

A decorative border of colored dots in shades of orange, light blue, and dark blue surrounds the central text area.

# TRANSFORMATION **begins here.**

## LIST OF IA SERVICES

OUR SERVICES ARE UNIQUE BECAUSE

# your business is unique.



## PEOPLE

People are at the heart of your transformation. We get to know you so we can help you build a roadmap to success that reflects YOUR voice and YOUR vision. Building meaningful relationships is core to who we are.



## PROCESS

Your business deserves an approach that balances your unique needs with common practice. We focus on knowledge transfer to teach you to do what we do, building business processes that work now and in the future.



## PROGRESS

You know better than anyone that transformations don't happen overnight. We help you build ways to measure and communicate the progress you're making so you can celebrate the smaller wins as you realize your goals.

# It always starts with something...

There is rarely a singular event or catalyst driving transformation. Any combination of events can ignite your desire for change.



**Employee Experience**



**New Leadership**



**Financial Pressures**



**Organization Reduction**



**Organization Expansion**



**Provider Opportunities**

# LIST OF **services.**

## ADVISORY SUPPORT

*catalyst:*



You've got what it takes to be successful, but sometimes you need on-demand advice from the sidelines. We offer as-needed expert guidance from the highest level of executive sponsorship and steering committee support to augmentation of your project and program initiatives. You can use our allocated resources to help you get started, review strategies and materials, or simply act as a strategic thought partner when you're stuck.

## BUSINESS CASE

*catalyst:*



Making the case for transformation requires crafting a detailed story to gain alignment, prioritization, funding, and support. Regardless of your catalyst for change, our 100% approval rate will ensure your stakeholders and sponsors get behind your vision and desired outcomes. We will stand next to you (or behind you) to amplify your voice in a way that makes your transformation both seen and heard. And rest assured that you will not be the first client in our 18+ year history to be declined.

## CONTRACT NEGOTIATIONS

*catalyst:*



Your procurement and legal teams may be contract experts, but may not be as familiar with rapidly evolving strategies for negotiating with today's provider community. That's where we can help. Whether you're entering a net-new relationship, transitioning from an existing provider, and/or contemplating renewal with an incumbent, we help you ensure that the final agreement is a sustainable, market-based representation supporting the legal and business value of the proposed solution(s).

## LIST OF **services.**

### CHANGE MANAGEMENT

*catalyst:*



You have seen your share of change and know that when all is said and done, transformation is a deeply human process. No matter the data or logic supporting the business case, your people will still bring their hearts along with their minds. By working with you to design a change management strategy that is well-documented and meaningfully socialized, we capture the key messages, tools, training, and resourcing to ensure everyone is aligned, informed, activated, supported, and ultimately self-sustaining.

### EDUCATIONAL WORKSHOPS

*catalyst:*



If you're leading a transformation and simply need guidance, validation, and support, we are here to help. As player/coaches, we offer virtual or in-person workshops to teach you and your teams the same proven methods that have been applied to the largest transformations in the world. Our workshops provide the knowledge and tools needed to execute with confidence. We truly want to empower your team to drive transformation from within.

### EXECUTIVE COACHING

*catalyst:*



As a leader tasked with driving organizational success, you are under an incredible amount of pressure to deliver on strategic initiatives. And while you are a member of a leadership team, it can be difficult to find someone with whom you can discuss what you're going through. We work one-on-one with C-suite leaders, senior executives, and high-potential talent to provide personalized guidance, feedback, and development strategies to elevate leadership effectiveness. Whether it's acting as a sounding board, lending a sympathetic ear, or giving you the tough love you need to move forward, we are here for you.

# LIST OF **services.**

## GOVERNANCE

*catalyst:*



Guiding decision-making and prioritization is one of the most critical aspects of transformational leadership. We help you define a governance model that aligns roles, responsibilities, and communication channels into a structure that is as dynamic as your organization. Your resulting governance approach supports transparency, accountability, and alignment with strategic objectives, even as they change.

## OPERATING MODEL

*catalyst:*



You're under immense pressure to deliver an incredibly high level of value at lower costs, all while innovating your experience, efficiency, effectiveness, and agility. We help you reimagine your ways of working, moving from ideation to the practical and sustainable execution of your vision. Whether you want to restructure the role and perception of your function, improve the collaboration and focus of your COEs, elevate the role of your strategic business partners, or stand up a shared services model, we couple your strategy with our expertise as a recipe for success.

## PROCESS OPTIMIZATION

*catalyst:*



If you're frustrated by inefficiencies and workarounds, or just feel like your systems and ways of working require improvement, you may need to optimize your processes. As a fundamental component of a successful transformation, we will guide you through a "process led, tech enabled" approach by taking a forensic look at your current state, helping you establish your point of view for the future state, and prioritizing all the opportunities for change.

# LIST OF **services.**

## PROCESS OPTIMIZATION ROADMAP

*catalyst:*



You know you need to make improvements to your business processes but moving from the current to the future state can be daunting. You need meaningful criteria to prioritize changes objectively, clear objectives, and detailed timelines to bring optimization to life. We provide market-tested process optimization methods that combine the power of process improvement with the necessity of strategic planning.

## PROGRAM MANAGEMENT

*catalyst:*



Chances are your teams are attempting to manage projects off the side of their desks, all while struggling to find their place among the myriad of initiatives that are underway. Struggles with internal awareness, alignment, resourcing, and transparency are commonplace, which is why you'll find incredible value and power in program management. We'll share an approach that might feel new, but most certainly ensures effective coordination, allocation, risk management, and engagement.

## PROJECT EXECUTION

*catalyst:*



As you know, approval for transformation is not the end of the journey – it's just the beginning. Whether you're implementing a new provider solution or seeking to optimize your current processes and systems, challenges with internal capability and capacity may hinder your plans to move forward. We can serve as your dedicated or interim project and program manager, or be retained as an external and independent advisor, to ensure that overall project goals are met, lending our expertise to enable your vision.

# LIST OF **services.**

## PROVIDER RELATIONSHIP MANAGEMENT

*catalyst:*



Despite the best of intentions, challenges with governance, performance, pricing, personnel, and processes may hinder your relationship with your service providers. As an independent advocate for change, we transparently serve as an impartial arbitrator to help you navigate through these charged situations. Our focus will be to define the right course of action, whether it's a path to rekindle the relationship or, if necessary, saying goodbye with grace, transparency, and integrity.

## PROVIDER SELECTION

*catalyst:*



With thousands of viable service providers across every category of technology, implementation, and support, it can be difficult to identify your best-fit provider. We guide you through a different type of RFP process, the “facilitated selection”, to move past a purely transactional instrument in support of this transformational moment. As we don't take (or make) money from any service provider, we remove bias and preference, ensuring the outcome is truly unique to you, your organization, and your employees.

## STRATEGIC ROADMAP

*catalyst:*



Balancing planning with adaptation can be tricky. You need an objective, drama-free approach to prioritizing your strategic initiatives yet must also maintain agility when new key focus areas come to light. We provide proven quantitative and qualitative methods to help you bring order to the chaos, a framework for decision making that will sustain even the most unpredictable of environments, and a prioritization model that ensures criteria for inclusion are clearly defined and well socialized.



# Your **transformation** journey begins here.

Take that first step, and let's redefine what we  
can do together.

[WWW.IA-HR.COM/CONTACT](http://www.ia-hr.com/contact)