

CASE STUDY 2:

COMMERCIAL DEVELOPER



Situation

“Implemented online booking system throughout Australia to leading multi-national company.”

Our Recommendations

- Developed detailed implementation plan
- Participated in ‘winning hearts and minds’ roadshow / campaign for online tool
- Developed, in conjunction with client, custom-designed training manual
- Provided extensive online training at all centres / offices throughout Australia
- Monitored and reported on take-up of online system and identified areas preventing online bookings and worked on solution with client

Impact

- 100% completion of implementation within time frames and schedules
- 77% of bookings being made online, with growth each month

Contact

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