



Lead Consultant:
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Problem Statement...

- Top 4 UK Retail Bank was in the process of mobilising an Automation Programme against challenging cost reduction and process improvement agenda
- Multiple levels of maturity, technology adoption and business sponsorship existed across 4 core divisions, with a lack of overall leadership and direction
- No strategy existed for prioritising, tracking or deploying assets to execute the programme, with a need for transparency and high standard of MI and qualitative reporting
- Business areas, sponsors and customer divisions were “competing” as to relative priority and “big picture” of Automation Journey

What We Did.....

- Appointed as Automation Programme Delivery Director to lead and establish the Retail Bank Automation delivery capability
- Working with all exec sponsors and business, technology and operational owners developed and implemented a “Centre of Excellence” Operating Model owned by the Automation Mission Control, incorporating decisioning and prioritisation frameworks
- Created physical and virtual Mission Control hubs, operating under a single transparent Op Model to ensure clarity, consistency and visibility to support decision making and operational management
- Create class-leading orchestration and control processes to support real time dynamic MI, and executive dashboard reporting, to reflect real-time nature of the Automation journey
- Formed governance structure around Mission Control to ensure all decision making, delivery execution and risk / issue management activity fully aligned at all times
- Embedded a cultural shift to ensure all Automation activity focused through consistent and transparent “Single Version of The Truth”

The Outcome.....

- ✓ Transparency and control established and maintained across analysis, design and execution of Automation solutions across c600 critical business and customer processes
- ✓ Accelerated delivery of first Automation candidates and created a controlled pipeline of initiatives (Automation Roadmap)
- ✓ Enabled Programme to secure full 2017 & 2018 funding at Group-level Change and Prioritisation Board