



the little book of
NineFeetTall

NineFeetTall
delivering positive change





Who are NineFeetTall?

NineFeetTall

is a leading management consultancy that specialises in **business transformation**.

We have proven experience of working in partnership with clients to deliver complex change projects across a vast range of industries and sectors.

What we do...

- » Programme and project management
- » Business analysis
- » Change management
- » Training

We also...

- ✓ Deliver projects with passion
- ✓ Get the best out of your business
- ✓ Deliver measurable results
- ✓ Work in partnership with you
- ✓ Listen to your requirements
- ✓ Tailor programmes to suit you
- ✓ Provide strategic input
- ✓ Roll up our sleeves and get hands-on
- ✓ Guide, coach and mentor as requested
- ✓ Transfer our knowledge to your employees
- ✓ We make companies more profitable and reduce costs

What we don't do...

- X** Impose a rigid strategy on your company
- X** Bore you with endless PowerPoint presentations
- X** Overcomplicate things



Programme and project management

Let us take
the reins

We lead complex IT and business change programmes, making sure these are delivered on time and to budget.

Typical programme and project management services:

- » Project mobilisation and kick off
- » Programme planning
- » Project planning
- » Stakeholder engagement
- » Resource management
- » Programme and project audit
- » Budget tracking and analysis
- » Programme and project rescue

Business analysis

Efficiency is the name of our game

We help organisations to streamline their business processes to gain real efficiencies.

Typical business analysis services:

- » As-is process mapping
- » Process reengineering
- » Requirements gathering
- » Workshop facilitation
- » To-be process management
- » Test management
- » Test planning and preparation
- » Test execution

Change management

Achieve your full potential

We help organisations achieve their full potential through successful change management.

Typical change management services:

- » IT and business transformation
- » Mergers, acquisitions and integration
- » Cost reduction and efficiency
- » Organisational design
- » Communications
- » Change leadership
- » Cultural change
- » Performance management
- » Operational alignment
- » Benefits realisation

9Plus training

We like to share

9Plus is our dedicated training programme.

We'll pass on our best-practice project management, business analysis and change management skills, our **winning approach** and tried-and-tested techniques – **and we'll make it fun.**

Educate, equip and enable your internal resources to:

- » Develop new skills
- » Build confidence
- » Re-energise your professional development journey
- » Jump start your motivation
- » Inspire your team
- » Impress your colleagues
- » Amaze your customers

All 9plus training is delivered by practitioners – people that actually do the job and not just trainers in a subject matter.

Our 9Plus training modules and courses:

BUSINESS ANALYSIS:

- » Requirements definition
- » Process design
- » Test management

PROJECT MANAGEMENT:

- » Project initiation
- » Best-practice project management
- » Project Go-live

CHANGE MANAGEMENT:

- » Organisational and cultural change
- » Project communications
- » Training and coaching

BCS training

(The Chartered Institute for IT)

Those who can, teach

Our course tutors are current business consultants who have **first-hand experience** to share and real life case studies to refer to – not just dry theory, facts and stats.

The BCS Business Analysis Foundation Certificate covers:

- » The role and competencies of a business analyst
- » Strategy analysis
- » Business system and business process modelling
- » Stakeholder analysis
- » Investigation and modelling techniques
- » Requirements engineering
- » Business case development
- » Management of business change



NineFeetTall works in a variety of sectors

and industries where we have delivered programme management, project management, business analysis, change management and training.

construction creative
education government **health** utilities
charity manufacturing legal
technology social housing sports
financial membership retail/fmcg

Institute of Directors

We appointed **NineFeetTall** to provide process and change expertise and further train our staff, to enable us to drive change from within.

NineFeetTall were **exceptional** in developing and **motivating** our team of business experts.

Together we managed to **transform our organisation** into a customer focused and supportive environment and we have significantly reduced our operational overhead as a result.

Aon

We needed expert facilitators to help us run a series of high profile events. **NineFeetTall** was the perfect partner.

They are **exceptional facilitators and change experts** and I would highly recommend working with them.

They brought **enthusiasm, drive and professionalism**, performing to the highest standard.

They not only managed to engage and energise the audience, they understood the subject matter and brought a deep knowledge of change management to our events.



Quadriga Worldwide

No matter who we worked with at **NineFeetTall**, the approach was the same – **hands on, honest and open** about their thinking and reasoning, and **fully collaborative** with the management team at Quadriga.

Their focus on what is needed and how to get there is laser-like, realistic and **simple to implement**.

Imperial College

Our IT department had undergone a substantial amount of change and, as a result, processes and business systems were messy and inefficient.

We tasked **NineFeetTall** with helping us to run a tighter ship in order to make us more **economical and productive**.

They managed the implementation of a highly effective customer relationship solution which enabled us to meet our challenging fundraising targets for the year.



University of the West of England

Our customer services function was struggling to cope with its workload, putting significant pressure on our team members and affecting turnaround times.

NineFeetTall quickly grasped what needed to be done and within a month we had **fixed our problems**, adopted new ways of working and created a motivated and **high performing team**.

We are back in the driving seat.

Health and Care Professions Council

NineFeetTall made this journey so much **easier and enjoyable** in getting us to a position where we could take our innovative case management system live.

They got us through some extremely difficult periods and helped to ensure that the transition to a paperless operation was **smooth and seamless**. We could not have achieved what we did without their involvement throughout.



Thomson Reuters

NineFeetTall brought an independent approach and **accelerated** the set-up of our global development support team.

They worked in an extremely **complex environment**, across a diverse organisation, and were able to quickly develop and gain approval of a plan that our team could take forward.

They were **flexible and attentive** to detail while meeting our unique requirements.

Co-operative Legal Services

NineFeetTall was able to provide focused and detailed analysis, translating highly complex regulatory requirements into a **clear action plan**.

They brought with them a fresh and effective approach to solving issues. The real difference in working with **NineFeetTall** is their **experience, toolkit** and ability to **hit the ground running**.

Ultimately they provided us with **real value**.

Brandon Trust

Brandon had gone through a period of rapid change and faced a number of challenges that needed to be addressed.

We worked with **NineFeetTall** to review and develop our infrastructure in line with the demands of our growth objectives.

NineFeetTall worked with us *in true partnership* and came up with a range of creative and effective solutions to help us *completely transform our business*.

Wilts Electrical Wholesalers

NineFeetTall helped us to focus our attention on the reduction of operating costs, and in doing so we became more effective and streamlined. The advice we received was direct and invaluable.

By working closely with the board and the wider Wilts team, the structure and rigour **NineFeetTall** brought to setting up our change programme put us in a great position to *achieve quick wins and realise real financial benefits*.

VOSA

We needed someone who was able to keep our staff motivated throughout a complex business and technology change.

NineFeetTall managed to engage both senior management and roadside enforcement officers and got them on board right from the start. They worked in partnership with VOSA and together we managed to **generate real enthusiasm** for the cultural, process and technology change at all levels of the organisation.

Together we transformed a negative and sceptical user environment into a **supportive, competent and motivated team**.

Remploy

NineFeetTall brought real project management expertise to our change programme, ultimately helping us to build our internal project management structure and capability. They were instrumental in enabling us to deliver a highly complex Government Programme.

Our work with **NineFeetTall** is **a perfect example of partnership**. By bringing experience and drive they helped shape the project and PMO teams to **deliver real value and sustainable improvements** to our business.

National College for Teaching and Leadership

We needed to strengthen our relationships with our end customers, who today are primarily school leaders within England. **NineFeetTall** helped us to define what type of relationship we wanted at the individual, school, school cluster and local authority level, who we communicate with, and how.

They were quickly able to **analyse our complex organisation** and present a clear picture of our customer relationship strategy, **identifying real efficiencies**.

City University London

NineFeetTall were tremendous in motivating and enabling City University to change its ways of working and adopt a more proactive culture. They **broke down barriers and increased collaboration** between academic and admin staff. The new processes designed by **NineFeetTall** provided our team with a shared understanding of how to work consistently and efficiently.

As a result we **realised significant savings**, both in terms of headcount and student retention.



Enough about us

Let's talk about you and
your business needs.

Contact us

If you would like to discuss your
requirements, please get in touch:

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