

A Case Study

The Background

Close Brothers Motor Finance (CBMF) is an extremely successful financing business, achieving impressive profit margins over several years with a Head Office of circa. 250 people.

However, like many long-established businesses, CBMF understood that it must transform to at least maintain their market position and continue their growth pathway, with new entrants to the market posing a variety of challenges to CBMF.

The Challenge

As CBMF moved towards a previously determined multi-year programme of transformation, it was essential that there was alignment between their IT investments and their top level business strategy.

CBMF needed to address the following areas, critical to achieving a successful digital transformation:

- 1. Create a technology target state** – Collaborative project working across the legacy siloed teams to create a joined-up view of the future of the business and an appreciation of the technology that is required to enable the transformation.
- 2. Assess the current landscape** – A review of the current technology estate to understand the extent of technology change that is required, and therefore the investment and resource requirements.
- 3. Produce a transformation Journey** – With the level of change expected to be undertaken in the coming years, there needed to be the correct level of governance and change management put in place to ensure full deployment and maximum impact for results.

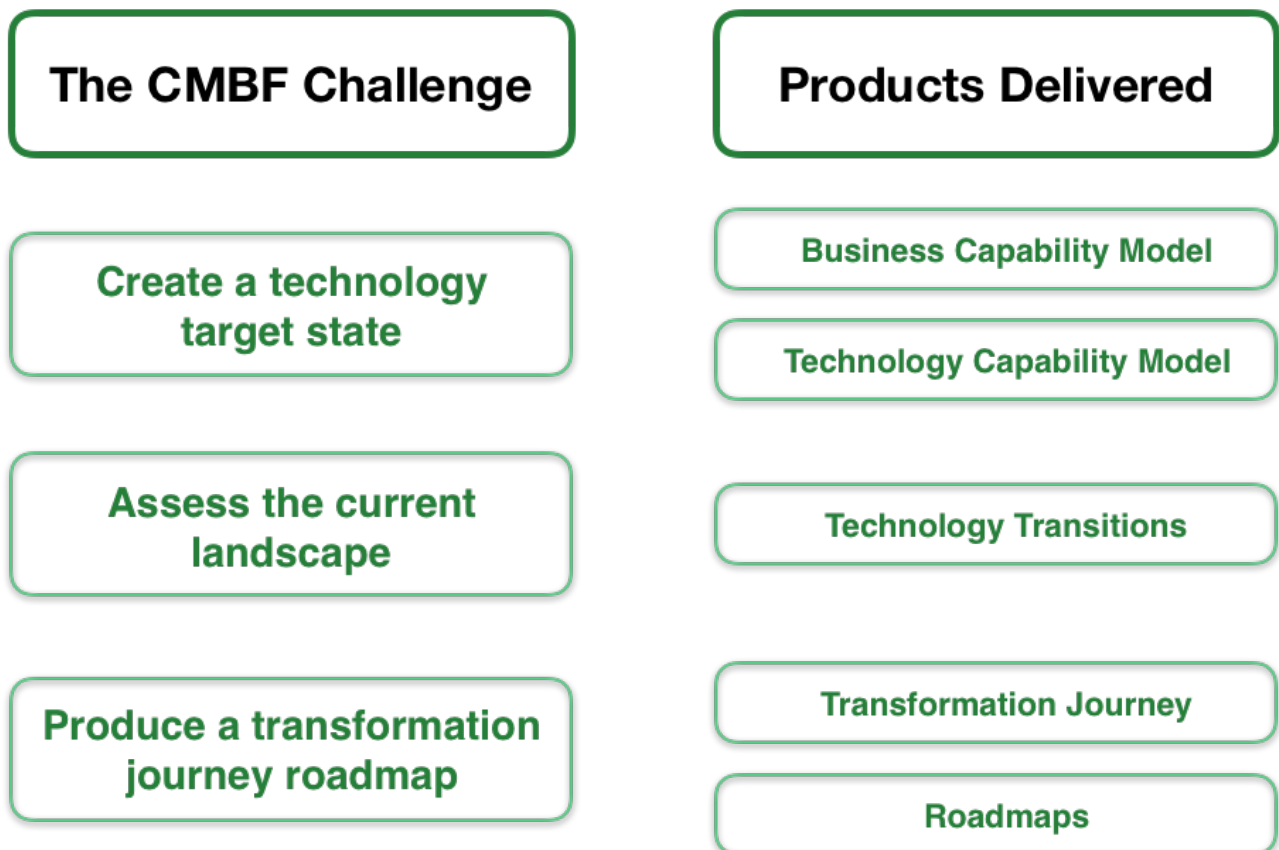
The Activity

Having previously addressed the issues of functional silos across several organisations and delivered global IT transformations for our customers, Marjolo were confident that we could help CBMF.

With a small team, and over a 6-week period, we reviewed thousands of pages of documentation, interviewed 20 plus people in multiple locations to create Architecture designs and recommendations grounded in what was visionary, credible and achievable for CBMF.

To provide the right specialists, at the right time, we blended the team from Marjolo leadership, and the wider Marjolo family.

The 6-week period provided five core products to meet the CBMF challenge:



These products provided the minimum viable design to establish an initial order of the cost and time resource required to successfully undertake the transformation to capitalise on its full impact. This information was used to support the CBMF Board in assessing the viability of the investment decision.

The Outcome

Since engaging with Marjolo, CBMF successfully secured multi-million-pound investment that transformed not just the technology landscape but the people and processes across the business; freeing data up to be harnessed to its full extent. During this time CBMF transformed from being a Motor Finance business to a Transport Enablement business.

What they said

Joe Soule (CIO CBMF) – “The real benefit of the Marjolo engagement was that it was tailored to the specific need of the organisation, and was backed up with high quality people focussed on great outcomes.”

Chris Bosworth (Head of Strategy CBMF) – “Marjolo quickly got to grips with our business and our strategy and were able to make a valuable contribution to our transformation plans in a limited period of time. The work they produced was insightful and of a quality you would normally only expect from a multi-national consultancy.”