

Business restructuring advisory services



Supporting the realisation of strategy, value and service within the water market

Restructuring, whether as a result of a merger, acquisition or transformation programme, demands effective implementation in order to sustain and build business value. CGI's business restructuring advisory services provide a cost-effective solution to this challenge, ensuring that both operational efficiency and customer experience are optimised.

BUSINESS AND MARKET CHALLENGES

- Business integration presents complex technical, operational, commercial and organisational challenges.
- Failure to overcome these challenges can impact customer experience, staff morale and operational efficiencies, ultimately resulting in the loss of customers, higher staff turnover and increased costs.
- The scale of the challenges often suggest a protracted timeline is required to address them. Not only is this not always necessary, but it can often have a detrimental impact on a range of performance measures.

CGI SOLUTION

- CGI's outcome orientated methodology focuses on the key measures of success.
- Adopting an agile approach, the testing of data, systems and processes will often commence within a fortnight, facilitating several cycles prior to implementation.
- Processes are established to ensure that customer experience does not decline and a clear regulatory roadmap is prepared if necessary.
- Decisions are presented to management in a way that ensures effective and timely action.
- Clear and concise communications to customers, staff and other stakeholders



Key Success Factors

- Pragmatic approach that focuses on attaining business as usual outcomes within weeks as opposed to months.
- Delivered by experienced consultants minimises risk.
- Agile methodology allows 'road bumps' to be identified and overcome early.

BUSINESS BENEFITS

- Complete technical and operational integration activities within weeks as opposed to months.
- Minimise customer contact, delivering clear communications and maintaining bill integrity.
- Realise operational efficiencies and develop new, improved enterprise-wide insights.
- Minimise integration costs and the risks of failure.
- Develop a reputation as a business that can handle change and complexity; encouraging talent acquisition, investment and customers.

CGI's business restructuring advisory services support water companies in the integration of people, process, technology and data to deliver a seamless transition.

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 consultants provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

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