

From Ground Zero to Fully Functional.

A government agency needed to stand up a secure, efficient contact centre from scratch while also uplifting their capability to manage sensitive data, implement new ways of working, and introduce agile delivery. Our consultant's leadership enabled full-service implementation—on time and in line with strict privacy and security regulations.



Problem Statement:

An offshore government agency was undergoing a major transformation to improve service delivery. This included building a contact centre from the ground up and embedding agile methodologies to support a critical project. With no operational blueprint, the agency required full-spectrum support—project management, infrastructure setup, staff training, and governance for sensitive data—all under tight deadlines and high regulatory oversight.

Deliverables:

- End-to-End Contact Centre Delivery: From physical setup to go-live readiness.
- Standard Operating Procedures (SOPs): Documented for consistency, quality, and compliance.
- Staff Development: Recruitment, onboarding, and role-based training programmes.
- Leadership & Operational Support: Day-to-day governance and escalation readiness.
- Data Privacy & Security Oversight: Frameworks aligned to regulatory requirements.
- Agile Adoption: Embedded iterative ways of working in a parallel high-priority initiative.

Methodologies & Frameworks:

Our consultant applied *Lean thinking* and *Critical Path Methodology* for delivery planning and execution. A coaching-led approach was used to instil clarity in SOPs and workflows. Agile principles were selectively introduced in parallel streams to improve responsiveness and delivery confidence across business units.

Outcomes:

The engagement delivered a fully operational, secure contact centre within tight delivery constraints. Teams adopted new processes with high compliance. Stakeholder feedback highlighted improved coordination, confidence in data handling, and operational resilience. The agile initiative set the foundation for future iterative delivery across the agency.