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# COECOSYSTEM CAPABILITY STATEMENT



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## 1. Executive Summary



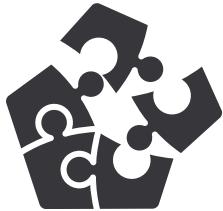
Most organisations try to improve performance by hiring one or two contractors, a Business Analyst, CI Lead, or Project Manager, and hope they can diagnose, fix, align, influence, and deliver change. It's a risky bet on a single individual, and the outcomes rarely reward the time, cost, or disruption.

### CoEcosystem is a smarter alternative.

We provide a multidisciplinary team of specialists across process, change, technology, behavioral science, and data, guided by a proven six-step delivery framework and a pricing model that eliminates risk. We only bill for outcomes, not hours, and each phase is delivered within a predictable, fixed-fee structure. You get more capability, more certainty, and faster, sustained results, all within the same budget that most organisations spend on hiring one or two contractors.



## 2. WHY COECOSYSTEM



### A Collective of Experts, Not a Single Contractor

Instead of relying on one individual, you gain access to a deep bench of proven specialists with diverse experience across industries and functions. We bring only the skills you need, exactly when you need them.

### Outcome-Based Pricing (Zero Client Risk)

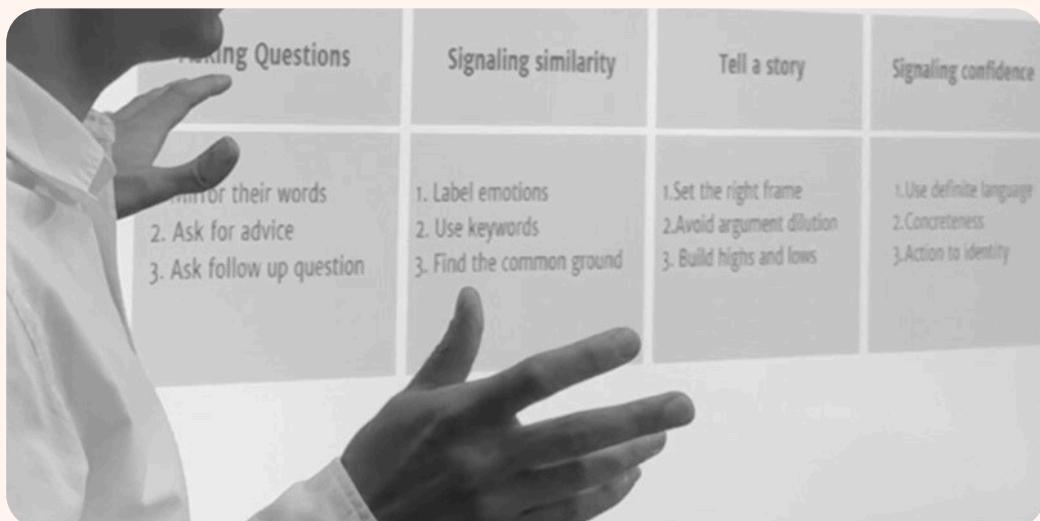
We don't bill by the hour. Each phase of work has fixed-fee deliverables that you only pay for once achieved.



### A Tailored Six-Step Framework

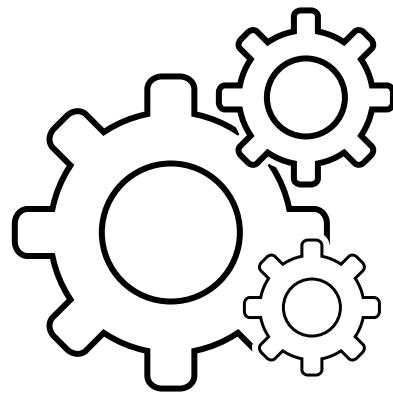
Every engagement is designed using our proven methodology:

1. Diagnose	4. Solution
2. Methodology	5. Implementation
3. Analysis	6. Control



### **Seamless Integration with Your Team**

We embed via your internal communication tools, working alongside your staff with minimal disruption and no onboarding lag.



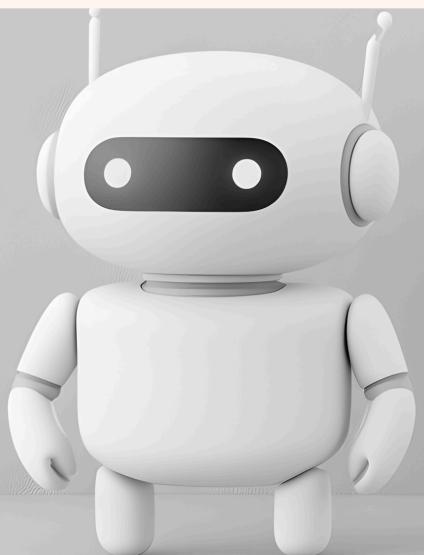
### **Measurable, Sustainable Improvement**

Through our Control phase, we ensure gains remain in place and capability is uplifted across your team.



### **AI-Enabled Workflow Solutions**

We help clients automate workflows, reduce manual processing, and simplify operations.



## 3. OUR SERVICES

### Business Process Optimisation & Workflow Redesign

We fix bottlenecks, simplify processes, and eliminate rework.

- End-to-end process mapping
- Workflow redesign & simplification
- Demand/capacity modelling
- Digital enablement

**Outcomes:** Faster cycle times, clearer handoffs, scalable processes.



### Change Management & Behavioural Adoption

Real improvement requires people to understand, adopt, and sustain new ways of working.

- Change impact analysis
- Behavioural change implementation
- Communication strategy
- Leadership coaching
- Training & capability uplift

**Outcomes:** Faster adoption, lower resistance, lasting behavioural change.

## AI-Enabled Workflow Automation

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We solve workflow pain points, we remove manual tasks and make processes simpler to follow.

- AI triage & routing
- Automated classification & data extraction
- Document summarisation workflows
- Human+AI operating model design
- Responsible AI governance

**Outcomes:** Reduced manual effort, higher quality, faster turnaround, future-ready operations, knowledge retention.

## Data & Insight for Decision-Making

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We combine quantitative and qualitative data for clear, actionable insight.

- Data analysis, modelling and dashboarding
- Performance baselining
- KPI & dashboard design
- Cost-to-serve analysis
- Workforce load modelling
- Sentiment & behavioural analysis

**Outcomes:** Better decisions, clearer priorities, stronger ROI.

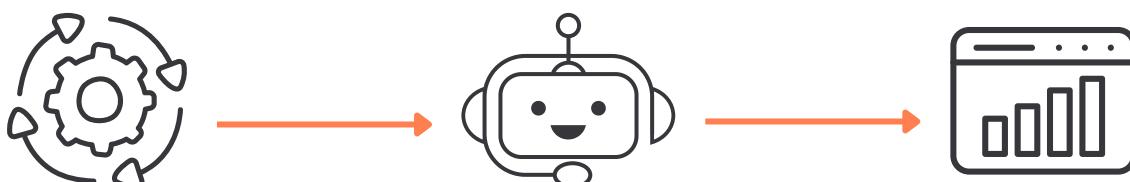
## Strategy Execution & Transformation Support

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We help organisations operationalise strategy and deliver complex change.

- Strategy-to-execution alignment
- Improvement program & portfolio design
- Transformation governance
- PMO capability uplift

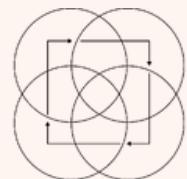
**Outcomes:** Faster transformation, aligned teams, improved delivery confidence.



## 4. Our Six-Step Delivery Framework

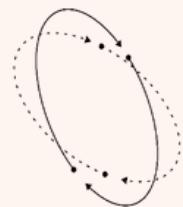
### 1. Diagnose

Understand the real problem, define ROI, and establish measurable goals.



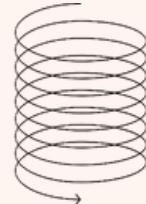
### 2. Methodology

Tailor a delivery approach to your culture, systems, and ways of working.



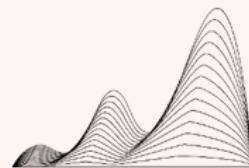
### 3. Analysis

Analyse processes, data, behaviours, and constraints.



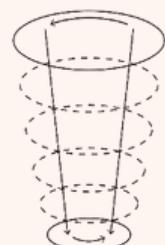
### 4. Solution

Co-design practical, high-impact solutions with your teams.



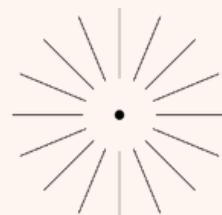
### 5. Implementation

Execute the plan, validate outcomes, uplift capability, embed change.



### 6. Control

Ensure the gains are maintained through dashboards, workflows, and behavioural reinforcement.



## 5. CASE STUDIES

### Case Study 1

#### Asset Handover Optimisation Program

Client: Transport for NSW (TfNSW)



#### Project Overview

Engaged by Transport for NSW (TfNSW) to manage the end-to-end delivery of its Asset Handover Optimisation Program. This initiative was designed to address incomplete handovers across a \$4.5B annual infrastructure portfolio, while simultaneously implementing sustainable solutions to improve handover processes for future projects.

#### Scope of Services

- Managed the end-to-end delivery of the program, including planning, execution, and close-out.
- Developed systems, processes, and monitored KPI frameworks.
- Facilitated stakeholder alignment across delivery teams and asset custodians.
- Implemented risk management and reporting processes to maintain program visibility.



## Methodology

- Diagnostic review of existing handover processes and backlog.
- Stakeholder engagement workshops to establish shared objectives and responsibilities.
- Design and implementation of processes and workflows, and integration of digital tools to support the submission, review and acceptance of asset handover deliverables with a risk-based approach.
- KPI development and dashboarding to track handover efficiency, timeliness, and compliance.
- Change management and training programs to embed improved practices across TfNSW teams.

## Key Achievements

- Backlog Reduction: Achieved asset handover certificate for \$4.2B backlog projects, mitigating the risk of orphaned assets.
- Process Optimisation: Standardised handover processes, improving efficiency and reliability across ongoing projects.
- Stakeholder Alignment: collaboration between asset custodians and delivery partners.
- Performance Tracking: Introduced KPI dashboards, enabling proactive intervention.

## Outcomes

- TfNSW achieved improved governance and accountability for asset handovers.
- Risk of non-compliance and orphaned assets was significantly reduced.

## Case Study 2

### Business Process Improvement & Transformation – Commercial Operations

**Client: I-MED Radiology Network**



**I-MED Radiology Network**

#### Project Overview

I-MED Radiology Network, Australia's largest diagnostic imaging provider, engaged CoEcosystem to lead a business process improvement and optimisation program within its commercial and finance divisions. The program aimed to improve efficiency, standardise processes across multiple sites, and embed a scalable operating model that aligned with corporate strategy while delivering rapid return on investment.

#### Scope of Services

- Conducted a comprehensive diagnostic review of commercial and finance processes.
- Delivered process re-engineering and standardisation across priority workflows.
- Implemented KPI-driven dashboards to track performance, efficiency, and ROI.
- Facilitated change management and training programs to embed new practices.



## Methodology

- Diagnosis: defined problem areas, ROI, and measures of success.
- Custom Methodology: tailored frameworks, stakeholder mapping, and change management.
- Analysis: quantitative and qualitative evaluation, including process mapping and baseline measurement.
- Solution Design: integrated improvements across process, people, and technology dimensions.
- Implementation: full roll-out, staff training, and KPI dashboard deployment.
- Maintenance & Control: knowledge transfer and ongoing support to ensure sustainability.

## Key Achievements

- Process Standardisation: Introduced a uniform operating model across commercial and finance functions.
- Efficiency Gains: Reduced process cycle times through digitisation and elimination of redundancies.
- Improved ROI: Tangible improvements in cost-effectiveness and staff productivity.
- Team Engagement: Strong buy-in, supported by tailored training and change management.

## Outcomes

- Significant improvement in process efficiency in revenue collection.
- Enhanced transparency and accountability through KPI-based dashboards.

## Case Study 3

### Transactional Quotation Centre Transformation

**Client: Schneider Electric**



#### Project Overview

Schneider Electric required a major transformation of its Transactional Quotation Centre to improve business performance, streamline processes, and enhance customer experience. The program involved reviewing current operations, redesigning workflows, strengthening customer touchpoints, and transitioning from a decentralised to a centralised organisational model to support improved Customer Satisfaction outcomes.

#### Scope of Services

- Reviewed end-to-end quotation and customer-facing processes.
- Redesigned the operating model and centralised fragmented teams.
- Implemented process automation and digital tools.
- Delivered change management for >1,000 affected customer accounts and staff.
- Established KPIs and baseline performance measures.



## Methodology

- Diagnostic Review: Identified performance gaps and established baseline metrics.
- Process Reengineering: Applied Lean Six Sigma, CJM and BPMN2.0 to streamline workflows.
- Organisational Design: Simplified reporting lines, approval pathways and reduced FTE.
- Agile Delivery: Iterative cycles delivered improvements rapidly and maintain stakeholder alignment.
- Change Management: Applied Prosci ADKAR model to ensure smooth adoption of new processes and digital tools.

## Key Achievements

- Operational model transformed from decentralised to centralised, reducing FTE requirements and improving oversight.
- Quotation process cycle times significantly reduced through workflow redesign and automation.
- Customer experience improved, with measurable uplift in NSS and NPS across priority customer personas.
- Smooth change transition achieved for >1,000 affected customers and staff through structured ADKAR-based engagement.

## Outcomes

- A scalable, efficient, centralised quotation function aligned with Schneider Electric's strategy.
- Enhanced service quality, quotation responsiveness, productivity gains and improved customer satisfaction

## 6. Engagement Model

### Risk-Free Pricing

- Fixed-fee per phase
- Only billed upon successful delivery
- No hourly billing, no cost overrun



### Budget Alignment

Our model means we are committed to working within your budget, whilst your outcomes are delivered by a multi-expert team with a proven methodology.

## 7. Why Organisations Choose CoEcosystem

- Eliminating risk via our outcome-based model
- Faster mobilisation and early traction
- Multidisciplinary expertise on demand
- Tailored methodology for each client
- Seamless integration with internal teams
- Sustainable improvements through the Control phase
- Ability to leverage AI for automation and workflow enhancement



## 8. Contact

**CoEcosystem**

**Business Improvement That Works**



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