

## THE CLIENT

A global protection company, specialising in the housing and lifestyles markets, the client offers protection products to consumers in 16 countries.

Mobile and device protection is one of their key business products, supported by innovative technology solutions.

## THE CHALLENGE

The client was faced with an increasing change stack and didn't have the necessary change talent to cope with the demand.

People were needed to bolster the current PMO team, while also looking to bring in new capability and develop a sustainable resource pool which would help them meet longer term change goals.

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## OUR APPROACH

The HR Director referred the Hiring Manager to Grayce as they looked to improve capability and increase capacity within their PMO. Upon investigation, we could identify exact requirements for PMO support.

Initially we had placed a Project Manager working on a customer documentation migration programme in one of their high-profile consumer

brands. Because of this successful partnership and the trust between the Grayce and the client, we were able to work together to find PMO support.

Working in the PMO function, our Analysts have relieved pressure from existing resource. We have been helping to govern all projects across the portfolio, own risk management processes, collate reports for steering committees and even build an estimating tool for the portfolio which helps make projections on BA, Dev and Testing man days so project costs can be estimated.

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## THE RESULTS

The relationship commenced in mid 2017, with positive feedback gained from the client. Productivity has increased and Analysts have been able to build trust and take ownership of complex activities, supporting the existing team.

We're working with the client to understand future requirements to continue to build a sustainable talent pool and support the huge programme of change that needs to be delivered.