



**High performance. Delivered.**

# **Transforming Operations**

Video Transcript

To keep ahead of the competition  
sometimes you need to turn up the heat!

For Bord Gáis, a leading Irish energy  
provider, we were part of a major  
business transformation project.

Over 16 months, we developed a Target  
Operating Model and change programme.

We moved 400 people into new roles.

We established more efficient working  
practices.

And set up a new work and asset  
management solution.

Which meant a faster, smoother service  
for their 1,000,000 customers.