

Barclay Rae

Sample Projects

500+ Consultancy Projects

(1994 – Present) including:

- **RBS International** – Service Management project consulting and mentoring, market advice, tool procurement/implementation support, service catalog and metrics
- **IMS/Ardentia** – Tool selection/procurement consultancy for major ITSM project
- **Aggregate Industries** – Service Catalogue, Service Desk mentor, ITSM tool selection
- **Northumbrian Water** – service improvement and service catalogue and design consultancy, workshops and mentoring
- **APAX Investments** – service review and Service Catalogue and metrics consultancy
- **Thompsons’s Solicitors** – Service Catalogue and service design workshops and mentoring
- **Thomson Reuters** – global Service Catalogue strategy and design, service architect
- **Ofgem** – strategic review and project consulting for IT Service Improvement
- **Celesio** – operational reviews and outsourcing rescue (consolidation of 28 IT organisations IT into 1 supplier)
- **United Nations (UN FAO Rome)** – consulting to implement a service level process and service culture across the organisation. (WHO Geneva/KL) – global service desk review and strategy
- **Logica/CGI** – Service Desk auditor – first global 5-star certification
- **Epson** – consulting to support rationalisation across European Service Desks, supporting review, plan and implementation of consolidated Outsourcing contracts
- **DaimlerChrysler UK** - consultant resourcing and support on key technology and process implementation projects. Major project for Service Desk outsourcing and consolidation
- **Discovery Networks Europe** – process development and Service Desk in-sourcing
- **Twinings** – project managed ITSM transformation programme
- **BP** – Service Catalogue development
- **Interservefm** – programme consulting, tool procurement and resourcing on large ITIL implementation project

- **City of London Corporation** – various strategic analysis projects and feasibility on internal trading, IT 24 x7 support and Account Management
- **Russell Reynolds** – global IT review and Service Improvement Project. Tool Procurement
- **Universities** – various service improvement and sourcing projects in the FE sector, including Oxford, Trinity College, Dublin City Universities
- **Irish Life and Permanent** – strategic input and programme management of IT change programme for ITSM technology implementation. Mentoring and steering group consulting
- **O2** – strategic projects covering 6 years, including ‘measuring the customer experience’, a feasibility programme to identify new ways of capturing customer experience feedback
- **Logica Mobile Networks** – programme manager for major global Service Excellence Programme. Communications management, strategy, board level steering and consulting
- **Londis** – mentoring and personal development consultancy to support key individuals introduced Balanced Scorecard process
- **Scottish Amicable** - strategic development and planning for implementation of CRM/Contact Strategy. Review of processes and technology required to migrate from call centres to contact centres. Full project planning, costing, business analysis and issue management
- **British Council** - strategic policy study on world-wide IT support strategy and tools
- **Lloyds Bank + Barclays** – Service Desk audits and certification
- **Scottish Power** - responsible for developing and implementing a new strategy for customer service training in call centres. project managed GTi system (£25M budget) and process rollout to support training including SLAs, new working practices and internal marketing

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