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THE UNITED KINGDOM

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CASE STUDY



Talent Management Programme High Potentials Programme





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Welcome and thank you for taking the time to consider CCR3 Limited as a strategic partner in the development of your key resource - your people.

Our aim is to always deliver above the expectation and in embracing this philosophy, we maintain a drive to offer real value in the service that we provide to our clients the world over.

Having a global presence in The United Kingdom, Europe, The USA, South Africa & Australia, allows us to pool research from our efforts to continually improve the solutions that we provide.

It is this approach that allows us to further develop within each sector, a tailored solution that meets the needs of the client in their own market place, and this is one of the differentiators that set CCR3 Limited apart from the rest.

We love what we do. This shows and comes across “loud and clear”, our client’s words, not ours, and it’s this passion that becomes part of the process we take you through.

The following pages within this case study show you the approach and application of our methodologies, and how they can be applied to identify talent, develop leadership or engage your employees to embrace change. The approach we take is very different, not just because of our uniqueness, but because we always put your people first.

The information within this case study is privileged and may be sensitive. Therefore, we request that this document is only given to those individuals deemed appropriate for the purpose of establishing the suitability of CCR3 Limited for your own organisation. Any further use must have written permission from both CCR3 and the client.

We look forward to working in partnership.

CCR3 Group Ltd

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NVT Group Advanced Thinking. Advanced ICT

The NVT Group has a mission statement to raise awareness of the NVT Group and their services so they are the 1st Choice when organisations think ICT support. They provide intelligent ICT solutions and pride themselves on maintaining an outstanding reputation in client service.

Their aim is to continue to build an approach that operates in markets where their policy of being "Advanced Thinking" is capable of generating profitable growth for NVT as a business, whilst adding value to its clients.

They offer an innovative, independent, and product neutral view to their clients, putting client business needs first, but do not lose sight of the fact that their clients may need or want to use market leading products and would never compromise on functionality if this were the case.

Their primary aim is to 'wow' clients with the solutions on offer, so the client always feels that their investment not only delivers value, but is protected by knowledge and experience.



Managed Services

The **NVT Group** management team has worked in ICT for many major blue chip organisations - so they really do understand the business implications of performance in IT when things are on track as well as the implications of downtime. They like to think from their client's side of the desk. Service is central to everything they do.

IT Solutions

The **NVT Group** review their client's current IT systems and suggest areas or procedures which would lessen their exposure to risk. By identifying these issues and implementing the correct solution, they are able to prepare any business to face the ever changing and demanding technology challenges and uncertainty of our modern ICT world.

IT Consulting

The **NVT Group** has a wealth of experienced and talented consultants who truly understand how to leverage the power of ICT Thinking inside an organisation. They further this offer by identifying how to integrate innovative ideas with up to date leading-edge processes and smart technologies to control costs and enhance client service and revenue.

As an integral part of the Scottish Public Procurement Reform Programme, The NVT Group targeted and won a prestigious national contract (**CGCoPE**) which has the potential to increase the group's revenue by some 30%. Therefore, to support the delivery of the above contract, it was critical that the drivers required to ensure this success, as well as the continuation of all other NVT Group business, become integrated into the existing operations, professional practices and service level standards of the group.

To make this happen, The NVT Group approached CCR3 to create a programme that would ensure this result. The solution needed to be robust enough to cope with the scalability and flexibility required to match the operations of the business and the intrinsic requirements of their staff.



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Project Goals

The NVT Group wished to assess their entire staff with regards to the change programme that was underway with the restructure in the group.

They wanted to ascertain among other things, several key strategic measurements;

- Where is the Talent within the business?
- How competent is the Management Team?
- How competent is the Leadership?
- Who are the High Potentials and why?
- What Communication Strategies do they need?
- What is the best way to attain Collaboration?
- How should they approach their Growth Strategy?
- How should they best structure their Sales & Customer Service Teams?
- How do they best achieve Performance Improvement?
- How do they recognise the next generation of Leaders?
- How do they best develop the Talent they have?
- How do they correctly engage in a People Development Programme?
- What's the best approach to developing High Potentials?

Why CCR3 Limited

The NVT Group had worked with CCR3 Limited in the past on a Leadership For Growth Development Programme. Given the realisation of long term benefits from the programme, NVT Group were confident to engage on a far wider scale. CCR3 Limited is one of the few organisations that can actually deliver all of their programme requirements, in house, and without the need of external consultants, sub-contractors or partnerships.

The 5 principle reasons that NVT sight are;

- **Standardised Platform And Approach To All Levels Of Staff Measurement**
- **Comprehensiveness Of The Solution**
- **Ability To Offer Commercial Awareness**
- **Align Job Competencies To Job Requirements**
- **Identify And Develop The High Potentials Individually**

Why This Solution

NVT Group had seen first-hand, the positive impact that the CCR3 Limited approach had had on their people and their practices. This solution would be deployed to the same parameters, but on a company wide scale. There was an acknowledgement that the programme needed to deliver and failure in any aspect was not an option. The breadth and depth of the solution put forward gave NVT the confidence to fully engage in the programme. Results and wins to date are the **Commonwealth Games Glasgow 2014 & Ryder Cup 2014** contracts prove that to be the case.



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Deploying The Solution

We engaged in the first instance with our **Discovery Process**[®] which gives a very robust and uniquely detailed view of each person. From the management information that was produced, they were able to detail a base line for each person on a personal level regarding their talent, development needs and those competencies required for the job, and at the same time, identify the High Potential pool.

Applying this output, the senior management team was able to identify the areas of the business which were strong and possessed the potential to develop the business as a whole.

Personal Development Plans were identified for everyone that participated in the base line exercise and this was linked directly by their manager to their Job Key Accountabilities which were critical in achieving the performance improvement model that the NVT Group Leadership had identified.

Every staff member was enrolled on the development programme and after their own personal **Discovery Process**[®], they attended performance workshops which covered Communications, Management, Time Management, Sales, Customer Service and Leadership Development.

In addition, strategic one-to-one coaching was employed to help mentor participants through their own bespoke development journey.

“We needed a different approach to the tried and tested programmes before. The Government CGCoPE contract was crucial and I know that the results from this programme assisted us in winning that crucial contract. Prior to CCR3, I did not believe that such a transformation could happen, but it did, and the investment we made has seen ROI returned in more ways than just financial. We went on to win the Commonwealth Games Glasgow 2014 and the Ryder Cup 2014 contracts and our growth and future look much more secure.”

Stephen Park-Brown – Managing Director

The Results To Date:

The energy in The NVT Group has had a tangible boost which is felt by its staff as well as its clients. With a **37%** Revenue Increase, **44%** growth in Personnel and **23%** more Talent within the business.

There is clarity and focus to the roles and responsibilities of each department and there is cooperation and collaboration between departments that is smooth and transparent. This has benefited the business through its staff performance, its services and its turnover.

The Management & Leadership Development is on-going and showed marked improvements in its effectiveness to carry out the tasks required to continue to make NVT a successful and sustainable organisation.

There has been constant interaction between CCR3 and the entire NVT Group community which has only strengthened the goals that NVT Group and its staff have created for today and beyond.

To date, there have been many milestones which have tangibly demonstrated cost efficiencies, increases in productivity and higher levels of effectiveness which are all leading towards a better service delivery and financial return for The NVT Group.