



**Knowledge Based Company**

<b>Start Point</b>
<ul style="list-style-type: none"><li>• £8m spend</li><li>• High Management Costs 30% of total spend</li><li>• Controlling not enabling</li><li>• Low value at point of delivery</li><li>• Entitlement Culture</li><li>• Major Organisational Change</li></ul>
<b>Objective</b>
<ul style="list-style-type: none"><li>• Reduce costs</li><li>• Align services to business need</li><li>• Increase value at point of delivery</li><li>• Introduce Performance Culture</li><li>• Enable Change</li></ul>
<b>Methodology</b>
<ul style="list-style-type: none"><li>• Business Need Analysis</li><li>• Communicate obsessively</li><li>• Introduce Managing Agent Role (MA)</li><li>• Reward Performance</li><li>• Introduce Web Based Help Desk</li><li>• Performance Contract</li></ul>
<b>Outcome Benefits</b>
<ul style="list-style-type: none"><li>• Management 10% of total costs</li><li>• MA Paid by Balanced Scorecard Results</li><li>• Enabled 30% Savings</li><li>• On Line Measurement and Communications Tools</li></ul>