

# THE CHALLENGE OF CHANGE

focus > improve > achieve

fifth  
**STEP**<sup>TM</sup>

# INTRODUCING FIFTH STEP...



## Expertise, insight and added value

Fifth Step works with clients across the global financial services industries to leverage the power of their existing IT resources to maximise business performance. We help our clients meet strategic goals, surmount the challenges of change and enhance their governance.

We do this through a highly focused combination of financial services industry experience and high-level IT expertise at both strategic and functional levels.

We consider ourselves a strategic resource, operating on a consultancy basis to add value to our clients by delivering bespoke services to agreed plans, timetables and budgets.

## Constant change is here to stay. And with increased regulatory requirements and a greater focus on M&As, the speed and complexity of this change is growing.

Fifth Step has the experience, scale and flexibility to work with you to embrace and manage every aspect of the changes you're going through.

We're passionate about bridging the gap between business and IT, and in addition to collaborating with your existing teams, will also own and run stand-alone projects.

### How we work

We usually work within our clients' existing project framework. However we've also developed our own project methodology and governance templates, which can make the process easier.

### Successful change management

Whatever form it takes, change must be managed carefully. People at all levels of your organisation will be involved, and Fifth Step will engage with all of them, including external stakeholders. This approach ensures that everyone understands your ambitions and objectives, and plays a real part in your success.

### Effective programme and project management

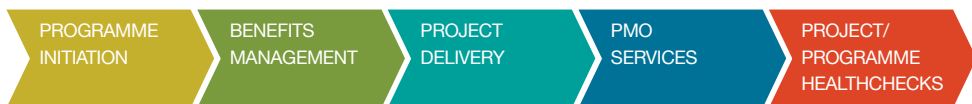
Fifth Step know that every project and programme is unique, and we'll use our experience to bring consistency to the delivery of your planned change. We'll evaluate your plans, define objectives and outcomes, and resolve any problems before they start to concern you.

### Positive portfolio management

Fifth Step will focus on the benefits your organisation needs, and the best way to successfully deliver them. Optimising your portfolio to maximise results, and ensuring all your stakeholders are engaged, we'll guarantee that there's no ambiguity in delivery. And we'll also ensure your portfolio is focused on establishing the value contributed by each project.

### Focusing on the right things

Benefits Management, Resource Management and Budget Control – Fifth Step recognises that for most organisations these are the three areas most likely to cause problems. We'll help you focus on doing the right thing at the right time, and ensure you have the tools to evaluate and execute the benefits that meet your needs. We'll also help you to mobilise your Resource Management skills in the most cost-effective way, and ensure clarity in your budget forecasting and spend.



## Our Project Management Office

Fifth Step's flexible Project Management Office facility is ready to support the successful governance of all your projects, programmes and portfolios. We offer a bespoke, fully provided service, delivered either at your premises or remotely.

## Improving your business processes

Growth or acquisition can sometimes affect the productivity of your business, and our Business Process Improvement specialists will help you to integrate Continual Service Improvement into your organisation, so rather than a 'once a year' project, it becomes a vital business enabler. We'll help you decide what sort of business performance you want, and work with you to achieve, refine and review it.

We'll also work with your Subject Matter Experts to implement processes that will constantly review and adjust the growing needs of your business.

## Our approach to regulatory compliance

Change is challenging at the best of times, but when regulatory compliance adds a mandatory deadline to the mix, the problems can increase. At Fifth Step we plan for all eventualities, identify exactly what is required by the regulators, and raise awareness about what is required to achieve the deadline.

If a deadline has been set by - for example - a M&A, there will be many challenges relating to IT. However, in our experience, the greater challenges will involve personnel, and we have the expertise and skills to oversee this aspect of your change management programme.

We'll engage and communicate with your team and stakeholders, channel their knowledge in the right direction, inform them of the changes they can expect, and keep them fully engaged throughout the process.



# WORKING WITH FIFTH STEP



## **An overview of our services**

- We design, develop, implement and support project and portfolio governance.
- We provide flexible support for change, programme and project management.
- We lead and deliver business change and IT projects.
- We create links between organisations and teams on large projects and programmes.
- We deliver in-flight project assessments.
- We optimise business processes.
- We use our Project Management Office to track and report on projects and portfolios, and maintain governance standards.

## **Why are we different?**

- We provide senior people to work full or part-time for the duration of a specific project.
- We offer the extensive experience of our entire team - not just a single consultant.
- We will collaborate with you, dedicating our time and effort to ensure you get the best advice and guidance.
- We mentor, educate and share our experiences, all with the aim of creating sustainable change.
- We will leave your organisation in a better position than we found it.

# GET IN TOUCH WITH YOUR FIFTH SENSE

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