

Global Process Transformation & Remote Delivery

Role: Subject Matter Expert / Delivery Lead

Sector: Process Transformation | Global Delivery

Context

The organisation I worked delivered data-driven services to global enterprise clients, operating across distributed teams in multiple geographies. Over time, delivery processes had evolved inconsistently, leading to variability in quality, efficiency, and reporting between teams.

The organisation faced increasing pressure to:

- Scale delivery without proportionally increasing cost
- Improve consistency and reliability across locations
- Reduce dependency on manual, person-specific workflows
- Provide clearer visibility to leadership and clients

The challenge was not just technical. It was organisational and behavioural.

Key constraints included:

- Remote, cross-cultural teams working across time zones
- Established working practices with varying levels of buy-in
- Ongoing live delivery commitments that could not be paused
- Limited formal authority to enforce change

The transformation required careful sequencing, clear communication, and strong stakeholder engagement to ensure that improvements were adopted, not resisted.

The objective was to implement standardised, scalable processes and automation that improved efficiency and transparency, while maintaining service quality and team trust.