



Australia's Best  
Program Delivery Company

*Peak Results, Delivered Together*

# Introduction to Seven Consulting



AUSTRALIAN  
OPALS



Seven Consulting proudly sponsors the world-class Australian Women's National Basketball Team, the Opals, currently ranked #3 globally, crowned FIBA Women's Asia Cup Champions in 2025, and medal winners at the FIBA Women's World Cup 2022 and the Paris 2024 Olympic Games. We also sponsor the Financy Women's Index and, in 2026, launched our Grants Program for Female Athletes to help reduce financial barriers in their sporting careers.

Financy  
Women's  
Index



TEAMWORK • TRANSPARENCY • DELIVERY

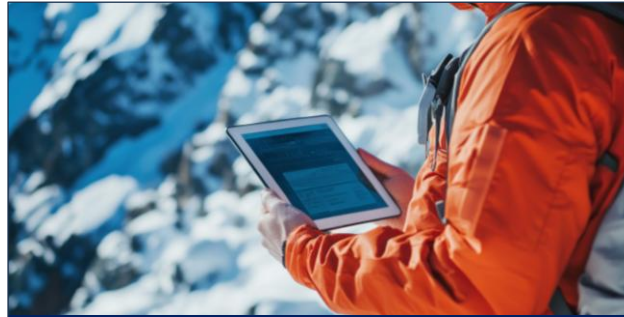


## Program Delivery

### Complex agile, traditional & hybrid 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

### PMO establishment, management & uplift

We establish, uplift and lead PMOs, delivering analytics & insights, scheduling and tool solutions for some of Australia's largest organisations. Our experience ranges from targeted project support to PMO leadership of \$1.5bn programs and enterprise PMOs.



## Change Management Services

### Design, plan, deliver and embed changes

We provide end-to-end Change Management as a value-adding function of a project. Our role spans program mobilisation and business case through to change readiness, measurement and benefits realisation.

*Underpinned by Seven Consulting's tool suite*

**All of our clients are reference sites**

## ENTERPRISE TRANSFORMATION OUTCOME

### Enterprise Transformation Capability

*Executives increasingly view governance, delivery, adoption and value realisation as interconnected enterprise capabilities — not standalone functions. Seven Consulting's Consulting services and Tool suite, working in combination, directly uplift your organisation's capacity to deliver integrated transformation outcomes.*

Enabled by the powerful combination of:



#### Consulting Services

##### Transformation Capability and EPMO and ITPMO uplifts

Seven Consulting has performed transformation capability reviews and uplift for over 60 organisations incl Optus, Qantas, Australia Post, and Woolworths. 100% of our assignments are reference sites.

Seven Consulting has done dozens of Program reviews for NAB, Macquarie Bank, Optus, Woolworths and many other organisations.



#### Tool Suite

##### Leveraging decades of experience to develop world-leading tools

- Portfolio Optimisation Tool (POT): Optimise your portfolio prioritisation and resourcing.
- Pathfinder: Create the right-sized delivery approach & required artefacts
- Objectives, Outputs & Outcomes (O3): Connect your strategy to execution.
- Balanced Score Cards (BSC): Score your portfolio delivery effectiveness

Successfully used 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 priorities

## Client Satisfaction Survey Results

| Year         | Satisfaction rating | Survey questions |
|--------------|---------------------|------------------|
| Jan-Jun 2026 | 99.62%              | 4,767            |
| 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           |

100% of our clients are reference sites

## Team Satisfaction Survey Results

| Survey Date | Satisfaction rating |
|-------------|---------------------|
| 2026        | 98.51%              |
| 2025        | 97.73%              |
| 2024        | 97.49%              |
| 2023        | 96.49%              |
| 2022        | 98.01%              |
| 2021        | 98.16%              |



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



"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."



# 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, 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.**

# 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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# Case Studies

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TEAMWORK • TRANSPARENCY • DELIVERY





# 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 1<sup>st</sup> 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



**Commonwealth**Bank

*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 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 used 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 **maximised** 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.

## Best Operating Principles Recommendation



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

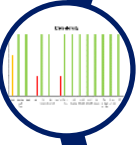


## Health Check Tool

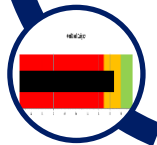


The Schedule Health Check Tool is designed to evaluate the quality, integrity and currency of a project schedule and recommend improvement areas.

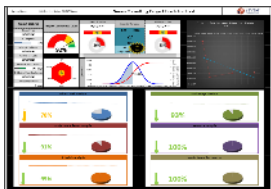
Schedule Maturity



Overall Schedule Quality Score



## Schedule Predictor



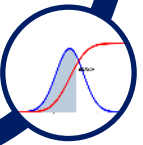
Project Confidence Level



Critical Path Analysis



Cumulative Probability

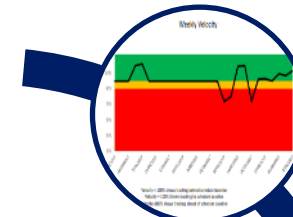


The Schedule Predictor Tool uses advanced algorithms to evaluate the precision of a project forecast date and the Project Manager's expected finish date based on actual performance. It provides a prediction trend line to recommend improvement areas.

## Dashboard



Weekly Velocity



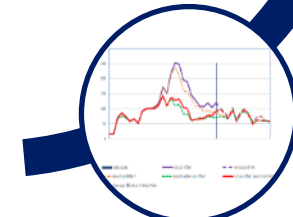
Earned Value



Task burndown



Effort Tracking



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

# Improve Project Success Rates with Pathfinder

1. Follow a consistent approach to customising and optimising project delivery based on each project's and organisation's key characteristics.
2. Reduce the level of project management oversights or omissions.
3. Identify delivery approach risks and mitigants.
4. Create a draft schedule in MS Project or JIRA with streams, phases, deliverables, tasks and dependencies.
5. Enable better project outcomes.
6. All in 30 minutes or less.



Visit us for more information:

<https://www.sevenconsulting.com/project-pathfinder/>

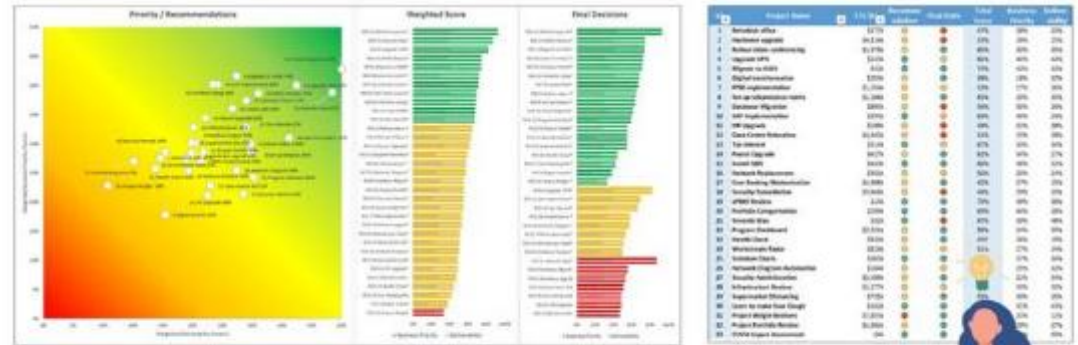
# Portfolio Optimisation Tool

## Our Portfolio Optimisation Tool

can be used to prioritise projects, calculate changes to capacity, and reshape your project portfolio while working within configurable constraints like budget, resourcing, environments, and SMEs.

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

## Portfolio Optimisation Tool



## Our projects so far:

2007

### Sydney

- Villawood Detention Centre

2008

### Sydney

- South Australian Detention Centre

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

### Sydney

- Cambodian School Build



2012

### Sydney

- Barnardos Kingston House



2013

### Sydney

- Youth off the Streets



2015

### Sydney

- Jesuit Refugee House – Blaiket
- Hanover Crisis Centre



2016

### Sydney

- Marian Villa



2017

### Melbourne

- Launch Housing
- Cerebral Palsy Foundation



2022 – Mini Project 7

### Melbourne

- M.A.D. Woman
- *The pencil case challenge*
- Bahay ni Maria and Tahanan ng Pagmamahal



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

### Sydney

- Dignity.org.au
- Avalon Centre
- Bahay San Jose – House with No Steps Foundation



2018

### Sydney

- Erin's Place
- M.A.D. Woman Foundation
- Concordia Children's Services



2023 – Mini Project 7

### Sydney & Melbourne

- Clean Up Australia
- HeartKids
- M.A.D. Woman
- Balmoral Burn
- Monika's Rescue
- Pocket City Farms
- Solar Hope
- JCI Batangas Caballero



2024

### Sydney

- Northern Beaches Women's Shelter
- Community Housing Limited
- Habitat for Humanity Philippines
- Tanging Yaman Foundation Inc.



2025

### Sydney

- CatholicCare

### Melbourne

- Lighthouse Foundation

### Manila

- A Home for the Angels



2026

### Sydney

- Wesley Mission

### Manila

- SOS Children's Villages



# Lunchtime Brown Bag Expert Sessions

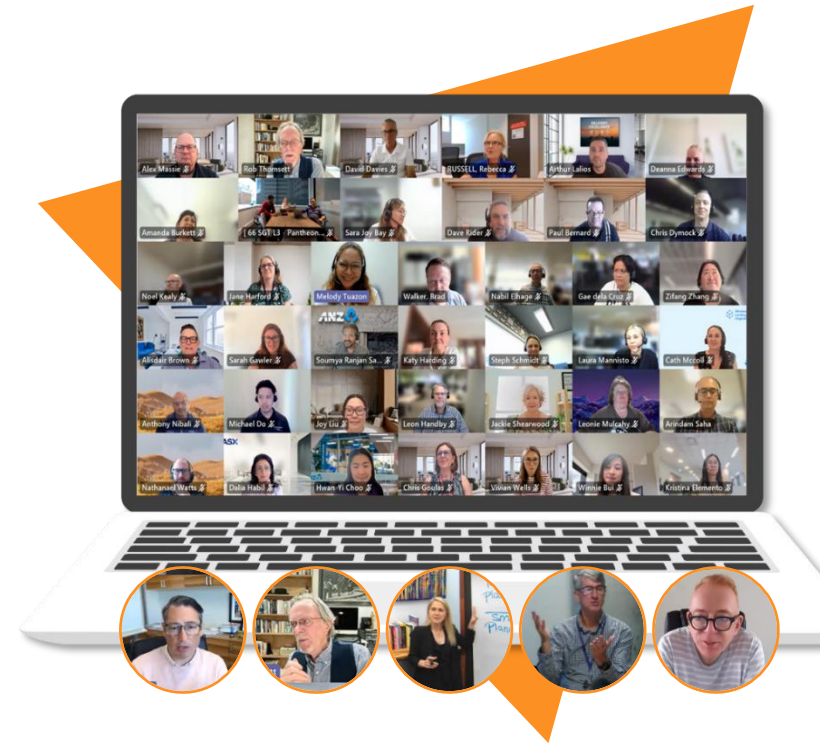
*Since February 2025, Seven Consulting has been providing free monthly expert sessions on a variety of delivery-focused topics. We consistently see attendance at 100+ attendees and feel this is a great way for our delivery community to share learnings and discuss strong practice. We look forward to continuing to provide this value-added activity to our expanding client base.*

**100+**  
average attendees

**16**  
brown bag  
sessions held to date

**Here are the upcoming dates, with more to come:**

| DATE              | TOPIC                                                                            | PRESENTER     |
|-------------------|----------------------------------------------------------------------------------|---------------|
| 20 August 2026    | Regulatory and Compliance<br>Delivery using 5-minute<br>settlement as an example | Mike Stockley |
| 17 September 2026 | Prioritisation                                                                   | Declan Boylan |





# 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](http://www.sevenconsulting.com/seven-consulting-delivery-summit)

# AUSTRALIAN OPALS

Seven Consulting is proud to continue as a Major Sponsor of the Australian Women's National Basketball Team, the Australian Opals, currently ranked #3 in the world.

This builds on our ongoing commitment to elite women's sport, continuing our investment with them since 2022.

Our support of women's sport began in 2017 as the first dedicated sponsor of the CommBank Matildas, backing their journey through to the 2023 FIFA Women's World Cup.



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[www.sevenconsulting.com](http://www.sevenconsulting.com)