

## CASE STUDY - DELIVERING CHANGE

### For a major insurer

With operations in over 20 countries, a wide distribution network and multiple product lines, this client needed to create an integrated platform for operations across the enterprise.

Following the initial analysis stages, we were invited to lead the transformation programme, with a key focus on engagement and involvement of remote employee teams. We established regional champions for the programme, providing one to one coaching on running local workshops and focus groups.

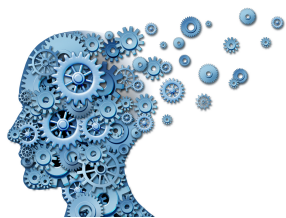
Weekly "open mike" sessions amongst the champions allowed for concerns to emerge and solutions to be shared across a diverse group. In parallel, we managed delivery of the new operating model across various functional streams, and provided the overall governance for the programme.

The PMO Academy Blueprint for managing change

GOVERNANCE	PORTFOLIO MANAGEMENT	DELIVERY INTEGRITY	RESOURCE MANAGEMENT	CAPABILITY DEVELOPMENT
Programme Oversight	Portfolio Construction	Plan Integrity Management	Supply & Demand Management	Capability Assessment
Financial & Benefits Control	Do-ability Analysis	Risk Management	Sourcing	Skills Training
Vendor Management	Change Impact Mapping	Change Control	Skills Testing	Career Planning
Audit, QA & Healthchecks	Integrated Planning	Deliverables Management	Onboarding	Coaching & Mentoring
MI & Reporting	Communications	Test & Training Co-ordination	Logistics & Workspace	Methods, Standards & Tools

### Great outcomes!

- ❖ Buy in to the programme across regionally diverse teams and cultures
- ❖ Functional integrity of the new organisation design through cross workstream planning
- ❖ Development of regional change management skills for future programmes



Want to find out more?  
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