

Latest information regarding the  
**B2E Troubleshooting Service**  
Offering



# TROUBLESHOOTING

A systematic approach to problem solving

**Lead Principal: Parry Jenkins**

# TROUBLESHOOTING SERVICES OVERVIEW

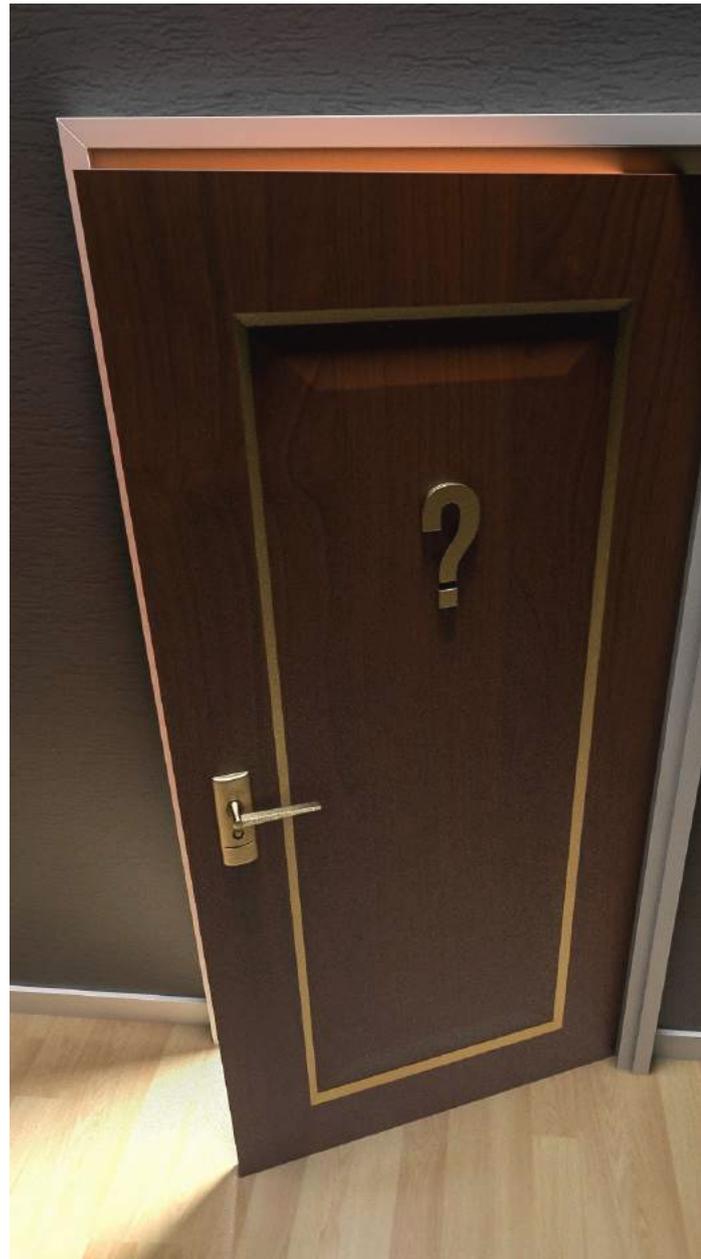
## Two things are vital in any successful troubleshooting endeavour:

1. A sufficient grasp of the detail to fully get to grips with the issues
2. (though equally important) is clarity on the agenda at board level to expedite focus on what matters the most.

Our Principals are senior practitioners (typically ex-big 5 Partners) who delight in the direct challenge of fixing the problem. They don't just sell work, but are hands on, working directly with you to bring their extensive experience to bear and with our vast network - pinpointing the right expertise to assist with diagnosis and accelerate remediation - takes no time at all.

## TYPICAL CHALLENGES

- Change is no longer optional, and the pace of change is increasing - in the private sector the imperative to change is driven by market forces and the need to compete, in the public sector it is driven by the insatiable demand for efficiency and more recently for affordability. Done well it can transform, done badly it can destroy - the outcomes may be vastly different but the paths between the two may not be as widely separated as you think.
- Methodologies provide structure, and careful planning and management help mitigate risk - but very few major change programs run entirely hitch free - and sometimes the standard (in-project) risk management techniques just aren't enough.
- At which point - experienced, discrete and "agenda free" trouble-shooters operating on a broad range of issues from commercial and contractual, through technical and operational, to human-centric; each armed with low cost, low risk, practical solutions which make the most of your existing assets and in-house capabilities; and each providing impartial and truly independent advice - may be just what you need.



# UNIQUE SOLUTIONS

B2E Consulting is a Networked Consulting Organisation. What started 14 years ago as a loose association of ex-Major-Consulting-Firm consultants has now evolved into a 20,000 strong pool, teeming with talent, and led by a small team of Principals each of whom brings a wealth experience, subject matter expertise, and highly relevant skills to bear. And whilst many firms preach “Lean” we have applied it to ourselves and have minimised our overheads – both direct and indirect – and this is reflected in our pricing.

- **Our Principals are hands on**, working directly with you to bring our extensive experience to bear, not just to sell the work, but to really understand your challenges, identify the issues, formulate a solution and delivery approach, and assemble the right team.
- **We know that you know your business best**, and so we start by listening very carefully to your needs and your preferred ways of working so that we can respond by working with you to design the work programme, the team, and the delivery approach that reflect these factors.
- **Our consultants combine intellectual rigour with real-world experience** and give you total commitment because their careers depend upon the quality of their work, not attaining the next promotion.
- **The team is hand-picked** because our consultants are all independent, and typically we review 20 (very suitable and available) consultants for each position on the team – this, combined with our detailed understanding of your requirements and preferred ways of working, means we can tailor the team with precision.
- **Our commercial model is compelling** for two very simple reasons. First, we have stripped out almost all the overheads normally associated with a consulting firm with access to over 20,000 consultants. Second, as our consultants are independent, we don't pay them to sit on our bench, and so you don't pay for their unutilised time. These two factors all but eliminate our direct and indirect costs, and, we in turn pass these saving on to you.



**Parry Jenkins** is the B2E Consulting Principal leading the Troubleshooting Service Offering. Parry is a long-standing member of B2E Consulting and has been a management consultant for nearly 30

years. Rising through the ranks at Accenture to reach partner in 2000, before going independent - Parry spent the bulk of his career troubleshooting on problem programs, projects or departments – often first man in and last man out – gaining the trust of clients and suppliers alike.

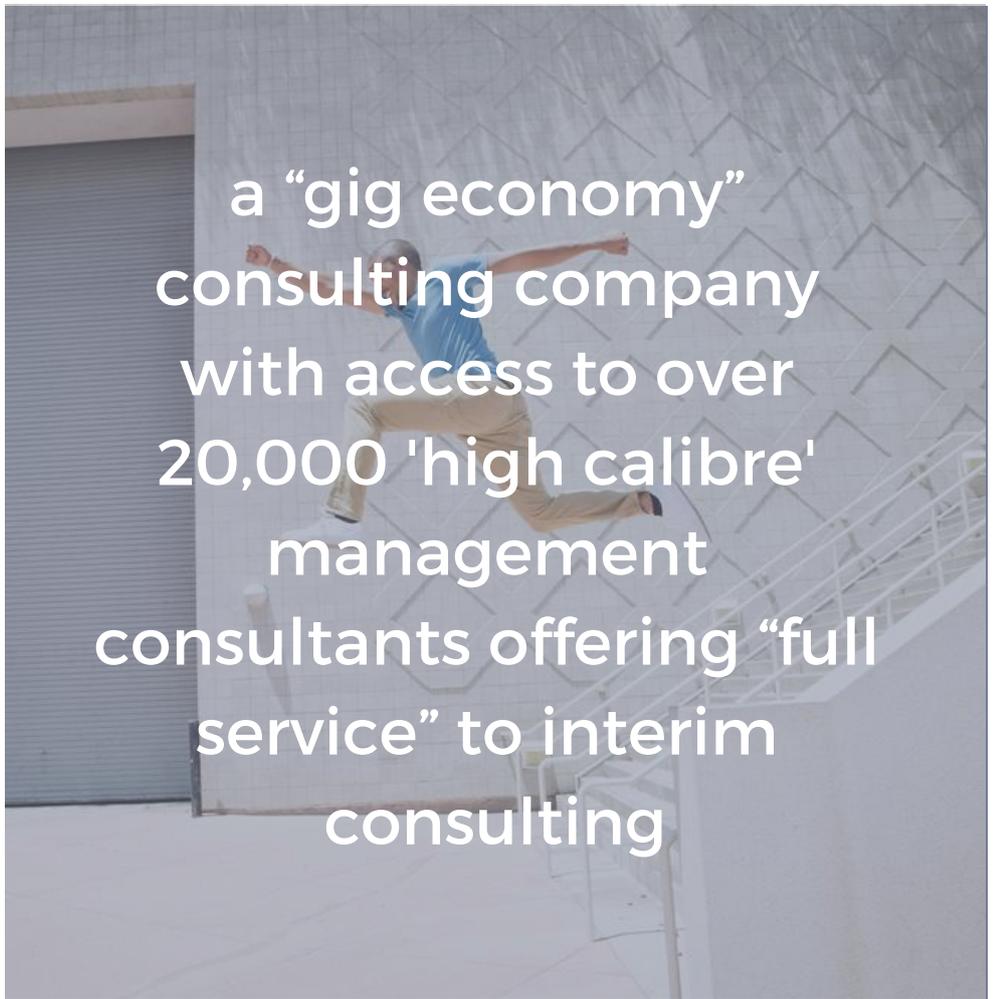
## Service Offerings at B2E Consulting are supported by our Community of over 20,000 high calibre, expert consultants.

With experienced Principals deployed directly and supported by our network. The range of detailed capabilities are shown in the below chart. Our scale means that we are able to build teams of genuine experts, usually with more than 10 years relevant experience, to help support client initiatives.





**CONSULTING**  
FUELLING TRANSFORMATION. POWERED BY EXPERTS



a “gig economy”  
consulting company  
with access to over  
20,000 'high calibre'  
management  
consultants offering “full  
service” to interim  
consulting

## Why B2E?

1. Immediate access to quality consultants at significantly lower cost
2. Specialist delivery through a consulting community of >20,000 experts
3. We understand transformation - our B2E team share >200 years top tier consultancy experience

The majority of our  
B2E Community  
have come from the  
top 10 global  
consultancy firms



# >50%

B2E Community has  
'Financial Services' experience.  
(>10,000 Consultants)



Since 2002, our  
Consultants have  
worked on ~700  
business  
transformation  
assignments across a  
range of areas,  
technologies and  
business challenges