

Case Study: Interim Management



AWI Consultancy

Situation

- Manage knowledge base transfer from London to a new team in Belfast

Tasks

- Interview and recruit the right fit individuals in Belfast
- Transfer job functions from London to Belfast
- Ensure no impact of client service levels
- Implement remote management process and procedures to ensure a smooth transition

Actions

- Interviewed candidates in location
- Set up 4 week induction process held in Belfast
- Implemented group line dual location set up
- Documented London process and procedures to speed up induction process
- Actioned daily touch base remote management team meetings to ensure smooth transition process

Results

- **Increased through put of the SA team in general**
- **Belfast based staff integrated fully into the on-call rota with in 2 months**
- **Cost saves realised in reduction of London based team**

