EXCUTIVE SUMMARY

Objective- To evaluate project delivery performance,Profitiblity client satisfaction across service lines and regions in order to identify operational inefficiencies ,revenue leakage,and stratgic improvrnments.

Key Findings-Analysis indicates that project delays and cost overruns are concentrated within specific lines,negatively impacting profit margins and clint satisfaction levels.

Business impact- Persistent delivery inefficiencies are reducing overall profitability and increasing client dissatisfaction risk , which may affect contracts and long-term revenue growth.

Recommendation- Prioritize process optimization and reduce allocation in underperforming service lines to reduce delays,improve margins, and client experience.

PROFITABLITY INSIGHTS

Firm maintains~ 40% average margin with total revenue~167M , reflecting efficient cost management .

Regional profit concentration suggests uneven operational performance requiring targeted optimization.

Mainly concentrated in East and West leading.

DELIVERY RISK INSIGHT

Problem- 84.6% projects are delayed, with technology and consulting showing the hightest average delay days.

Impact-Scatter analysis indicates that higher delays with lower client satisfaction,Signaling delivery performance directly affects client perception and retention risk.

Causes - Delay concentration in specific service lines suggests operational bottlenecks, likely,driven by resource allocation inefficiencies or project planning gaps.

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Client insights slide

High-value clients at risk - Top revenue contributors(Reliance,Tata motors, HDFC Bank) also show high cumulative delay days, indicating delivery risk within strategic accounts.

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Recommendations

1. Realign resources toward delay-prone service lines.
2. Establish client-tier servicing model for high level accounts.
3. Introduce proactive delivery risk monitoring framework.