



## Martin Stevens CASE STUDIES

### Case Study 1: Peverel Ltd

#### The Client:

Peverel is a leading provider of property-related services throughout the UK including property management and letting, communication and protection systems, retirement properties and insurance with over 4000 employees.

#### The Business Challenge:

Appointed to ensure the Peverel group took full advantage of IT to enhance business performance and to enable Peverel to maximise the opportunity that rapidly developing information technology presents to their business capability.

#### The Flexible Approach:

Created IT strategy, 3 year roadmap and appropriate budgets

- Achieved improved business efficiency and cost reduction through the deployment of mobile and remote access solutions and the implementation of document management and workflow technologies
- Built a customer focused, multi-site, multi-functional, shared service IT team
- Implemented upgrades to WAN, LAN, SAN, server architecture (virtualisation) & Telephony(VOIP)
- Ensured successful project delivery through the introduction of a project management methodology
- Established comprehensive Business Continuity Plan & disaster recovery planning process
- Promoted importance of collaboration, communication and a customer service culture
- Successfully integrated various acquisitions including one comprising 6 companies and multiple applications, 8 months ahead of schedule and on budget (£4.2 million). Significantly increased the size of the existing property management business and consolidated all applications into existing Peverel application suite.

Now a consultant for Red Vista Ltd. Part of The Mavin Group

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### Case Study 2 : Cadbury Schweppes plc.

#### The Client:

Cadbury Schweppes was a major global company, which manufactured, marketed and distributed branded beverages and confectionery products around the world, employed 55,000 people in over 200 countries and had a turnover of £5.3 billion.

#### The Business Challenge:

##### Director, e-Business Solutions

Appointed to identify and develop global e-commerce strategies to improve competitive advantage through innovative solutions. Core focus was in understanding the value potential of different aspects of business-to-business e-Commerce including using the global transfer of knowledge to enable the transformation of business processes and exploring e-marketing opportunities. Worked closely with corporate, regional and local business unit management, suppliers, customers and other partners to identify and maximise the opportunities presented by the challenging e-business environment.

#### The Flexible Approach:

- Improved corporate understanding of the potential benefits from e-business through delivering an e-business & knowledge management roadshow, presented to 500+ executives across 7 international regions.
- Implemented the use pilot activities to confirm proof of concept to the business.
- Delivered e-procurement cost-savings of \$850k+ piloting the use of B2B e-procurement techniques, e-sourcing tools, marketplaces and exchanges as business tools
- Utilised auctions and e-sourcing significantly reducing time to acquire supplies and raw materials and standardised product specifications
- Saved £4.4m implementing a global website strategy across multiple business units
- Introduced regional knowledge hubs (CRM) improving speed of information and new learning by 300% with a resulting productivity improvement of between \$3.5-4.0m in one region alone
- Centralised global MI via the roll out of a corporate portal, the enabling tool for collaboration, information sharing and communications locally, regionally and globally.

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### The Business Challenge: IT Director, European and Global Beverages

Appointed to develop IT strategy and enable alignment of the Cadbury Schweppes Beverages IT, business and organisational strategies. Challenges included geographically disparate local businesses operating relatively independently, varied business processes, non-standard management information resulting in a difficulty in obtaining timely and accurate regional and global information resulting inefficient decision making.

### The Flexible Approach:

- Recommended the standardisation of business process, where appropriate, supported by common applications and standard data.
- Drove the identification, development and implementation of business best practices using multi-national, multi-discipline teams.
- Implemented ERP strategy- SAP R3 across European and then Global Beverages.
- Drove the transition from a group of independent country based IT departments to a single virtual team to the benefit of local and group requirements.
- Reoriented business unit IT teams to adopt a more business and customer focussed approach.

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