

THE CLIENT

A leading telecoms business providing broadband, tv, data and telephony services to UK consumers and businesses.

With over 4 million customers the organization is growing at an accelerated rate as they look to develop new and innovative services to keep up with customer demand.

THE CHALLENGE

As the client has diversified their services, in response to technology advancements and changing customer needs they have encountered various challenges in delivering change.

The organisation's change function is relatively young with different operating systems and models deployed across their various locations, meaning that change is delivered inconsistently and to varying standards.

The change function is made up of a mixture of perm and contractor resources. Contractor resources are a costly solution at a premium rate. The organisation has also identified a skills gap, which impacts their ability to build a sustainable change function internally.

OUR APPROACH

We started work with the client in early 2017, and understood that there were a number of key initiatives we could help support them. Our initial engagement was helping the business in a strategic programme, consolidating over 3000 operating processes, translating them into plain English.

Because of this successful partnership we've been able to expand our remit and work in the Business Analysis team, supporting a key regulatory change, GDPR. The General Data Protection Regulation comes in to effect in May 2018, Grayce is supporting the programme to prepare and roll out changes to ensure compliance.

Our L1 Analyst is currently leading the right to remediation workstream. This means working with senior stakeholders in the ICO and legal teams, while reviewing the latest guidance. Our L1 Analyst has been gathering information through questionnaires, roadshows and various meetings to understand more about how the business manages their data, from maintenance to deletion and is creating a RACI matrix to understand accountabilities for data at all levels.

THE RESULTS

Whilst the partnership is still in its infancy there is a clear fit between the organisations around culture and values. The client has seen consistent continuous improvement from all Analysts on site. There has also been great feedback on the flexibility of the model which has meant we've opened up new opportunities. Long term we hope to continue to support the client's aims to build a more consistent and sustainable change function.