




IF ONLY WE KNEW WHAT WE
KNOW – HOW GOOD COULD WE BE




Intro

- Bit about Remploy
 - The Challenge we are addressing
 - Where we have got
 - The approach we are taking
 - Some closing thoughts
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Remploy

- Transform lives of disabled people
 - Proud history
 - Radical Future
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The Challenge

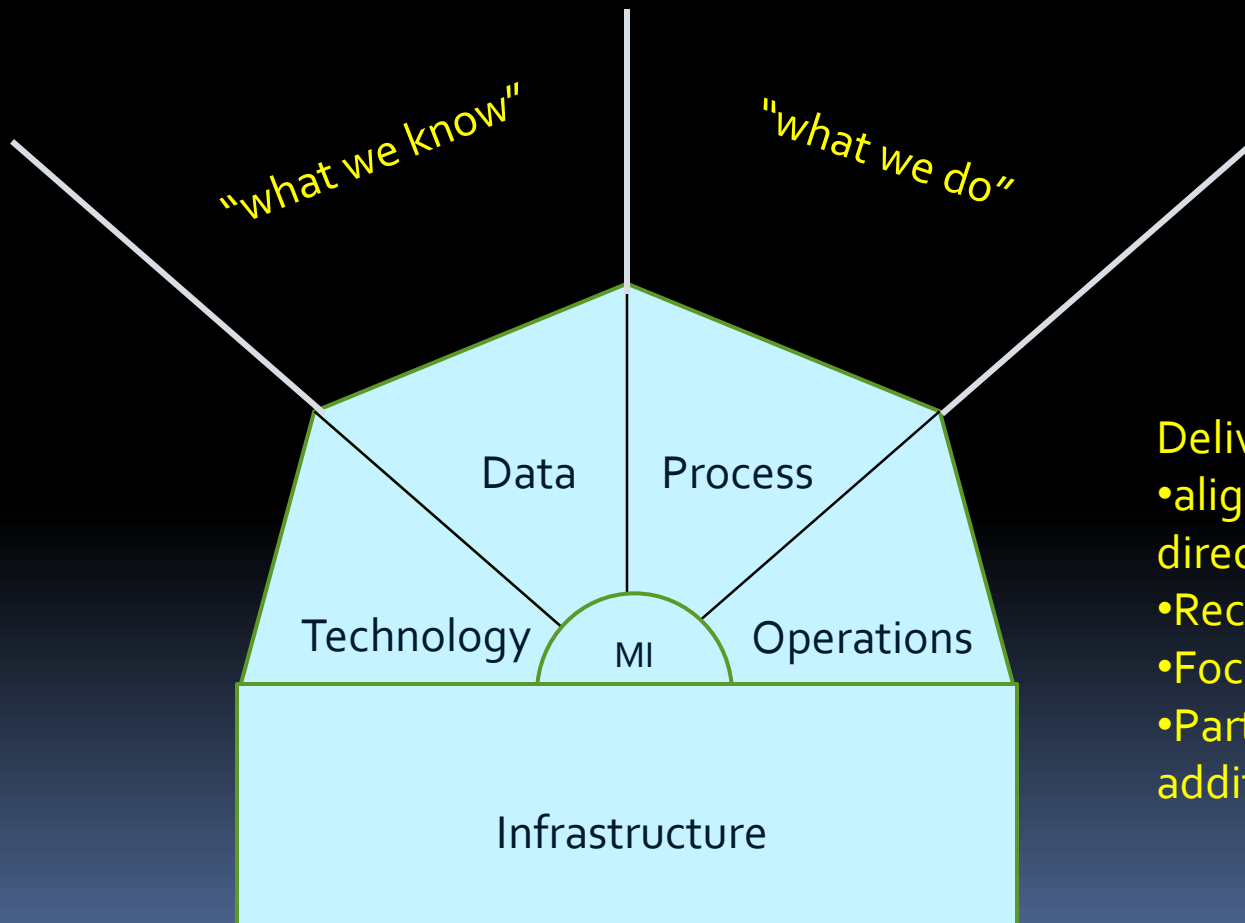
- Traditional Business, factories, products and customers
- New Service Business, branches, contracts, employers & clients.
- Constant Change
 - Internal Change
 - External Change
- Build Flexible Scalable Capability for the Future

So Far

- Done MS-CRM project that was a technical success, totally secure and no one uses
- Done Salesforce.com project that everyone uses (now) but was done as “skunk works” & the data can not be aggregated.
- Exec Team that want the picture of the key partners.

“To a man with a hammer everything looks like a nail”

Big Picture – Small Steps




Delivery Capability:

- alignment with common direction
- Recognise interdependence
- Focus on unique strength
- Partner to address gaps and additional capacity



And then

- Doing business in public places
 - Absolute personal privacy – Reputational Risk
 - Need efficiencies of social networks, but feels a bit like the wild west.
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- Vocabulary to have debate about balance between risk, benefit and the blurring between the work world and the personal world.
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Thank you

