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Skore and Marjolo collaborate to deliver ground breaking business transformation

Early 2018 saw **Marjolo** and Skore embark on the beginning of a partner relationship that would transform their own business practices and the scope for innovative transformation projects.

The Opportunity Identified

Marjolo's 'disruptive and dare to be different' attitude attracted Skore who saw an opportunity to work with a company with a similar ethos and behaviours to themselves. Skore initially collaborated with **Marjolo** on short outcome-based projects where it was vital to deliver value quickly. It became rapidly obvious that the combination of Skore and **Marjolo** was not only a perfect product fit, but also a true company match and recipe for success.

Originally used internally to define their own processes and growth prospects, **Marjolo** immediately saw the value and began to use the same process with customers. Initial collaborations saw **Marjolo** using Skore software on smaller projects, adopting it quickly for tactical situations whilst combining Skore on a wider scale into their methodology.

Partnership Development

The relationship between the two companies developed swiftly with similar cultures being only the start. Skore and **Marjolo** continue to work on projects together with Skore recently hosting public training at **Marjolo** headquarters in Sheffield and a Skrum community event planned there for March 2020. Chris Green, Skore Partners Director, says 'Working with **Marjolo** on community events like these just demonstrates again how aligned **Marjolo** and Skore truly are. Shared thinking and collaborations means the customer is truly put to the front of everything we do'.

From the beginning, **Marjolo**'s innovative approach to everything saw them considering new and fascinating ways to apply Skore to different projects. One such opportunity saw them considering how to use Skore to improve a Capability Assessment approach on an already established client project. Indeed, one of the most exciting parts of this new partnership is the chance for **Marjolo** and Skore to combine their expertise and explore ideas of how software could be developed and improved for the future to create industry leading initiatives, offering sustainable growth and financial advantages for clients.

Collaboration Tried & Tested

A recent in-depth project challenge with a multinational BPO was to develop the concept of the 'Contact Centre of the Future'.

By using Skore's software, **Marjolo** was able to underpin the three main process elements of the project in greater depth through workshops and greater engagement of the organisation:

- Technology
- People (future job opportunities and capability requirements)
- Process

Marjolo capitalised on the Skore platform solution by implementing it as the thread connecting the various workstreams. By simplifying the project, **Marjolo** accomplished innovative transformation initiatives and delivered effectively on cost and time demands.

Skore's leading edge software resulted in **Marjolo** being able to capture the Roles and Responsibilities in the People workstream whilst collating and understanding the technology requirements (Epics and Stories) against the processes. Together they prototyped a solution to take these requirements and process information and transfer the project directly to DevOps.

In **Dave King's** (CEO of **Marjolo**) own words it was

'the first time I had seen true process led requirements capture'.

Differentiation by Partnership

Ground breaking innovations such as these, results in **Marjolo** now including Skore as part of their 'go to market' offering to truly differentiate themselves in the market and outperform against all business strategy expectations.

Chris Green stated that he is proud of the fact that Skore with **Marjolo** are winning more work and increasing software sales.

More than that however,

'**Marjolo** have assisted Skore in reaching an even wider audience and exploring possibilities that we would not have considered possible a few years ago. **Marjolo** are more than a partner - they have the capability to instinctively bring out the best in Skore and assist us in product development and the continuous challenge for the way transformation and change occur in organisations.'

Skore is a Process Mapping and Analysis Platform that captures current process mapping in a live workshop environment.

Used by consultancy partners and end users alike, it enables organisations to understand, map and collaborate on their processes by providing an intuitive interface. A live workshop tool, its' reporting and dashboard functionality delivers clarity, insight and process efficiencies. Skore aligns people, processes and tools

Marjolo works to support businesses in navigating industry and economic challenges by aligning business capabilities & culture with digital technology innovation, creating and delivering success blueprints resulting in real savings & benefits to meet organisational aspirations.