



Let Innovation Delivery give your business the **edge.**



Reinvigorating your offer.



From blue skies to blue prints.



Aligning teams.



Taking you from 0 to 60.

Finding and realizing new opportunities for growth in the face of everyday demands - is **difficult**.

Innovation Delivery work with their clients to identify, develop and implement new possibilities. Ideas previously not seen or explored. Ideas like new product features, alternative branding, innovative approaches to service delivery or client interaction. Bringing in 'the new', in partnership with our customers, testing and measuring the success of the project, measuring the value.

Allow us to get close. Close to your customers, to your partners, your products, your team. Up close with your **ambitions**.

We do this through uncovering user needs and desires, before combining them with your current and future capabilities. We give insights and perspectives that affect the key definers in your business. And the way people love what you do. The way customers live with your products. We communicate and explore new concepts for you in ways that focus team effort, invite external support, making more effective use of your own resources.

We touch the DNA of the business and bring life to **ideas**.

With solid backgrounds in engineering, product marketing, and research and design, our team is ready to find something different, to build something better with your team.



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The Innovation Delivery team have experience in many industries, developing new products and services, providing management expertise, and helping operations run smoothly.

Our team has a depth of expertise in innovation – looking for both the radical and incremental possibilities. Combined with the experience required to implement and help manage 'the new'.

The ability to increase value, either to your team or your customers, through idea development and concept execution.

We can apply our insight across a range of industries and technical environments.

We've worked with clients in the following areas:

Technology

IT services, computing, telecom, medical products.

Consumer

home care, health and beauty, food and beverage, sport retail, website experience

Business Operations

healthcare systems, financial service experience design, customer support.

Here are a few examples of how we work.

▶ 40 service elements were illustrated for a housing developer in a 3-year service development roadmap. Concepts were rolled out by five departments to improve the customer's nine-month service experience.

▶ A four-person team spent one month at each of three hospitals in their maternity wards. Together with staff they focused on improving the patient and staff experience while also leaving organisational change skills behind.

▶ By visualising their ecosystem, we helped a client with a disruptive entertainment technology understand the full spectrum of their offer. We offered a programme management structure, an array of brand-relevant service features, and industrial design of their handheld device.

▶ Working with transatlantic stakeholders on accounting software changeover required thoughtful integration of legacy systems while incorporating input from multiple levels and locations.... as well as trading very carefully. We provided the desired visibility into staffing, budget, and logistics within an abbreviated schedule.

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