

Adventus Project Team delivers Agresso at The

"Adventus were able to bring control to the project that did not exist before and were very effective in managing the issues..."

**RAC Project
Director**

**identify
understand
resolve**

THE BUSINESS

The RAC is a European-wide organisation that specialises in motor vehicle recovery, now owned by Aviva after its acquisition in 2005. In 2002 the RAC had an annual turnover of £300m and was based in over ten major locations in the UK and Europe.

THE BUSINESS NEED

In 2002 the RAC had undertaken a fast moving program to implement a new call centre and customer billing systems. This was a complex change program and systems integration process across the business, including the implementation of Siebel and Agresso.

Due to the speed and scale of the project the business was not able to resource the project internally and required cost-effective teams of external consultants to help deliver the project.

THE ADVENTUS SOLUTION

Adventus was able to quickly provide a team of experienced consultants to work as project managers as well as lead business analysis and change management work streams. The people provided had all worked together before as a team and were also self-starters able to pick up complex tasks and work independently. They possessed the experience and skills to challenge embedded preconceptions and to identify major issues within the program.

The tasks delivered included:

- Project Management of Agresso implementation
- Effective liaison with other program streams;
- Project planning and issues management;
- Change Management;
- Process analysis and design;
- Program Contingency Planning;
- System Integration scoping, analysis and documentation;
- Business process testing across integrated systems.

Further Information

Adventus is a fast growing business and programme management consultancy formed in 2001. Our aim is to help businesses **Identify, Understand and Resolve** the complex business issues which they face today.

We have a first class team of consultants with backgrounds in leading consultancies and industry, bringing with them the skills and competencies needed to deliver real business benefit. We are passionate about what we do, and this is reflected in the success of the assignments we undertake.

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Adventus Ltd

KEY FINDINGS

After a review of the program and projects it was identified:

- The complex program was in danger of being run in a disparate fashion with isolated and conflicting projects and different project methodologies. This would cause major project overrun and scope issues; the Adventus team advised the RAC to implement a Program Manager and Office to help minimise the impact of these issues;
- Key business requirements needed improved documentation and definition;
- Scope was complex and being informally passed between projects;
- There was a requirement for improved ownership of business processes from an end-to-end perspective - the focus was on silos of technology rather than business processes and benefits;
- There was a lack of effective sponsorship in key project areas resulting in one-sided steering of the program.

ADVENTUS BUSINESS BENEFITS

- We assisted in the delivery of a successful project;
- Our project methodology allowed effective transfer of knowledge to RAC employees;
- A flexible approach was adopted which blended with other methodologies used by other projects within the program;
- Adventus uncovered additional key business requirements ensuring that they could be implemented and tested;
- We challenged the structure and organisation of the project as a whole and facilitated improvements to project/program governance;
- We successfully surfaced major issues which compromised the project allowing them to be resolved in a structured way.

ADVENTUS CONTACT DETAILS

If you have any questions or require any further information about the business consulting services provided by Adventus then please feel free to contact Trudy Reynolds:

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