

# Bespoke Project Solutions



Sometimes you can be looking at an identified problem but have no idea how to start unraveling the symptoms to reach the cause of the issue. Or you might have a fantastic team who are so flatstrap delivering day-to-day business that they don't have the time to deliver the large changes required to keep improving. This is when you reach out to The Third Floor.

We have over ten years' consulting experience, scoping, designing and executing complex project solutions for companies of all sizes across the full range of industries. At the heart of all our solutions is the common desire to better engage the customer and innovate to build business value.

With our clear focus on improving customer experience, we lead service design and delivery, business improvement and change management projects. We also implement the technologies underpinning these improvements. Our people are among the best in the business and will work as part of your team to get results, and will then provide the coaching and support required to maintain the new business function while it is being fully embedded.

## **Continuous Improvement and Process & Systems Design**

- consistently delivering products and services that meet and exceed customer expectations
- eliminating waste and defects from business processes
- improving staff accountability and visibility of core performance metrics
- breaking down organisational silos deliver customer centric initiatives



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We ensure your team is left with the skills and capacity to continue the work. We train and certify business improvement practitioners from among your staff and coach your project and program leaders, as well as your executive management, in how to deliver effective improvement projects.

## Change Management

The Third Floor team understand change. Our network of experienced change management and communication consultants take the time to understand the essence of the changes you want to make. Then we deliver change management initiatives that will achieve the results you're looking for.

## Project Management

We have professional project managers with experience across a range of industries and projects including financial services, ICT, service delivery, government and supply chain. They pride themselves on working closely with the existing client team to deliver great results. We remain objective to selection of platforms for your business and have broad experience with integration into enterprise systems such as ERPs, MRPs and CRMs.

## Technical Delivery

Our technical experts support our consulting team with creative, innovative design and delivery. We can provide website (internal & customer facing) development, SEO (search engine optimisation), video production and a range of other digital support to ensure your project is a success.

**We are a small and agile team so you are guaranteed to get our full attention. Our pricing is tied to deliverables, which makes us efficient and a cost effective resource. And finally, we can deliver modular projects in a way that allows you to pick and choose the elements most likely to deliver success in your organisation.**

If you're like us, you put the customer at the heart of everything you do. You're always looking for ways to deliver better customer service. At The Third Floor we start by making sure your processes are fit for purpose. Our practical approach to process improvement will help you find a better way. We'll support your change projects with an efficient 3-step methodology that ensures your team is aware, willing and able to deliver towards your business goals.