

CONSULTANCY SOLUTIONS

Taking ownership for the delivery of a defined project in conjunction with our bench of Associates. Badenoch & Clark has developed methodology to enable us to assist our clients in reassessing their existing consultancy commitments. This methodology and suite of products enabled Badenoch & Clark to provide a compelling, value centric alternative to traditional client consulting expenditure.

THESE SOLUTIONS FOCUS ON ENSURING:

→ No compromise on key skills, competencies, solutions experience or identified specialisms

→ Significant cost saving opportunities versus original consultancy expenditure

→ Tangible value is created

→ Partner relationship models are followed

We have supported the majority of government departments, and a number of major blue chip organisations, in the delivery of a wide variety of programmes and projects through our Consultancy Solutions products.

We have assisted in everything from major transformation programmes, system implementations, cloud delivery and agile work packages, and discreet technical development and testing projects.

Our approach is one of robust and structured account management, complemented with highly skilled delivery expertise. Where necessary we support our in-house capability with a broad network of niche skilled associates to ensure we deliver on time and to budget.

Our methodology is vigorous yet flexible enough to fit in with our customers' varied challenges.

OUR APPROACH TO DELIVERING CLIENT SATISFACTION

The Badenoch & Clark 'statement of work' is designed to monitor and maintain the highest standards of performance throughout the contract duration. This is founded on mutually agreed KPIs, SLAs and MI and validated with regular audits to maintain compliance. This approach features; account management, daily and weekly catch-up sessions, management reporting, audit, customer satisfaction surveys, continual service improvement and executive associates.



Identify needs & requirements:

- RFP process
- Presentation
- Selection decision
- Contract/SLA negotiation

Identify service feature:

- Identify account team
- Internal planning session
- Planning session with client
- Statement of work

Account set up:

- Work instructions
- Communication
- Account plan
- Value added service

Maintain service:

- Fulfillment
- Feedback on requirements
- Monitor metrics
- Compliance

Client relationship assessment:

- Escalation process
- Regular contact
- Business review
- Satisfaction surveys