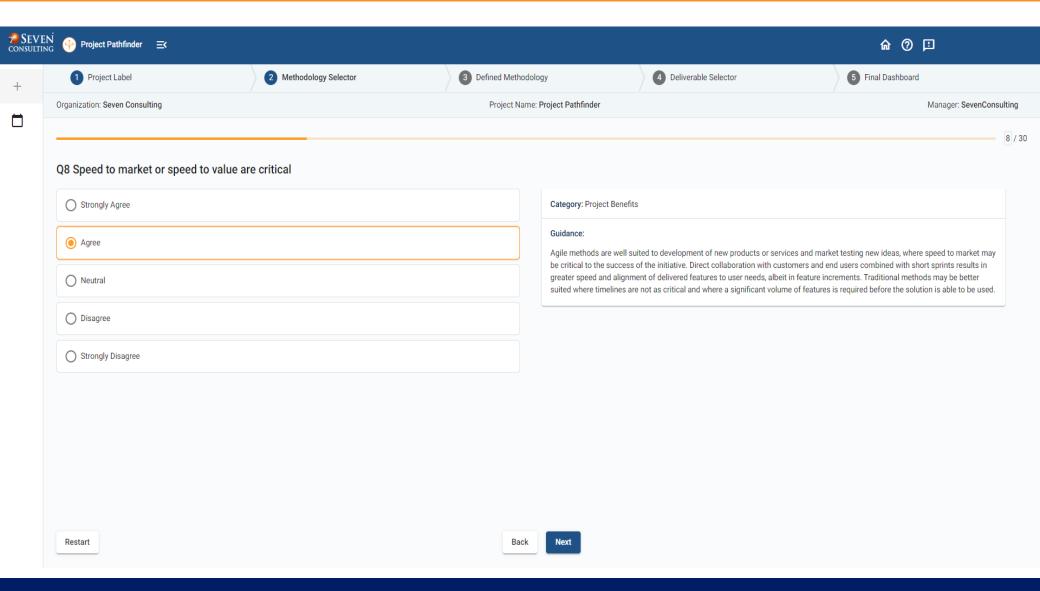


#### **Traditional**

- Quality, quality, quality.
- What does this work best for?
  - Looking after people's money, medical applications, payroll etc.
  - Implementing core systems.
  - Implementing systems that impact on people's safety.
  - Best where once you release you can't rollback.

## Importance of speed to market versus quality





## Ability to deliver in short cycles.





#### Agile

- Can deliver partial business benefits quicker.
- Get feedback from customers quickly.
- Refine and improve outputs for later cycles.
- How a child learns to walk.



#### **Traditional**

 Best suited to majority of functionality being released in one go; e.g. a payroll program, GST introduction, currency change.

## Ability to deliver in short cycles.



1 Project Label	2 Methodology Selector	3 Defined Metho	dology	4 Deliverable Selector	5 Final Dashboard	
Organization: Seven Consulting		Project	Name: ercw		Manager: Tools Ma	nager
Q9 The tested deliverables can be  Strongly Agree  Agree  Neutral	implemented in short cycles	Category: Delivery Approach  Guidance:  Agile methods seek to deliver working solution features in short cycles. This enables early feedback to influence future delivery cycles and can result in earlier business benefits. Key to this approach is the ability the dissect the total solution into the Minimal Viable Product (MVP) which can then be expanded and enhanced			9 / 30	
O Disagree O Strongly Disagree		over time. Traditional methods are be needed to satisfy MVP. This means t critical mass of functionality required		methods are better suited to solutions where to P. This means that small sets of feature cannot conality required to enable business value is sig to are many interdependent elements that impa	be delivered independently and the nificant. An example may be a data centre	
Restart		Back	Next			

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#### A knowledgeable Product Owner is appropriately assigned to the project





### **Agile**

- A product owner is essential to work with the team and be available to provide quick decisions.
- On large programs, you may need multiple product owners covering different areas with one overall decision maker.
- On small projects, a part time product owner that is available daily would likely suffice.

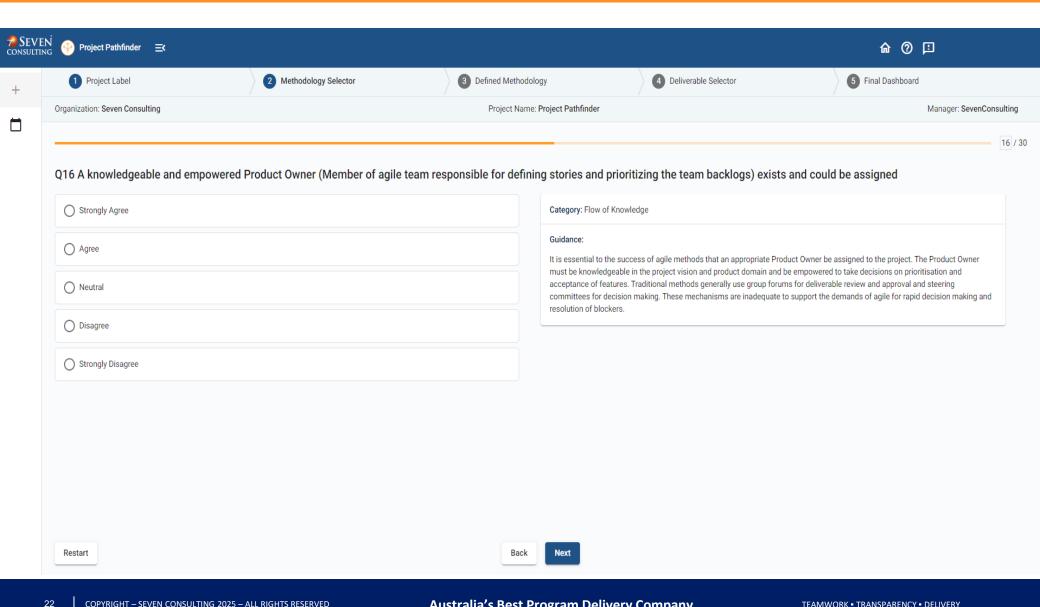


#### **Traditional**

- Reviews can be done in larger blocks although the time this takes clearly creates time delays versus agile.
- Can suffer from management by committee.
- There may be some advantages in seeing the end-to-end requirements, design etc.

#### A knowledgeable Product Owner is appropriately assigned to the project





## Are the tools (environments, processes and data) for continuous development, testing and deployment in place?





### **Agile**

- Hard to move to continuous development, testing and release if the supporting elements are not in place for this.
- Many companies need time to put these in place before they can run true agile programs.
- The need for proper environment and tooling is especially true at scale and for non-digital and highly integrated systems.

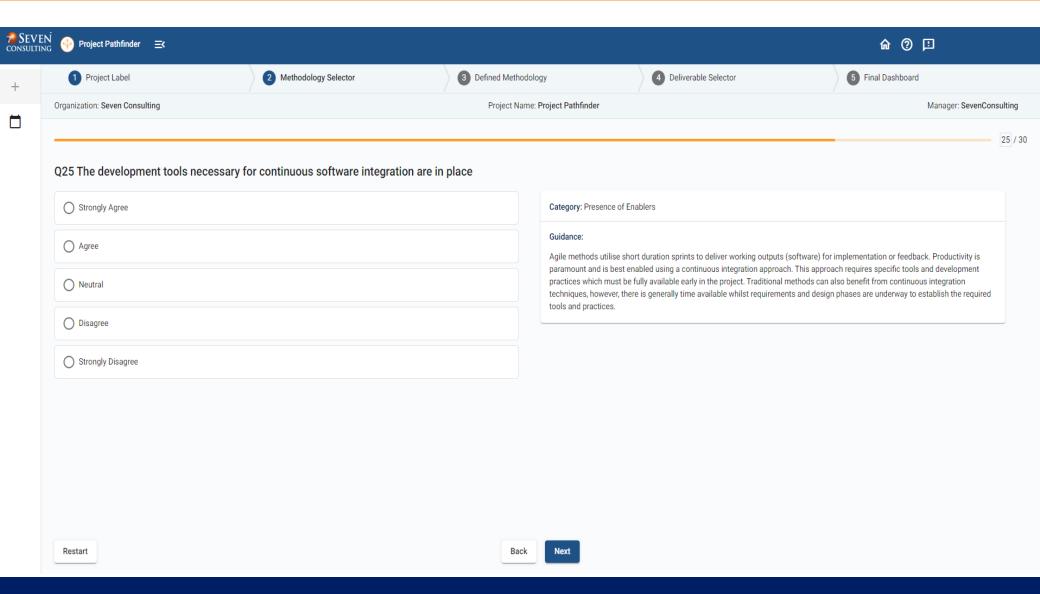


#### **Traditional**

- Simpler for traditional projects as they have more time in parallel with requirements, design and build, to put these items in place where they don't exist.
- Fewer and less complex tooling generally required for traditional projects.

#### Are the tools (environments, processes and data) for continuous development, testing and deployment in place?

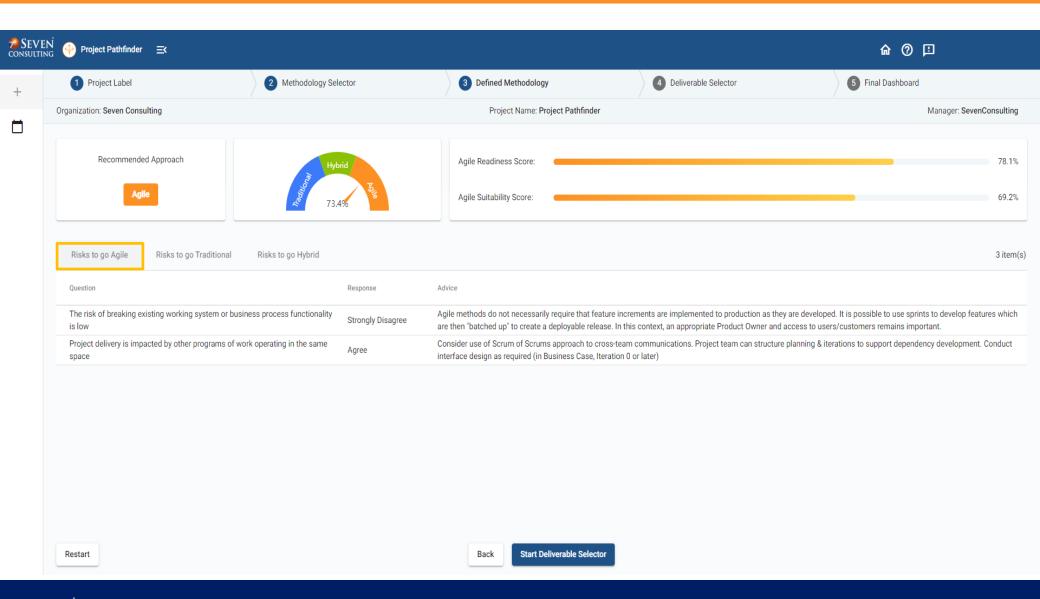




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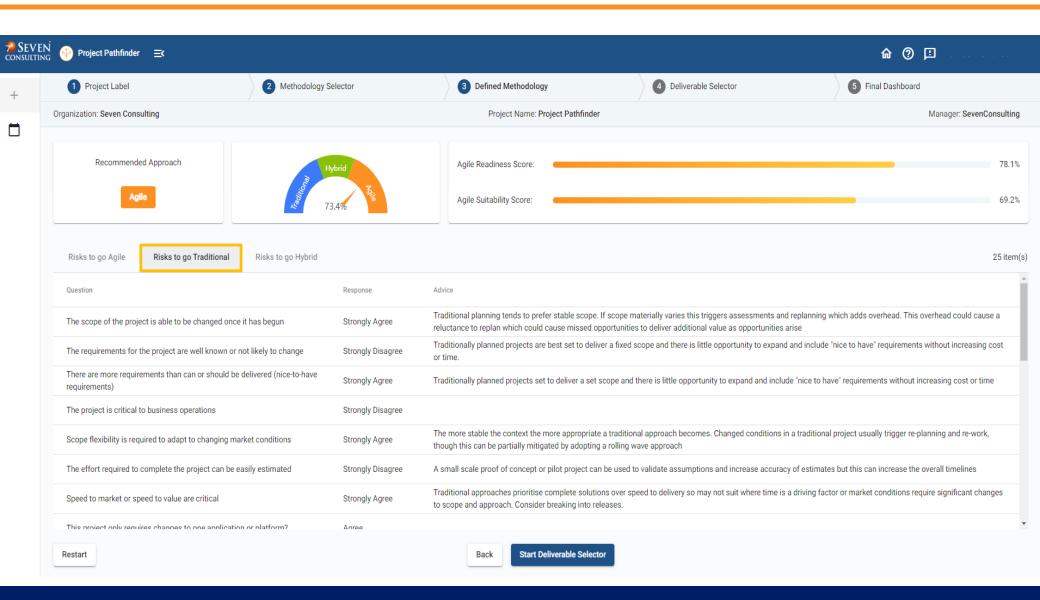
## **Project Pathfinder - Selected Approach**





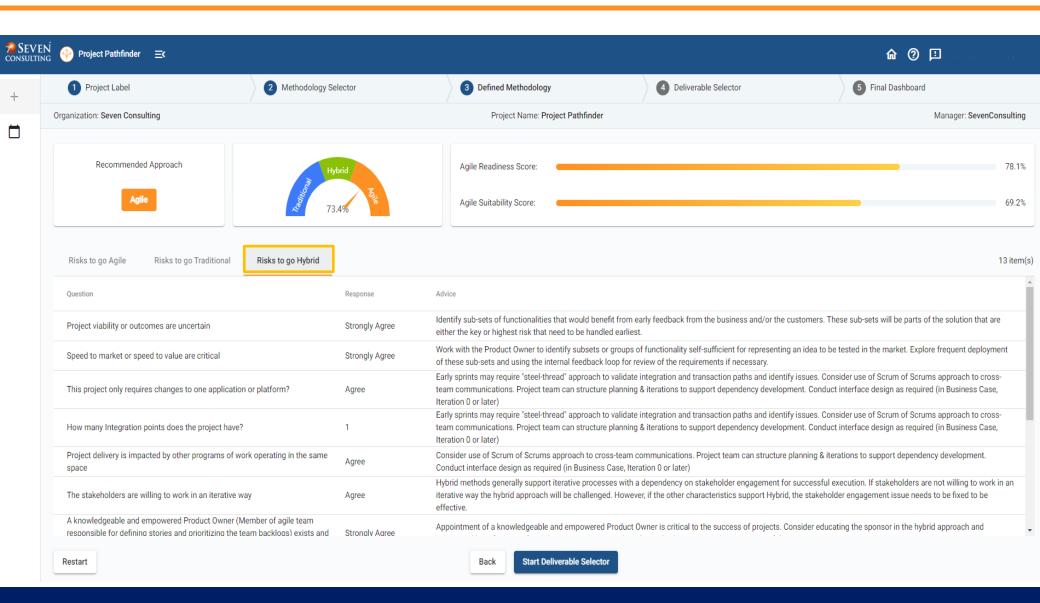
## **Project Pathfinder - Selected Approach**





## **Project Pathfinder - Selected Approach**





## Agile v Traditional agnostic decisions





Not every delivery decision is resolved by working out whether we should deliver via an agile, traditional or blended approach.

There is a second series of questions to be considered to determine whether for example:

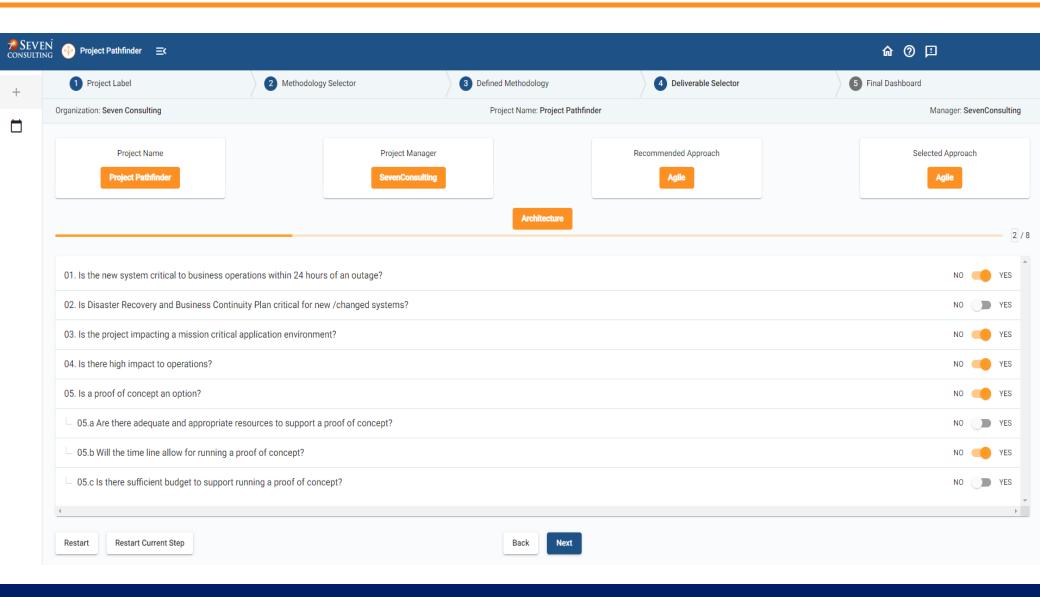
- We need to do a parallel run?
- We need to test operability of the new system?
- We need to do performance, DR/BCP, or Security testing?
- We need to perform a dress rehearsal?
- We need to do a pilot?

And many dozens of other elements or deliverables.

## **Project Pathfinder**

- Agile / Traditional agnostic question examples.

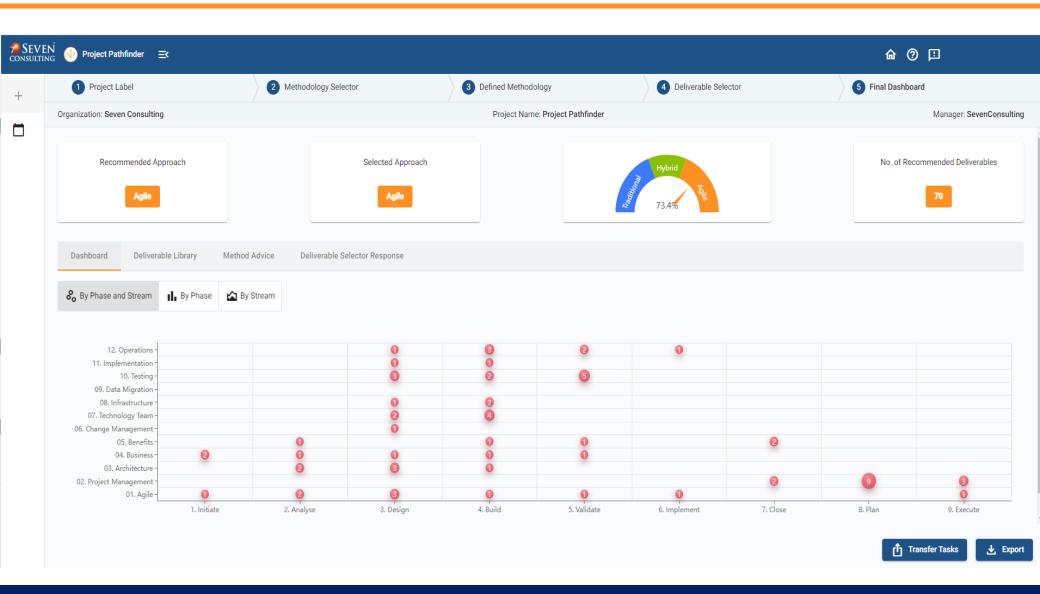




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## **Project Pathfinder Example Output**

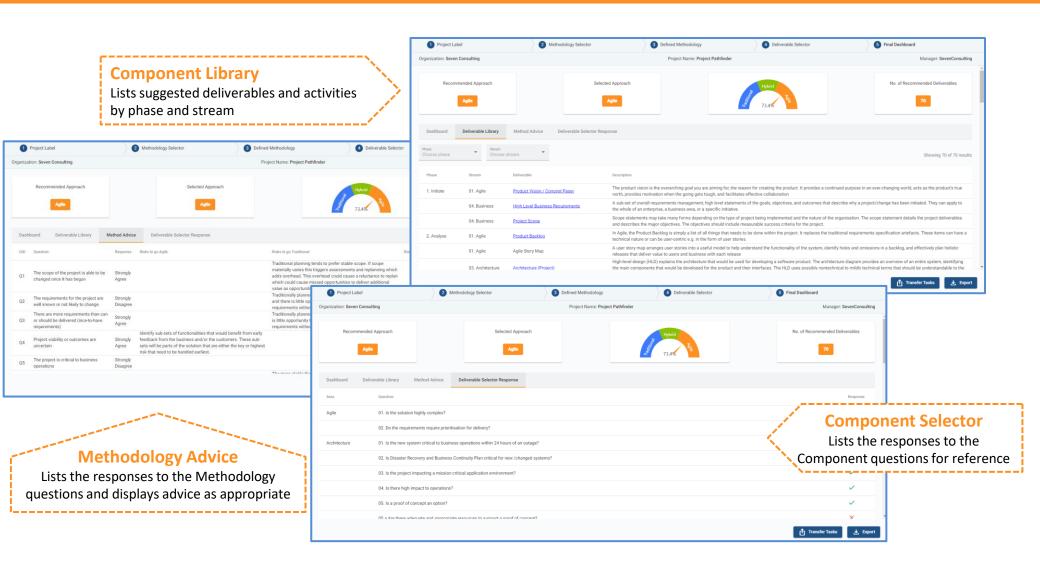




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## **Project Pathfinder Example Output**

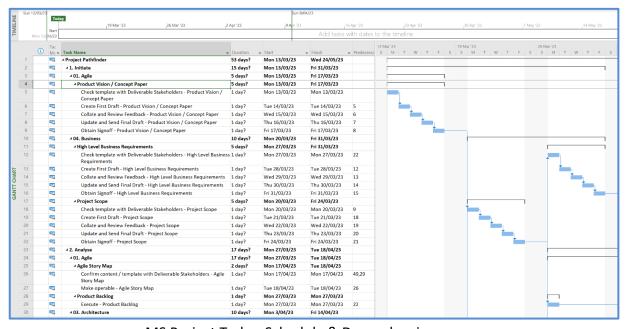




## **Tool Outputs within 30 minutes**

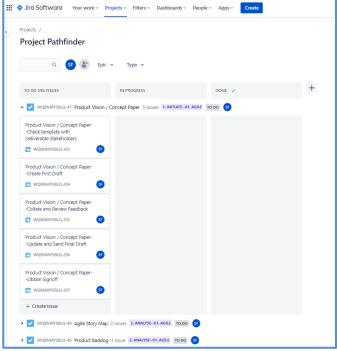


- 1. Recommended delivery approach for your program.
- 2. The risks with that approach and suggested mitigants.
- 3. Deliverables by phase and workstream.
- 4. Automatically created schedule / tasks including dependencies in either MS project or JIRA.



MS Project Tasks, Schedule & Dependencies

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JIRA Epics with Sub-task

## Tool implementation steps and median durations



#### **Activities**

**Understand** and review current delivery methodology

Recommend and agree any changes around deliverables and descriptions

**Updating tool** to reflect agreed approaches

Add new or revised **Templates** to intranet

Test tool on sample set of projects

Mostly spent organizing rollout meetings.

Rollout.

**Customised Tool Implementation** 

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Week 3

Week 4

Week 5

Out-of-the-box Implementation

Week 1

Week 2

Week 1

Week 2

Week 6

Week 7













**Review of your** current methodologies.

Agreed and implemented improvements to the methodologies.

**Project Pathfinder updated** to reflect your agreed situational delivery processes. **Revised delivery** processes and templates.

**Piloting, Training** and Rollout of Project Pathfinder.

#### **Outputs**

## **Business Outcomes of using Pathfinder**



 Enforces a consistent approach across your portfolio to having your project delivery customised and optimised based on its and your organisation's characteristics.

2. Increased ability to quickly define delivery approach

- Reduced level of project management oversights or omissions. Fewer surprises
- 4. Leads to better project outcomes being:
  - a) Earlier Delivery.
  - b) Cheaper Delivery.
  - c) Higher Quality.
  - d) Earlier and more complete delivery of scope to generate larger benefits.



#### Who would find this useful?



- This tool is of best use for each of the following to assess or build delivery approach per project.
  - Portfolio Managers
  - ePMO or ITPMO Managers
  - Risk and Assurance Stakeholders and Program Reviewers
  - Project Managers stepping into larger or different roles
  - Getting new or contract staff to deliver as per your methodology.
- We use this tool across our whole technology change portfolio with over 40 client organisations and has led to an increase in customer satisfaction to over 99% in every year since introduction.



## **Project Pathfinder Licence Costings**



License	nse Number Application		Support		t	Price Per Annum	Term
	of Users	Usage	Setup Support	Direct Support	Web Support		
Corporate	100	Unlimited	1	1	✓	\$90,000 per year or \$7,500 per month	Ongoing until one month's notice.
еРМО	5	Unlimited	1	✓	✓	\$60,000 per year or \$5,000 per month	Ongoing until one month's notice.
SME	1	Unlimited	<b>√</b>	1	✓	\$30,000 per year or \$2,500 per month	Ongoing until one month's notice.
Individual	1	5 Projects			1	\$1000 lump sum paid per year	Ongoing until one month's notice.

<sup>\*</sup>Users must be within a single corporate domain

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## 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:

2007 Villawood Detention Centre (Sydney)

2008 South Australian Detention Centre (Sydney)

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.

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

· Bahav ni Maria and Tahanan ng Pagmamahal (Manila)





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#### 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

• A Home for the Angels

#### Melbourne

· Lighthouse Foundation





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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**











































































TEAMWORK - TRANSPARENCY - DELIVERY









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







**Australia's Best Program Delivery Company** 

Peak Results, Delivered Together

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