

Case Study

Reinvigoration Saved NatWest Millions in Redirected Resources

While Helping Them Redefine
Strategic Objectives



Reinvigoration Saved NatWest Millions of Pounds Through Elimination of Unnecessary Projects

Executive Summary

In a period of rapid change, NatWest was under increasing pressure to deliver effective operational performance. There was no clearly articulated strategic plan in place, creating a significant disconnect between the strategic intent of the executive team and the change activities being led further down the organisation.

Reinvigoration worked with the executive team, helping them to define breakthrough strategic objectives through a series of workshops and discovery activities. All current change efforts were assessed, and resources and investment were redirected towards projects that contributed to the achievement of the new objectives. This process saved NatWest millions in redirected resources and ensured that change activity aligned with strategic direction.



NatWest Group



The Challenge

During a period of rapid change, driven by both the parent group and the regulator, NatWest was under increasing pressure and unable to effectively prioritise strategic change activity, whilst maintaining effective operational performance.

There was no clearly articulated strategic plan in place, creating a significant disconnect between the strategic intent of the executive team and the change activities being led further down the organisation.

These challenges led to expensive resources and investment being consumed on change efforts that didn't contribute to the strategic direction of the business. That's when they decided to engage Reinvigoration.



Client Overview

NatWest Group is a leading financial services company headquartered in the United Kingdom. It offers a wide range of banking and financial products and services to retail, commercial and corporate customers through its three main brands: NatWest, Royal Bank of Scotland (RBS) and Ulster Bank.



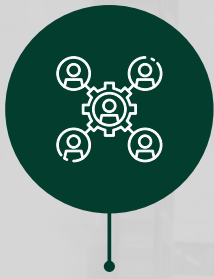
The Solution

NatWest decided to seek Reinvigoration's expertise to resolve those challenges and provide operations strategy support that would help NatWest develop a clear strategic plan.

How Reinvigoration helped:

- We worked with the executive team, helping them to define breakthrough strategic objectives through a series of workshops and discovery activities.
- We deployed the objectives throughout the organisation
- We assessed all current change efforts to direct resources and investment towards projects that contributed to the achievement of the new objectives.
- We helped NatWest implement the strategic objectives across the organisation.





Understand The Current State

- Develop common goals and alignment across Executive Leadership
- Identify conflicts of interest and develop mitigating actions



Define The Roadmap

- Assess the Corporate Vision, Mission and Objectives to develop the Operations Strategy and objectives
- Develop Key Milestone plan in line with Roadmap
- Develop communication plan



Programme / Project Review

- Review of current programme and projects:
- Aligns to strategy? **Continue** to progress
- No longer contributes to strategy? **Stop** working on it



Implement The Strategy

- Create a robust implementation plan
- Communicate the strategy to the organization
- Review progress by establishing meaningful Measures of Success



The Outcomes

Reinvigoration helped NatWest to:

- Successfully develop a new set of strategic objectives
- Execute a thorough review of all existing change activity, with each activity re-assessed against the new strategic plan and paused activity where necessary
- Redirect expensive resources and investment, helping them save millions of pounds
- Develop a KPI dashboard, utilising our data visualisation expertise, allowing the executive team to see how their strategic plans were progressing.
- Leverage data to ensure all change activities are aligned with their business strategic direction.



The Conclusion

Reinvigoration played a pivotal role in helping NatWest to transform its operations. By assisting the executive team in defining breakthrough strategic objectives and redirecting change activity, we helped the company save millions of pounds in resources and investment. We also ensured that change activity was aligned with strategic direction, making NatWest more efficient and effective in meeting the needs of its customers.



About Reinvigoration

Reinvigoration is a leading expert operations consultancy and enterprise platform solution provider based in the UK. Founded in 2010, Reinvigoration has helped organisations worldwide to achieve strategic operational transformation. We use our passion and deep-rooted expertise in operations management best practices, transformation and capability building to help our clients deliver excellence with certainty, every time.

Learn more about
how Reinvigoration
can help you, visit
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Supported
over

150

global
organisations



Delivered
over

£0.5bn

in financial
saving for clients



Improved
over

10,000

client
processes



Developed the
capability of over

100,000

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Certified
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