



Case study

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# Driving Efficiency Through Consolidation and Standardization







## Client Challenge

The Company had experienced significant growth over time and had identified a need for consolidation and standardization with the overall objective of harmonizing ways of working. In addition, potential from clarifying decision making, detailing roles and responsibilities as well as system upgrades was highlighted as key to leverage scale and improve efficiency.





# Assignment

Opticos was engaged to provide strategy management support to help drive program execution and leverage our offerings within Scalable Operating Model including specific capability and knowledge in the following areas;

- **Business Processes:** Developing future state processes addressing current inefficiencies with clear objective of standardization, simplification and when possible, automation across the business.
- **People and Organization:** Defining and detailing roles and responsibilities clearly linked to business processes, handovers, cross-functional interactions and interfaces.
- **Governance and Steering:** Reviewing and improving the overall governance model and key management processes to improve and refine steering and decision-making.



# Client Benefits

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The main benefits include:

- Harmonized end-to-end business processes reducing complexity, eliminating functional silo-thinking with improved visibility, efficiency and elimination of non-value-adding work that enables future scalability.
- Role definitions that clarify expectations and contributions on individual levels, enable resource planning, efficient onboarding and fit-for-purpose training and upskilling.
- Steering model linked to business processes facilitating clear and fact-based business decisions supporting efficiency while maintaining the flexibility and agility necessary to navigate the market.





# About Opticos

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Opticos is a Management Consulting firm with a strong IT management practice. We empower business leaders to unlock sustainable business value.

Our team of seasoned consultants bring a wealth of experience and domain expertise, leveraging industry best practices to offer unbiased guidance and hands-on execution support across key business verticals - Risk and Compliance, Operational Excellence, IT Effectiveness and Business Transformation.





# Opticos AB

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## **Stockholm**

Olof Palmes gata 23  
111 22 Stockholm,  
Sweden

## **Göteborg**

Kungssportsavenyen 1  
411 36 Göteborg,  
Sweden

## **Öresund**

Klub Aps St. Linnésgade 25  
1361 Copenhagen,  
Denmark

## **Bangalore**

Opticos India Pvt. Ltd. RMZ  
Latitude Commercial, Hebbal,  
Bengaluru, India

For more details  
[info@opticos.se](mailto:info@opticos.se) | [www.opticos.se](http://www.opticos.se)