

# Improved Communications in Global Consultancy Organisation

 250

Staff in London

 1000

Associates operating globally



## The Client

Global consultancy specialising in international aid and development. With a focus on economic growth and government reform, their professional services offering ranges from Infrastructure Development and Revenue Reform, to Extractive Industries Governance and Public Financial Management.

Though headquartered in London with around 250 staff, the client organisation has around a thousand Associates operating globally at any one time; often working in conflict-affected zones and politically unstable environments.

## The Challenge

Having enjoyed rapid growth in the last few years, the client manages a multitude of complex projects, most of which are running in developing countries, employing a network of in-house staff as well as associates with specialist skills. As is common with fast-growth organisations, the potential for teams and projects to work in silos was raising concern.

In order to expand the business and promote collaboration between teams, this globally focused client needed a strategic technology partner with whom they could work across the long-term.

With a particular need to create improvements in Business Development, Business Intelligence, Project Delivery and Timesheet/Expense Reporting, the overall challenge of the project was to bring consistency and simplicity through an integrated set of applications.

# The Solution



Leveraging a deep understanding of how Professional Services works across a variety of sectors, Triad was able very quickly to come to grips with the client's specific challenges, and also proactively suggest a few innovative ideas based around in-depth experience of building applications on the SharePoint platform.

Triad followed their proven approach of embedding team members in the client's offices who were supported by remotely working development teams and specialist technical skills deployed as the requirement arose.

Being embedded in the client environment facilitated Triad & the client IT teams working together more effectively following an Agile methodology to build, test, collaborate and refine applications as the project progressed.

Triad built an intranet to host the applications as well as a dedicated Associate Supplier Portal to efficiently manage the transactional side of Associate relationships, but also providing a place for general communication to bring the client closer to its Associate network.

# The Result

The overall outcome delivered business value as well as a consistent look and feel for the client's brand among its team members and associate network. All levels of management have greater visibility and access to structured and unstructured information, enabling greater collaboration, consistent data and a platform built for growth will enable to take their organisation to the next level.



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