



WHAT HAPPENS WHEN CLIENT ORDERS EXCEED DELIVERY CAPABILITY? WE NAILED IT FOR THIS TECH PROVIDER!

THE CLIENT

Our client, a global Internet of Things (IoT) technology provider, has pioneered the decision-making space by harnessing wireless sensor technology with real-time software solutions. The firm's future-focussed approach and innovative solutions has secured its presence in over 50 countries across the world, and provides key decision makers with the tools to help them take challenging decisions. But when the company's rapid growth and reputation started to place a strain on its internal capability, they recognised a need to revisit some of their processes and protocols.

How could our client become super-flexible and super-responsive to clients' needs, whilst maintaining a laser-focus on faultless delivery?

OUR APPROACH

smart/tasking gained an understanding of the problem very quickly. By immersing ourselves in our client's day-to-day operations, we got the measure of the challenge: the company was so in demand that it was becoming a victim of its own success! What was required were real clarity around roles and responsibilities, greater robustness around delivery processes, and a quick-turnaround resourcing solution that could be scaled up or down in accordance with project needs. We embedded a Head of Delivery who immediately began to address these issues: time was of the essence here. Building a highly skilled team around him, our expert was able to build out a logical, systematic delivery method that left no room for uncertainty or miscommunication. smart/tasking then developed supporting methodologies and procedures, so that the whole delivery piece began to feel and look utterly consistent – like a finely-tuned machine.

GREAT RESULTS

With smart/tasking's intervention, we helped our client turn around issues of flexibility and scalability; rebuilding customer confidence and credibility and paving the way for future opportunities. A flex bench for projects was created to support projects on-demand: this on its own increased efficiency by 18%, removing risk whilst waiting for deals to compete, and allowing for flex up or down based on demand, without having to retain cost on the books.

**IS YOUR DELIVERY CAPABILITY FEELING A LITTLE CREAKY?
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