



“This was a text book delivery of a complex and high-risk programme.”

Andrew Hill, Serco SRO

the Challenge

- Our client was the incumbent provider and operator of the high-profile London Cycle Hire Scheme to TfL which was approaching the end of its contract term
- TfL was disaggregating the service as part of its organisational strategy
- The new operating model required enhanced technology and organisational design
- The contract had a challenging fixed end date and significant failure penalties

the Harmonic Impact

- Constructively challenged and advised the client on approaches to managing risks and installing a new cloud-based Asset Management service
- Rescheduled activities to meet contractual requirements including savings against budget
- Delivered transformative technology solution across distributed supply chain within budget and schedule

the Outcome

All 8 contractual payment milestones delivered on time and under budget

100% of the on-time milestone payments received representing 10% of revenue to mobilise service

Avoidance of £2.5m effective late delivery costs

Achievement of service mobilisation and operational profit targets

Compliance with all operational key performance indicators

Serco's programme delivery reputation enhanced, positioning them for future service transformation