

Case Study

arvato UK & Ireland – Public Sector

The Company

arvato is part of the Bertelsmann Group, a privately held company, which excels in delivering outsourced services to private and public sector clients.

The Challenges

Chesterfield Borough Council faced the dilemma of how to deliver an excellent service to local residents and businesses, while simultaneously making financial savings. The Council was open to looking at new ways of working but protecting the jobs of its workforce was also a major consideration. It decided it could best meet the challenge by taking advantage of arvato's extensive public and private sector outsourcing experience; and signed a 10-year partnership agreement with arvato Kier to deliver a range of key finance, customer service, and information services.

Objectives

- To successfully integrate the former Chesterfield Borough Council team into arvato
- To work towards excellence in the service delivery of arvato's contract with CBC
- To create happy, winning teams within arvato, communicating effectively both internally and externally
- To be profitable and to seek out every opportunity to deliver the existing service more efficiently and deliver new services effectively
- To identify and constantly deliver new ways of working
- To enlarge this contract over time to provide added value to Chesterfield Borough Council
- To win new contracts in order to deliver benefits to other adjacent council organisations

The Results

- Improvement of relationships between arvato and client services teams
- Creation of financial private sector awareness workshops
- Local organisational structures improved
- Instillation of arvato UK & Ireland – Public Sector culture
- Rewards and benefits scheme introduced
- Purchasing guidelines introduced
- LEAN reviews expanded
- Customer services strategy developed
- Long-term service strategy developed
- Marketing/PR function created
- Office equipment rationalisation programme effected

TAM^{UK}

TAM is an advanced Change and Leadership Advisory business, focusing on mid-sized companies and larger Public Sector organisations.

We have a strong track record built over 40 years, underpinned by our focus on developing long term relationships with clients, a reputation for integrity, and offering an independent programme that is knowledge transferred to your Senior Management team upon the Instructions of your Board or CEO.

These core principles help us to sustain effective business relationships with our clients and are consistent with our aim - to be the Change Advisors of choice in our specialist sectors.

Our focus is on providing a clear development path for our clients to enable them to outperform in their markets. Our Specialist Advisors are experts in their chosen sectors and work closely with our Clients to help them deliver their strategic goals.

The Benefits

- Guaranteed facilitated change
- Strategically align and optimise your organisation
- Create a cultural platform for efficient and effective change
- Develop effective leadership
- Cut costs before jobs
- Improve productivity
- Maximise employee inclusion
- To deliver the change to a financial outcome

Contact Us

Call us on 01246 456304
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Leading **Organisational** Change

TAM^{UK}

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