

International Leader in the Certification of Educational Credentials Realigns Stalled Program, Provides Business and Technology Transformation to Organization

The client was in the midst of converting to a new technology platform and needed to reestablish and redirect the project, which had failed to deliver the promised business value. NEOS used their Program Value Assurance methodology to realign the program to support the business strategy and goals while minimizing risk and disruption to the business.

Company:

International leader in the evaluation and certification of educational credentials

Industry:

Education

Location:

United States and Canada

Challenge:

Program stalled and was not delivering anticipated business value

Services / Solution:

Program Value Assurance

Results:

Successful delivery of remediation plan enabled client to get their program back on track

BUSINESS PROBLEM

The client embarked on a major business and technology transformation effort involving conversion to a new technology platform. However, this effort was incurring significant cost overruns and time delays. Business teams and executive project sponsors were frustrated, knowing that they needed to reestablish and redirect the project to deliver the promised business value. The challenge was to quickly and efficiently assess all aspects of the project, including the technical architecture, and generate an actionable roadmap while minimizing the project downtime.

ACTION TAKEN

NEOS assessed the overall project to identify the root causes of missed milestones and outlined a corrective course of action. Weaknesses were quickly diagnosed and opportunities were identified by deploying NEOS' Program Value Assurance approach, supplemented with a technical architecture deep dive and recommendation set.

NEOS delivered:

- Re-engagement and support from senior business leaders
- A detailed remediation plan that ensures risk areas are addressed in priority order
- Program roles, structure, and defined processes
- Defined effective program structure, change management, communications, and governance
- Evolution of existing and new applications to support business strategy and goals while minimizing business risk and disruption

THE OUTCOME

The assessment performed by NEOS provided essential insights and recommendations to get the client's project back on track. Looking across all elements of the project – including leadership, organizational relevance, solution fit, employee engagement, program mechanics, and communication – NEOS implemented an approach that aligned to the desired business value, mitigated risk, and aligned with the client's execution capabilities, timelines, and funding requirements.



EDUCATION



OVER 200K+ APPLICATIONS PROCESSED



PROVIDE CREDENTIAL EVALUATIONS TO MORE THAN 1M PEOPLE

40

OVER 40 YEARS IN BUSINESS