



Zeacom New Zealand NZ Operations Roadmap

“Management Toolbox worked with our people at all levels and analysed and understood our issues quickly and surprisingly accurately. They then used their engaging but structured process to work further with our people and develop a strategic roadmap which everyone understands clearly and works to. The MTB team was professional, engaging and very enjoyable to work with.”

Martin Davis, General Manager, Zeacom New Zealand

Introduction

Established in 1994, Zeacom employs over 160 staff in the United States, United Kingdom, Australia and New Zealand. They are a leading provider of advanced Unified Communications (UC) and Contact Centre solutions that integrate real-time communication tools such as presence information, conferencing and speech recognition with conventional tools such as voicemail, email and fax.

The Issue

The New Zealand Zeacom Operations were required to set themselves a path for improvement within the parameters of the global vision and purpose of the organisation. The issue was that they didn't really know where to start, and having tried to set their strategic direction previously with little success in implementation, they needed assistance to get things done.

The Solution

The Strategy and Planning practice at Management Toolbox was engaged to provide Zeacom NZ with a Strategic Roadmap that would turn their ambitions for NZ Operations into actionable plans.

The Project

The wider Zeacom purpose and vision were set at a global level but work was done with Zeacom NZ to develop and critique a purpose and vision for the domestic organisation. Specific objectives were then developed which aligned to the strategic goal.

These objectives were challenged across the business to ensure any roadblocks were surfaced and risks mitigated. Once it was understood what need to be overcome, a series of initiatives or success factors to realise the plan were converted into specific actions.

Results

The major deliverable was a roadmap providing a simple and clear view of the objectives, success factors and specific actions needed to deliver on the strategic ambitions.

The project also yielded positive results for the company culture. Many employees were engaged at some point in the process and everyone felt that they were contributing to the plan that would ultimately achieve company success. This ensured real ownership over the outcomes and subsequently a plan was developed that has a greater chance of successful implementation.



Management Toolbox

CASE STUDY:

Zeacom

NZ Operations Roadmap

Sustainability

When the roadmap moved into implementation phase, Management Toolbox provided coaching to ensure the Service Support Manager was able to effectively act as Programme Manager to oversee implementation of the actions. With support, they were able to develop an implementation plan which provided a simple and clear view of the strategic action plans, resource requirements, accountabilities and deliverable dates in respect of the Zeacom Strategic Roadmap. They were also able to understand the requirements for managing the on-going implementation process and ensure they were equipped to deliver it.

Contact us:

If you have any questions, or wish to receive further information, please contact us.

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