



case study

STRATEGY

CLIENT:

Large non-profit, headquartered in New York City

CHALLENGE:

Existing strategic plan did not fully align with the needs of stakeholders to achieve operational excellence, putting the organization at risk. There was a need for a practical and detailed prioritized roadmap to better achieve strategic goals and produce measureable results.

BKW APPROACH:

- Perform SWOT analysis to identify areas that could enhance and expand achieving strategic goals
- Identify functions that could be merged, replaced and/or automated
- Evaluate processes and workflows to identify redundancies
- Develop a strategy and roadmap that creates prioritized, key projects to achieve desired outcomes

RESULT:

- Migrated manual documentation to an online portal for ease of access
- Recommended automation of key communication packages to multiple stakeholder levels
- Reorganized the approval processes to expedite project delivery
- Recommended streamlined processes in the accounting department
- Provided a framework to redefine value proposition to focus on ROI
- Implemented cross-functional training to staff to avoid lag time