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Desne Doman and Donna Vaughan Capability Statement

In brief ...

Desne Doman and Donna Vaughan have extensive experience in management consulting and IT. We draw on our international experience, having worked with large corporates in South Africa, Australia and Asia Pacific in financial services, telecommunications, high tech, public sector and the legal profession.

The following case studies illustrate our individual and collective experience in our key areas of specialisation.

Selected Clients

- American Express
- AMP
- Australian Taxation Office
- Commonwealth Bank of Australia
- CGU Insurance
- Hewlett Packard
- IAG
- Lucent
- Partners in Micro-development Inc.
- Sparke Helmore Lawyers
- Telstra

Business Re-design

Go-to-market process and governance model re-design (Telecommunications)

A newly formed division of a large telco servicing SME clients required its go-to-market process to be streamlined for maximum flexibility and speed to market without compromising quality or increasing business risk. DVC worked with a senior manager to design the new process and training.

Organisation and operating model redesign for market based management (Telecommunications)

A large multi-service telco, embarking on a market aligned strategy, required its customer facing business units to be restructured to better serve the needs of customers. DVC worked with a senior executive to design the new organisation structure and operating model.

Operational performance improvement for large general insurer (Financial Services)

A large general insurer utilising an intermediary business model, required improved productivity and customer service so as to create a sustainable base for future growth. Doman Vaughan Consulting undertook an intensive diagnostic study focusing on processes, cost structure, and organisation team structure to identify four key levers for improving productivity and the quantum improvement that should be sought.

*Operating model re-design for cost reduction and margin protection
(Legal Services)*

Our client, a major national law firm in Sydney needed a strategic response to regulation and other structural changes in workers compensation. An alternative low cost legal operating model and implementation plan was developed to ensure sustainable margins and cost benefits for clients in a shrinking and competitive market.

e-Commerce start-up (Financial Services)

A large Australian insurance company required the rapid implementation of a profitable online insurance channel during the high-tech boom. An independent eCommerce IT organisation (80-120 staff) was established and managed to ensure focussed effort and rapid delivery of B2C, B2B and B2E initiatives using emerging technologies. This led to Gartner and IDC ranking the insurer as the leading online Insurance Company in Australia.

Customer service improvement (Public Sector)

A large customer facing Federal public sector entity needed to significantly improve performance in key processes for provision of advice to customers. A cross-functional team was formed that developed new working models and structures for advice teams which reduced the number of cases exceeding target turnaround times by 60%.

*Go-to-market process and organisational re-design
(Telecommunications)*

The Wholesale division of a telecommunications company required the efficient alignment of key business functions involved in the go-to-market business process. New sub-processes and a re-aligned organisation structure were designed to address this requirement.

*Joint venture operating model and governance structure design
(Telecommunications)*

A major multi-national supplier of telecommunications equipment and services was involved in a bid process to become a strategic partner to a major ANZ Telco. Working with the CEO and a dedicated team, a new business and operating model, and governance structure was designed for the proposed joint venture.

*Superannuation product redesign and centralisation of state wide
administration*

A major Australia superannuation provider required the redesign of a superannuation product and a cost effective way to administer it. The product was successfully redesigned and administration centralised in Sydney

**Large scale program
design and launch**

Rapid managed service transition from provider to client (High Tech)

A large multi-national IT supplier of products and outsourcing services needed a rapid transfer of managed services back to a client including all legal document drafting, commercial negotiations, HR, technical and operational transition planning. A program was quickly established to co-ordinate across six divisions, the client IT and procurement functions. The entire transition (excluding negotiations) was completed in four months.

*Re-launch of large service and cost transformation program
(Telecommunications)*

A major Telco had embarked on a large organisation wide program to

e-enable core customer processes. The intent was to restructure the cost base for long term sustainable cost reduction, revenue protection and enhanced customer service. The project re-prioritised, re-baselined, and redesigned the entire program to ensure delivery within committed timeframes.

Rapid launch of multi-billion dollar infrastructure program (Telecommunications)

A telecommunications company had commenced a soft-launch of broadband technology in the market but needed to commit to a full hard launch within three months. Within three months, a joint client / consulting team of 50 had successfully developed an integrated marketing, operational, and infrastructure plan for broadband products.

Post merger integration implementation planning (Financial Services)

A major Australian insurance company was the successful bidder for a joint venture partnership with a state based insurer. A detailed post merger integration plan and operating model was developed within three months with a joint, multi-streamed team from both JV partners.

Outsourcing the support of legacy systems to India (Financial Services)

A major Australia superannuation provider needed to consolidate 3 separate Superannuation systems and find a more economic means to maintain legacy systems. This project was one of the first Australian outsourcing of legacy systems support to India and successfully consolidated the superannuation systems.

IT sourcing strategy and IT management model design (Financial Services)

The IT Executive Team of a major Australian Bank needed to develop a cross-business unit policy for IT outsourcing partnerships and IT&T Management and Governance. A business led, strategic investment approach was developed and adopted.

Non-profit start-up and overseas project launch (Non-profit)

DVC Partners are founding members of a volunteer based NGO working in ICT4D and e-development. The Ngo is involved in a project in ICT and education in thirty remote village schools in Sri Lanka in partnership with the local Department of Education. The project was successfully launched within three months of start-up in 2003 and today, two years later, continues to reach new village schools and is being packaged for replication in other countries.

Strategic investment planning for electronic business service for global financial services company in Asia Pacific (Financial Services)

A multi-national independent credit card issuer had commenced a global strategic planning process for its electronic merchant services business. The planning process was conducted with the relevant business units in thirteen countries in Asia/Pacific, addressing strategic alliances, three year product plan, and implementation plans.

Sourcing new technology to enable improved organisational business operating models.

A major Australian insurance company's product based systems could not support its new client centric sales and support model. Eight national and international technology teams were formed for the successful Stage 1 delivery of a large client-server based business solution that front ended the core insurance product based systems.