Artificial Intelligence Capability Statement

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 a delivery approach to produce the best outcome for our clients. Most 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

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Seven Consulting – Products & Services

Change Management Services

We provide program change management, adding value from the inception of an initiative through to benefits realisation. 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

We have leveraged decades of experience to develop world-leading tools which are used 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

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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.

Woolworths	nab	MACQUARIE	futurefund	agl	indue	ASX	THE UNIVERSITY OF SYDNEY
Client Since 2012	Client Since 2013	Client Since 2014	Client Since 2015	Client Since 2017	Client Since 2018	Client Since 2019	Client Since 2019
VAULT	HUNTER WATER	Coca-Cola EUROPACIFIC PARTNERS	COURT SERVICES VICTORIA	iress	dexus	Sunnyfield disAbility Services	Australia Post
Client Since 2020	Client Since 2020	Client Since 2021	Client Since 2022	Client Since 2022	Client Since 2022	Client Since 2023	Client Since 2024
nib	Australian Government Department of Employment and Workplace Relations	pepper money	Cuscal	Catholic Schools Parramatta Diocese	CLP中電	NSW Trustee & Guardian	NSW GOVERNMENT Department of Climate Change, Energy, Environment and Water
Client Since 2024	Client Since 2024	Client Since 2024	Client Since 2024	Client Since 2024	Client Since 2024	Client Since 2025	Client Since 2025
FOOTBALL AUSTRALIA	RioTinto	adairs	Teachers Mutual Bank	Coles	the ORCHARD		
Client Since 2025	Client Since 2025	Client Since 2025	Client Since 2025	Client Since 2025	Client Since 2025		

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Our clients and team are our top priorities

Client Satisfaction Survey Results

Year	Satisfaction rating	Survey questions
2025	**99.25%**	**11,007**
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
Oct'25	**96.86%**
Apr'25	98.60%
Oct'24	97.56%
Apr'24	97.41%
Dec'23	95.32%
Jun'23	97.66%
Dec'22	97.82%

Commonwealth Bank

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

Woolworths The fresh food people

"Seven Consulting continues to provide consultants who are of a very high calibre and they remain a strategic partner."

agl

"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."

Coca-Cola EUROPACIFIC PARTNERS

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

alintaenergy

"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."

"You have the entire Seven team behind you."

"Management is always responsive"

"Seven operates at a personal level even as the company grows"

"Seven manages QA really well"

"We say what we do, and do what we say"

"Seven knows how to keep their high performers"

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How do we get to 98+% customer satisfaction?

SEVEN CONSULTING

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, including sessions led by Rob Thomsett—our in-house Thought Leader.
- 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.

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TEAMWORK ▪ TRANSPARENCY ▪ DELIVERY

How our values impact our delivery?

Teamwork

Teamwork is at the core of what we do because big projects can't be delivered without great teamwork. We focus on ensuring that the Seven team, the client team and vendors create one team working 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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Why AI Matters for Modern Delivery

"AI is reshaping how organisations plan, govern and deliver change"

What is changing?

- Planning and estimation are increasingly data-driven and automated

- Risks and issues can be detected earlier through pattern analysis

- Reporting and metrics tracking are shifting from periodic status to continuous insight

- Change adoption and benefits can be monitored continuously

- Shift from manual delivery artefact creation to AI-assisted workflows

Why this matters?

- Faster, better-informed decisions

- Earlier intervention on delivery risks

- Improved prioritisation of scarce resources

- Reduced delivery overhead and rework

- Delivery effort moving from production to interpretation and leadership

What this means for delivery?

- **Projects and Programs:** smarter planning, predictive controls, delivery health insights

- **Portfolios:** improved prioritisation, funding decisions and capacity management

- **Change:** targeted interventions, stronger adoption and benefits tracking

- **Resourcing:** Smaller teams using AI tools to generate artefacts and insights efficiently

AI-Powered Delivery at Seven

"Combining AI with expert practitioner IP to accelerate delivery"

The challenge

- Significant time spent on planning, documentation and reporting
- Delivery quality varies based on individual experience
- Inconsistent application of templates and frameworks
- Senior expertise consumed by routine delivery mechanics

What AI now enables

- Practitioner IP embedded into AI-driven workflows
- Rapid generation of structured plans and analysis
- Consistent application of Seven methods
- Scalable access to delivery guidance and exemplars

What this means for clients

- Faster mobilisation and delivery ramp-up
- Higher quality and more consistent delivery artefacts
- More time spent on leadership, problem solving and change
- Lower cost of delivery capability uplift

Seven combines modern AI platforms with practitioner-developed IP to accelerate delivery and uplift capability across client programs

Seven's AI-Enabled Delivery Model (3 Layers)

"A structured approach to applying AI across delivery"

1. AI-Enabled Tools
(Codified Delivery IP)

- **Pathfinder / Pathfinder Lite:** optimised delivery approach
- **Portfolio Optimisation Tool:** transparent prioritisation
- **PRISM:** structure delivery risk assessment
- **Agent 7:** AI-assisted delivery based on Seven's standards

Outcome: Repeatable, defensible decision support and execution capability

2. AI-Enabled Execution
(Operational uplift)

- AI-assisted development of core delivery artefacts
- Rapid research and requirements synthesis
- Structured AI workflows aligned to Seven standards
- Applied across PMO and delivery governance

Outcome: Improved efficiency, quality and governance consistency

3. AI in Delivery Advisory
(Strategic enablement)

- Assess delivery processes for AI uplift opportunities
- Develop AI-enabled delivery roadmaps
- Design governance guardrails and controls
- Pilot and embed AI across delivery functions

Outcome: Controlled and scalable AI adoption in delivery

Seven combines codified IP, pragmatic execution uplift and structured advisory to integrate AI into delivery practices across complex environments

1. AI tools developed by Seven Consulting

Pathfinder and Pathfinder Lite
(Delivery approach design and mobilisation)

- Recommends an optimal delivery approach based on project characteristics
- Identifies required deliverables, key risks and structural considerations
- Generates a structured delivery plan and work breakdown
- **Pathfinder:** used by Seven consultants for complex engagements
- **Pathfinder Lite:** client-facing version supporting early project shaping

Portfolio Optimisation Tool (POT)
(Portfolio prioritisation and investment decision support)

- Supports structured portfolio prioritisation aligned to strategic objectives
- Assesses initiatives against benefits, dependencies, constraints and capacity
- Provides leadership with a transparent view of trade-offs and delivery impacts
- Enables informed executive decisions, including scenario overrides

PRISM (Project Risk Impact and Suggested Mitigation)
(Delivery risk assessment and mitigation guidance)

- Provides a consistent, expert-developed framework for assessing delivery risk
- Evaluates risk across product, team and delivery environment dimensions
- Highlights cumulative risk impacts on schedule, cost, quality and benefits
- Suggests targeted mitigation actions based on proven delivery practice
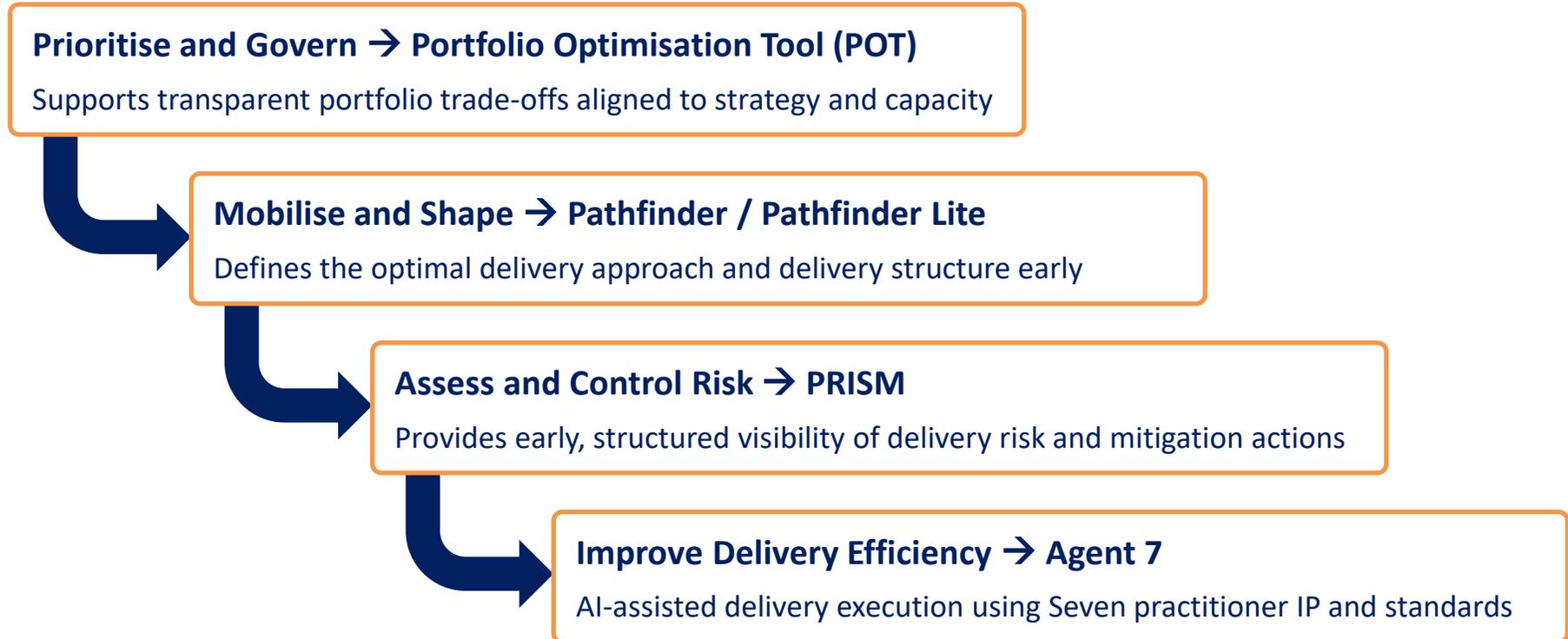
Agent 7
(AI-assisted delivery execution and capability uplift)

- AI assistant powered by modern LLMs and Seven's practitioner IP
- Leverages Seven templates, exemplars and artefacts
- Accelerates creation of plans, documentation and delivery analysis
- Supports consistent application of Seven methods across engagements

Together, these tools embed Seven's delivery expertise into AI-enabled decision support and execution, improving predictability, consistency and outcomes across client programs.

1. Seven's Tools in Practice

"Practical AI applied across the delivery lifecycle"

Prioritise and Govern → Portfolio Optimisation Tool (POT)

Supports transparent portfolio trade-offs aligned to strategy and capacity

Mobilise and Shape → Pathfinder / Pathfinder Lite

Defines the optimal delivery approach and delivery structure early

Assess and Control Risk → PRISM

Provides early, structured visibility of delivery risk and mitigation actions

Improve Delivery Efficiency → Agent 7

AI-assisted delivery execution using Seven practitioner IP and standards

Seven applies AI in practical, defensible ways to improve delivery predictability, consistency and outcomes across complex programs and portfolios.

NB: All tools are used in conjunction with Seven's consultants and existing client governance, controls and platforms.

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1. AI Tool Deployment Across Delivery Streams

Seven AI Capability	Description	Portfolio / PMO	Project / Program Delivery	Change Management
Pathfinder / Pathfinder Lite	An expert system used by consultants to **recommend the optimal project methodology and deliverables,** based on responses to a set of pre-determined questions.	Supports portfolio management by **identifying agile/traditional resource capacity**, and overall **alignment to methodologies** and **WOW.** Helps **identify gaps** in portfolio level tools and templates.	Defines the **optimal delivery approach** (traditional, Agile or hybrid), **required deliverables, key risks, MS Project–based WBS,** and **recommended templates, methodology and WOW alignment**.	Allows **customisation and alignment of the CM** approach and artefacts to the recommended methodology.
Portfolio Optimisation Tool (POT)	A **holistic portfolio management solution.**	Improve **investment decision-making.** Recommend **prioritisation** based on strategic alignment and capacity. Provides **executive-level portfolio dashboards.** Supports leadership overrides while transparently highlighting **benefit trade-offs and resource gaps.**	All o**ptimal assignment of** resource and organisational **capacity to support highest priority** initiatives.	Allows an **enterprise view of change impacts.** Impacts on users from new releases, training and internal/external communications can be managed more effectively.
PRISM	A **project / program risk assessment tool** which assesses risk in ten key areas of the project.	Allows creation of a **portfolio delivery risk-based heat map** for initiatives. Allows executives to **focus governance and mitigating actions** appropriately across the portfolio.	Identifies **key delivery risks** and the development of **mitigating actions** to improve risk.	Allows identification and **focus on specific change-related risk** areas.
Agent 7	An **AI based, intelligent chat/search tool** which enables the user to ask questions and search topics relating to project / program / change management based on Seven Consulting's knowledge base.	Allows consultants to **efficiently leverage Sevens industry best practice** knowledge base and optimise these for **client specific operating environments.**	Allows consultants to efficiently **leverage Sevens industry best practice** knowledge base and optimise these for client specific operating environments.	Allows consultants to efficiently **leverage Sevens industry best** practice knowledge base and optimise these for client specific operating environments.

NB: Further details on each of these tools are available on request

2. AI-Enabled Delivery Execution

"Applying AI within active delivery environments"

AI-Assisted Delivery Artefacts

- Structured drafting of PMPs, RAID logs and reporting packs
- Cross-workstream status synthesis
- Template-aligned formatting

Research and Requirements Support

- Rapid synthesis of regulatory and industry guidance
- Consolidation of large document sets
- Workshop and stakeholder preparation

Standardised AI Workflows

- Master prompt libraries aligned to Seven standards
- Reusable workflows embedded in PMO processes
- Controlled application across engagements

Change & Enablement Support

- Development of structured learning materials and training packs
- Change impact analysis and planning support
- Benefits tracking and metrics synthesis

Seven leverages AI capabilities to reduce delivery overhead and improve quality and governance consistency

3. AI in Delivery Advisory

"Designing AI-enabled delivery ecosystems"

Delivery Process Assessment

- Review current delivery model and pain points
- Identify high-value AI uplift opportunities
- Prioritise use cases aligned to strategic objectives

AI-Enabled Delivery Roadmap

- Define phased AI adoption across delivery streams
- Align tooling, workflows and governance controls
- Establish measurable success criteria

Governance and Guardrails

- Define responsible AI use within delivery functions
- Establish oversight and approval mechanisms
- Integrate AI controls into existing governance forums

Pilot and Scale

- Controlled pilots within selected delivery streams
- Refine based on operational feedback
- Scale adoption with oversight and accountability

Seven supports clients to assess and uplift delivery processes through structured application of AI across portfolio, program and PMO functions.

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Where AI Can Uplift Delivery Performance

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1. Portfolio Delivery Management
Strategic Oversight, ePMO & CMO

Delivery Assurance	Alignment to Org Strategy	Delivery Org Structure	Portfolio Governance	Single View of Change (heatmap)	Benefits Framework & Tracking
Methodology, Tools & Templates	Budget Allocation	Resource Allocation / Right Sourcing	Portfolio Prioritisation	Portfolio Tracking & Reporting	Knowledge Management, Training & Education

Individual Program / Projects

2. Sponsor
Delivery & Outcome Owner

- Guidance and Support
- **Analysis AI** Business Case
- **AI Support** Stakeholder Management
- **AI Support** Decision Making
- Change Advocate
- Benefits Realisation

3. Project / Delivery Manager
Delivery

- Delivery Leadership
- Manage Scope and Time
- Risk/Issue Management
- Quality Management
- Cost Management
- Delivery Process Management
- Reporting and Communication
- Support Outcome Delivery

4. Change Manager
Change Enablement

- Change Analysis (incl. Stakeholders & Impact)
- Engagement, Communications & Facilitation
- Change Strategy & Planning
- Learning & Enablement
- Change Metric Definition & Tracking
- Change & Business Readiness
- Knowledge Transfer & Embedment
- Post-Implementation & Hypercare
- Support Outcomes & Adoption

5. Project Management Office
Delivery Enablement Support

- Knowledge Repository Management
- Quality and Continuous Improvement
- Change and Backlog Management
- Governance, Dashboards and Reporting
- Team/Resource Management
- Cost Management
- Schedule and progress management
- Dependencies and Assumption Management
- Risk, Issue, Blockers, Management

Key:
- Highly applicable
- Challenging/Constrained applicability
- Limited/No applicability

Seven uses this lens to assess delivery models and prioritise AI uplift opportunities

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AI-Enabled Project Delivery Transformation

SEVEN CONSULTING

Establishing the foundation for AI-enabled project delivery

CLP operates in an increasingly competitive and evolving market environment, requiring stronger delivery capability and enablement. As its portfolio of initiatives expanded, variations in project management capability across teams began to create inconsistency in delivery execution, impacting efficiency, repeatability, and delivery outcomes. To strengthen delivery maturity, CLP wanted to adopt AI to enhance project delivery practices, improve operational efficiency, standardise processes, and foster a culture of innovation.

Seven Consulting was engaged to establish the foundation for CLP's AI-enabled project delivery transformation. The engagement focused on identifying high-value AI opportunities across project delivery and creating a structured approach to prioritise and mobilise these initiatives. Through targeted workshops and stakeholder surveys, supported by Seven Consulting's internal AI strategy and enabled through the implementation of an AI prioritisation framework, Seven Consulting aligned leadership across strategy and execution. The engagement identified 45 AI opportunities and delivered a Proof-of-Concept within the client's AI environment, demonstrating tangible value and establishing a clear pathway for AI-enabled delivery optimization

CLP has established a structured and prioritised backlog of more than 45 AI opportunities across its project management and delivery functions, creating a clear roadmap for AI-enabled delivery improvement. Early Proof-of-Concept initiatives have already demonstrated significant value, achieving effort reductions of up to 90% for the targeted use-case while improving consistency, repeatability, and delivery efficiency. Beyond operational benefits, the initiative has accelerated a cultural shift towards innovation. CLP has firmly embraced its AI transformation journey and is now actively advancing these opportunities as part of its future delivery strategy.

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Seven Pathfinder implementation

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.

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Peak Results, Delivered Together

PROJECT 7

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
Manila
• 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

Visit us for more information: www.sevenconsulting.com/seven-consulting-delivery-summit

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SEVEN CONSULTING OPALS

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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SEVEN CONSULTING OPALS

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