

From Strategy to Service

Turning Transformation Plans into Operational Reality

People | Process | Results

Kirsty Hickson
Principal Consultant, Altair

Laurence Allen
Country Manager, UK



What we'll cover

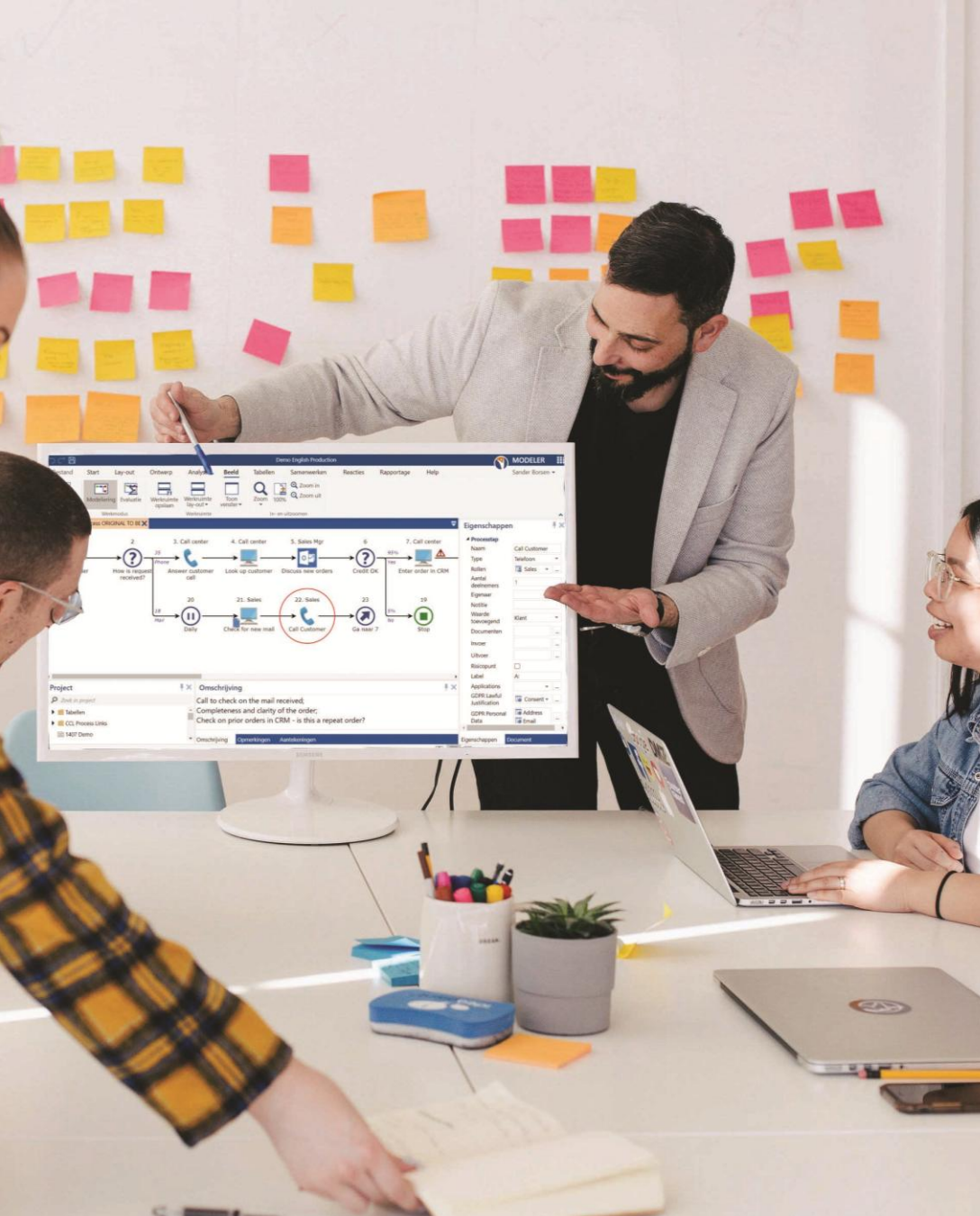
- **Introduction to Engage Process and Altair**
- **Closing the gap** Moving from strategy and regulation to operating models ready for implementation
- **Mapping the customer journey** Ensuring the customer is at the heart of service design and delivery
- **The power of process workshops** Visibility, knowledge capture and genuine buy-in
- **Change at scale** Aligning systems with services as you transform

Engage and Altair

Engage Process is a process management and improvement platform, built for people-driven change.

Altair is a management consultancy and advisory service working across socially-focused sectors.

A partnership combining tools and expertise to move from strategy to execution and build a culture for change.



“

Mission of Engage Process

To involve and empower subject matter experts in exploring their work to support the objectives of the organisation

”

Trusted across UK housing and Local Government



Service Redesign
and Cost Savings



Change Management



Housing,
Applications and
Implementation



1000+ processes
in 2 years



Identifying
efficiencies



HS2 Organisational
Efficiency



People Driven
Change



Process
Improvement



New Housing
Management
System



Customer service
improvement



Voids Processes



ASC Redesign &
Digital Change



Customer
Experience



Continuous
Improvement



Adult Services



Why now?

Industry Pressures

- Consumer standards
- Regulations and Awaab's Law
- Digital Transformation and large-scale change
- Efficiency / cost pressures

The common thread ...

All require tools to **purposefully design and document** how services run, capturing data for **evidence-based decisions**

“

We deliver independent advisory services and **bespoke solutions** that **create growth, resilience and efficiency** for our clients.

Our culture is rooted in **collaboration, innovation** and **making a real difference**.

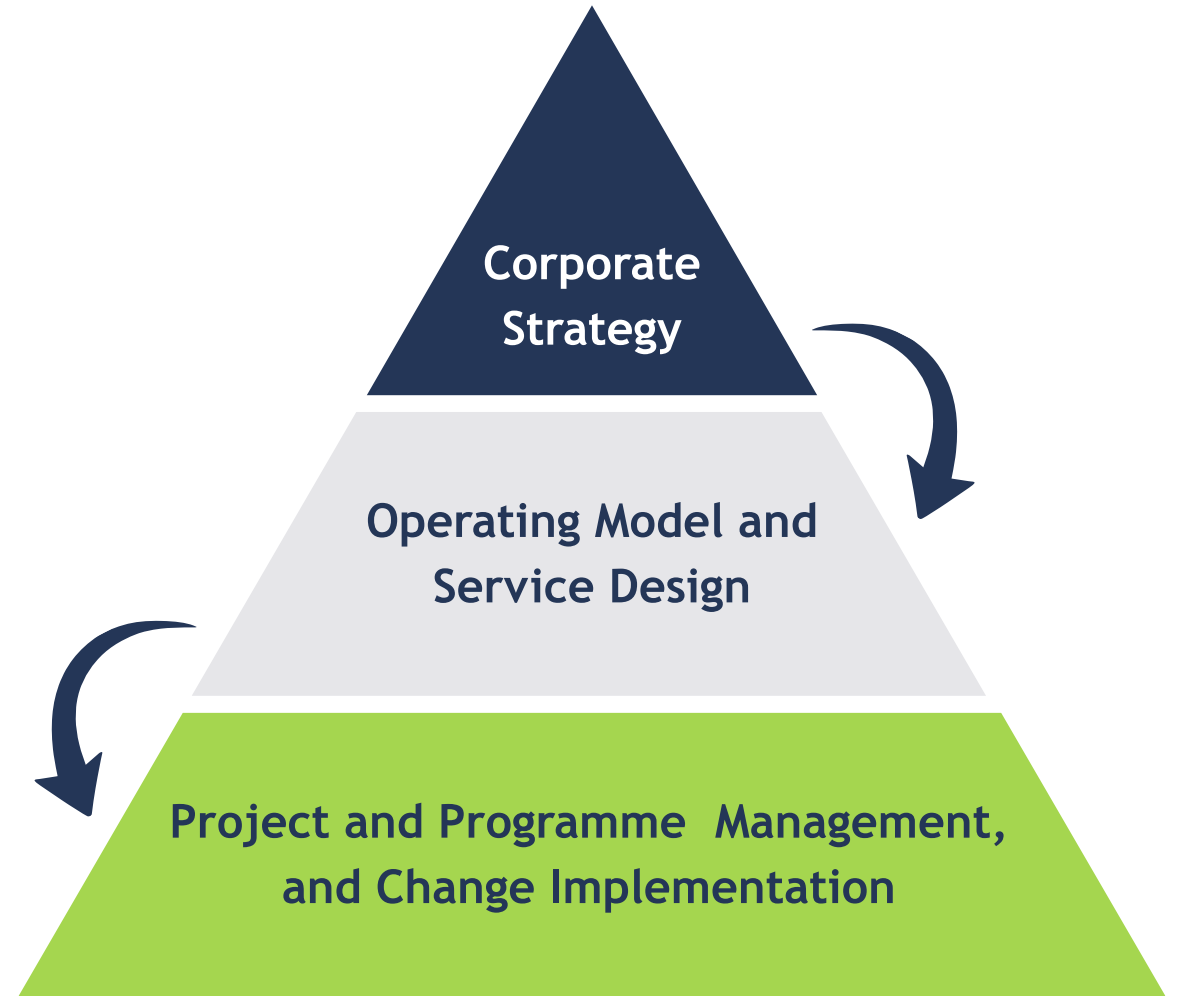
Our values inform how we work with our clients – acting with **integrity**, working in **partnership** and striving to **deliver measurable outcomes**.

”

Altair's Complete Transformation Offer

“Working with clients to address their biggest challenges by combining strategic thinking, smart design, and a keen appreciation of complex systems and context.

We diagnose issues, design solutions, and deliver change – supporting our clients to achieve impactful change for their people, customers, and wider stakeholders”.



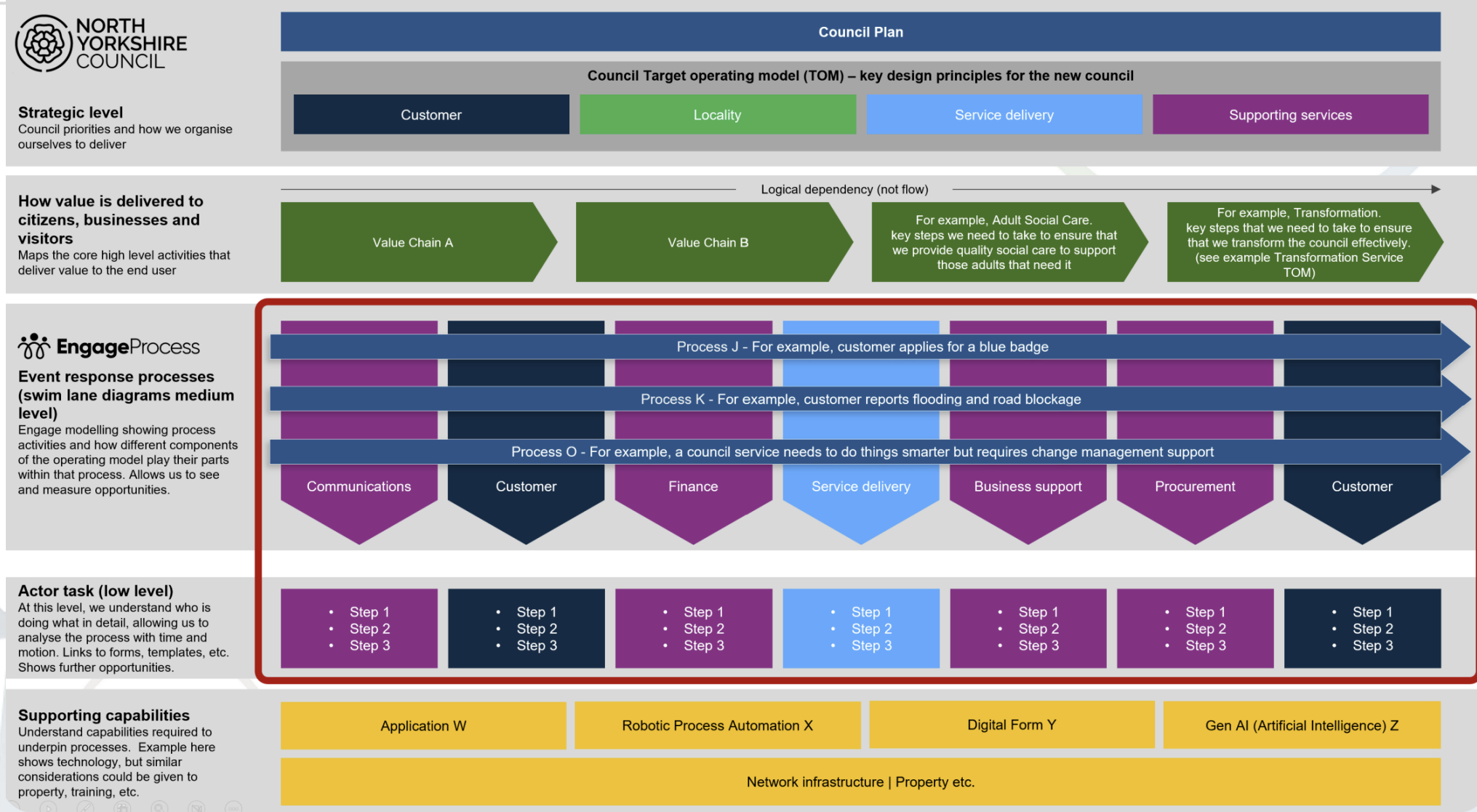
From Strategy to Service: Turning transformation into operational reality

Most organisations know what they want to change, but how does this translate into the way services are delivered?



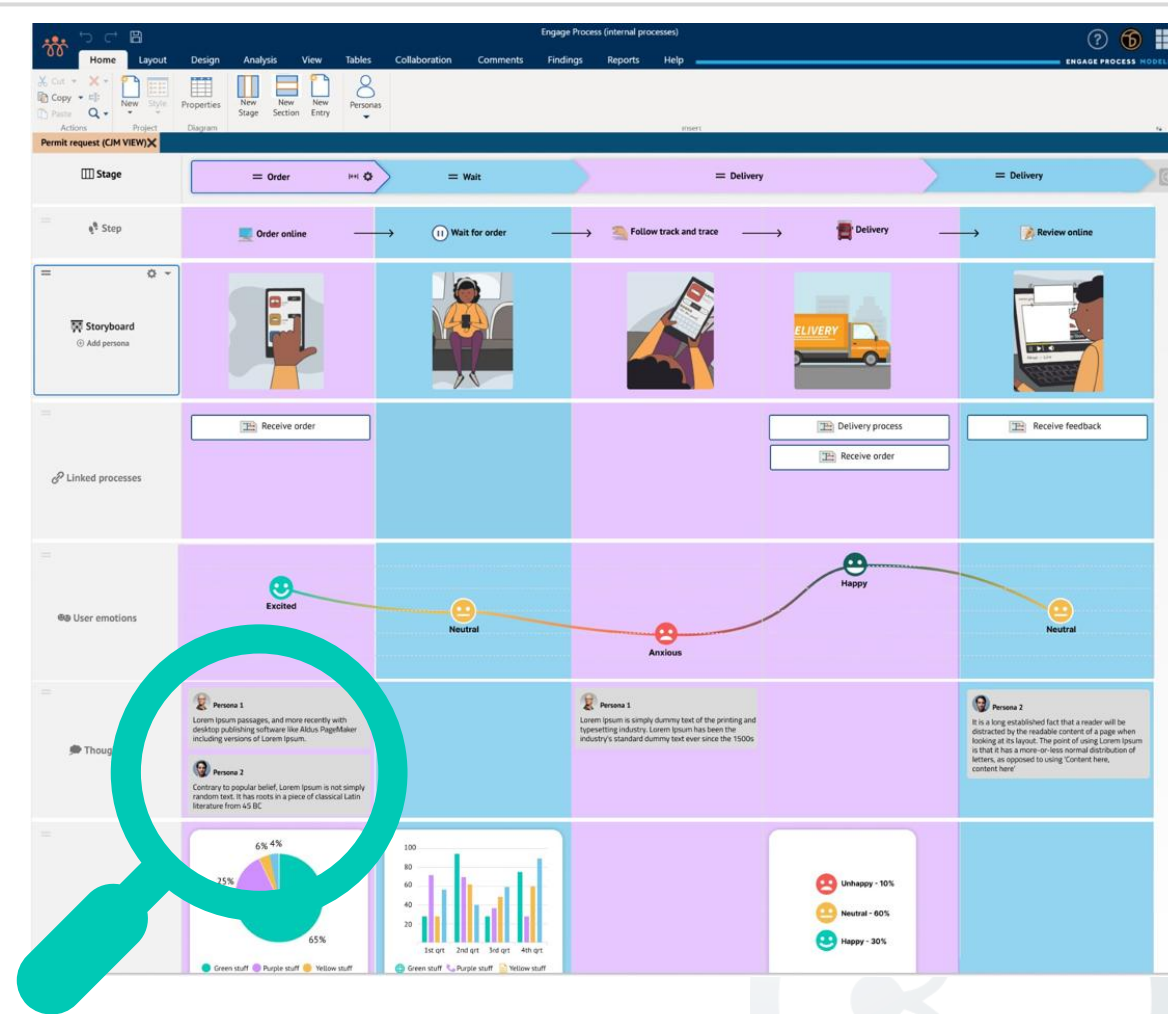
Transformation succeeds (or not) in the gap between strategy and day-to-day delivery.

From Strategy to Execution

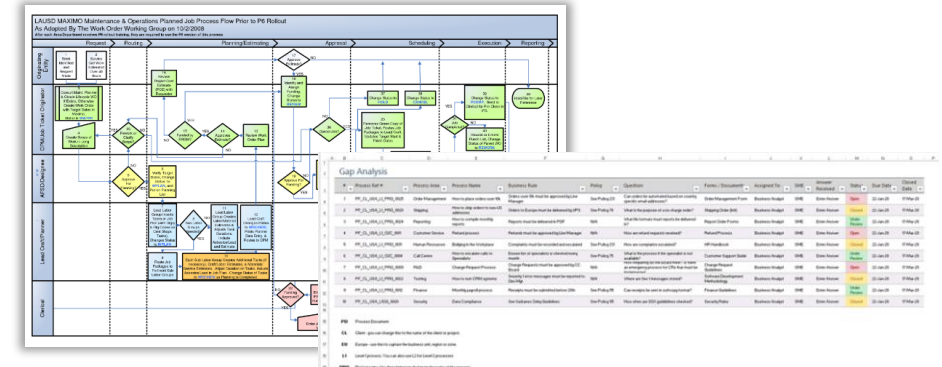


Customer Journey Mapping

- Understanding your customer's experience informs your operating model
- Connecting customer sentiment and outcomes to how services are being delivered
- Translates your target operating model into a target customer experience

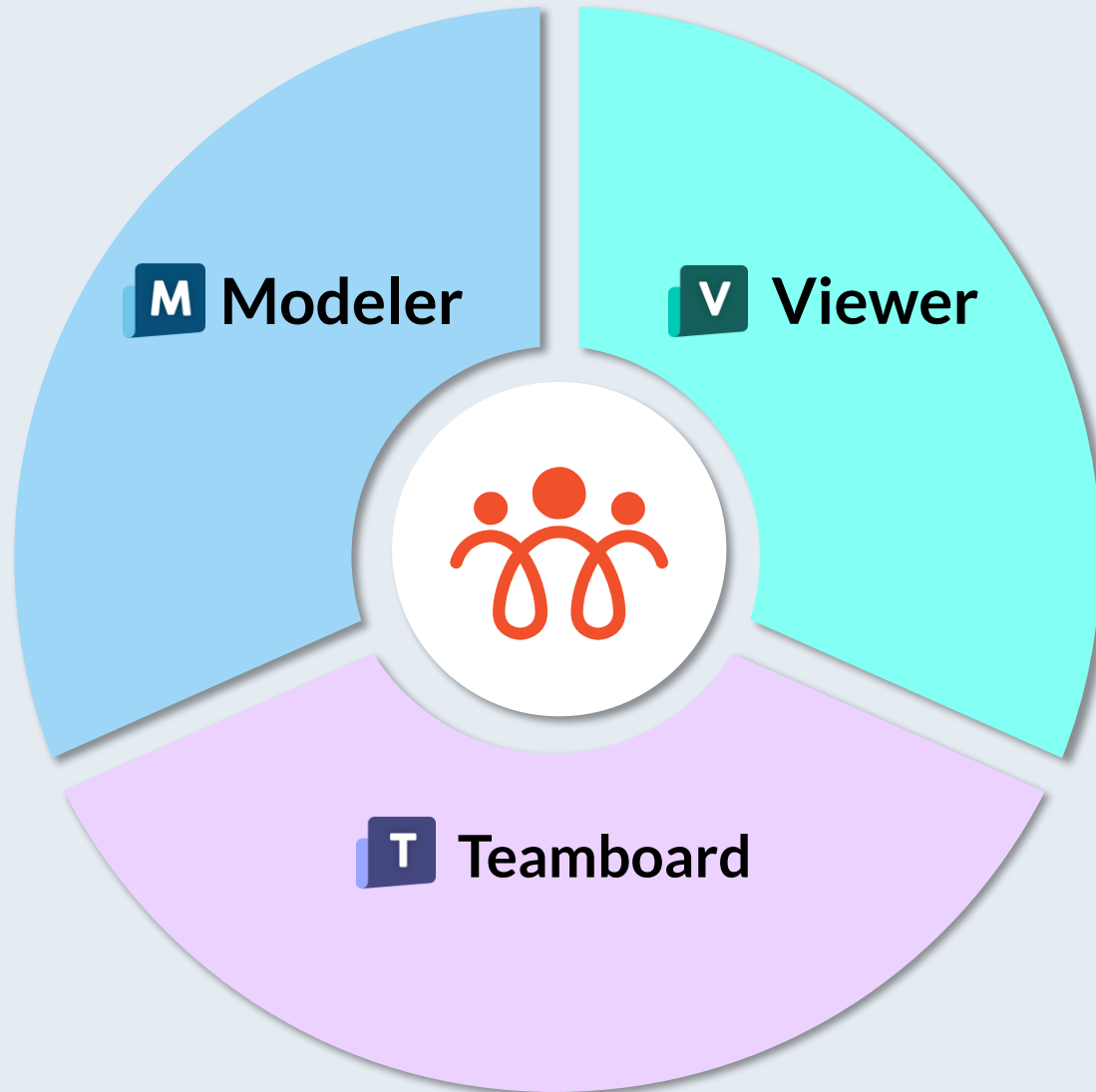


How are we discussing processes?



Multiple systems to explore, improve and collaborate.
Engage Process manages this whole process in one platform

Main modules Engage Process



Supporting Modules

Tables

Brainstorm (App)

Reports

Feedback

Findings

Admin Center

Approval

Publisher

Knowledge Center

Configurations

Being Added

Risk Management

Process Hierarchy

Customer Journey

Unique features for addressing detail and people driven change

Make process mapping simple and collaborative

Automatic
Drag & Drop

1 screen
Easy & Workshop

Intuitive icons
Everyone participates

Tables
Central database for data sets

Brainstorm
Remote sharing of ideas

Migration
AI-supported import feature

Explore, analyse, and identify improvement opportunities

Show/Hide®
Lots of detail, show when needed

Calculations
Results & Awareness

SwitchView®
Swimlanes for each data sets

Customer
Internal
Non Value Added

Findings
Suggestions to **Teamboard**

Share directly and gather feedback across the organisation

Handbook with StepView®
Direct & Detail

Feedback/Comments
Continuous Improvement

Extensive Reports
(GDPR, Risk, Efficiency, etc.)

SaaS & SSO
Instantly operational across the organisation

The power of process workshops

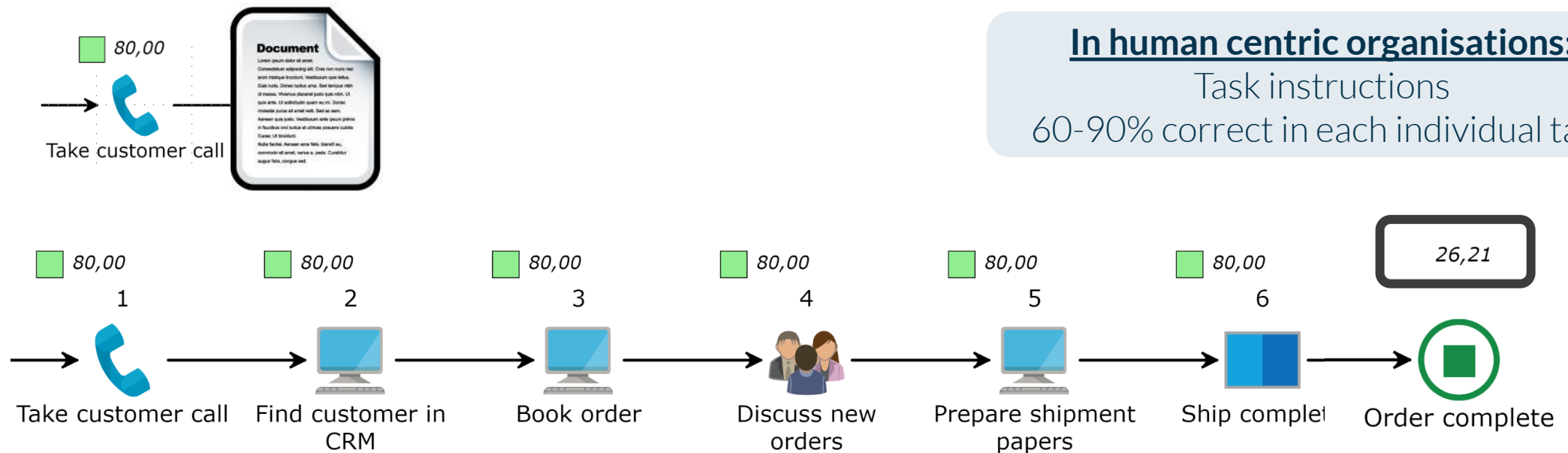
Improve processes with those who know it best: **frontline colleagues and service experts.**

Engaging teams for input, feedback, and creating a single view of change.

- Visibility
- Role Clarity
- Knowledge capture
- Buy-in
- Root-cause analysis
- Collaboration
- Seeing the whole end-to-end
- Transformation Thinking
- Customer Experience

What is our process?

The hidden factory



Sum of exceptions is often greater than the number in the happy flow

Aligning Systems with Services

Customers and residents experience one journey, and they often don't experience the business in the same way that we do.

Can I get through to someone?

Do I have to repeat information?

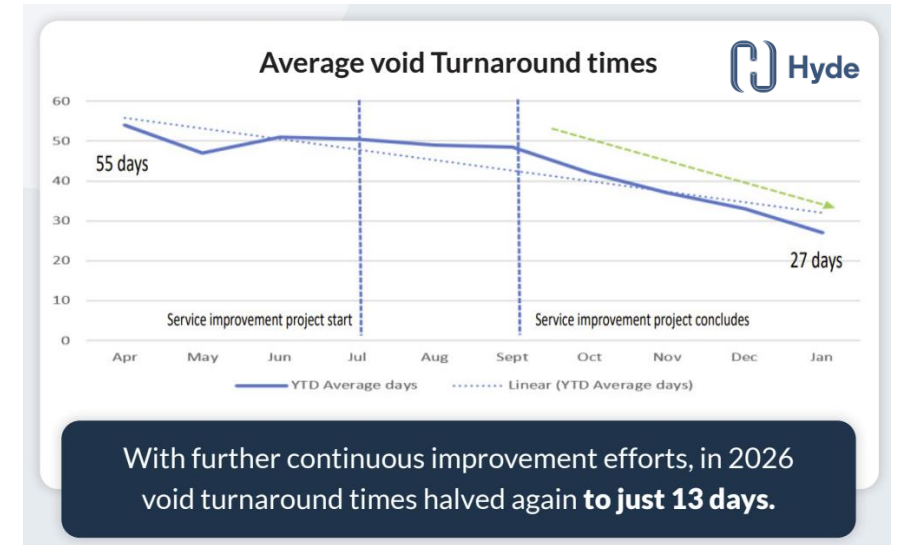
Do the teams communicate?

Did the service deliver what I expected?



Customer Case Studies

- Sustainably reduced voids, reducing costs by ~78%
 - Understand customer needs, aligning services, and map current to future-state processes for actionable insights
 - Continuous improvement
- Building on existing work to translate into operational practice
 - Translating system designs into detailed operational guidelines
 - Informing implementation and change impact assessments



London Borough of
Redbridge



Key takeaways

- Bridging the gap between objectives and execution
- Opportunities in change to reset how services are delivered, not just who delivers them
- Continuous improvement rather than a one-off exercise
- Collaboration, clarity and compliance

Read Altair's article:
Aligning strategy and
change from purpose to
practice



Download our Whitepaper:
7 Steps for a Successful
Process Workshop



Questions?
Thank you!