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Practical Guide to Consultative Partnering

"Trusted Advisor" approach to solve Clients' Tech and Business Challenges

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1.Challenge

HOUSTON
WE HAVE A
PROBLEM

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Typical Conversation starters:

During your first conversation with new prospect.

Our system is broken ...

We need it fixed fast, cheap and with exceptional quality

We are looking for expertise.

To bring into our team to help us execute on our plan.

I want you to build this new system for me ...

Our business strategy requires new technology to enable business critical functions to deliver new product to the market fast. Technology will enable us to open new markets and outpace our competition

“Technology is Easy …
Figuring out Business problem with help of Technology is the Real Challenge”

- Client CIO

Data scientists spend 70% of their time exploring and collecting data, and 30% building models.

Global P&C Insurance career sets the goal of this project to invert this ratio.

Can you build DS portal?

01

Here is the RFP. Need response back in 2 weeks time. And it's competitive.

Let's figure out what real problem is?

02

Instead of RFP let's spend 1 week together brainstorming

This is great! Can you present proposal on what will it take to build it

03

After 1 week of team of experts working together with business

Let's review MVP together

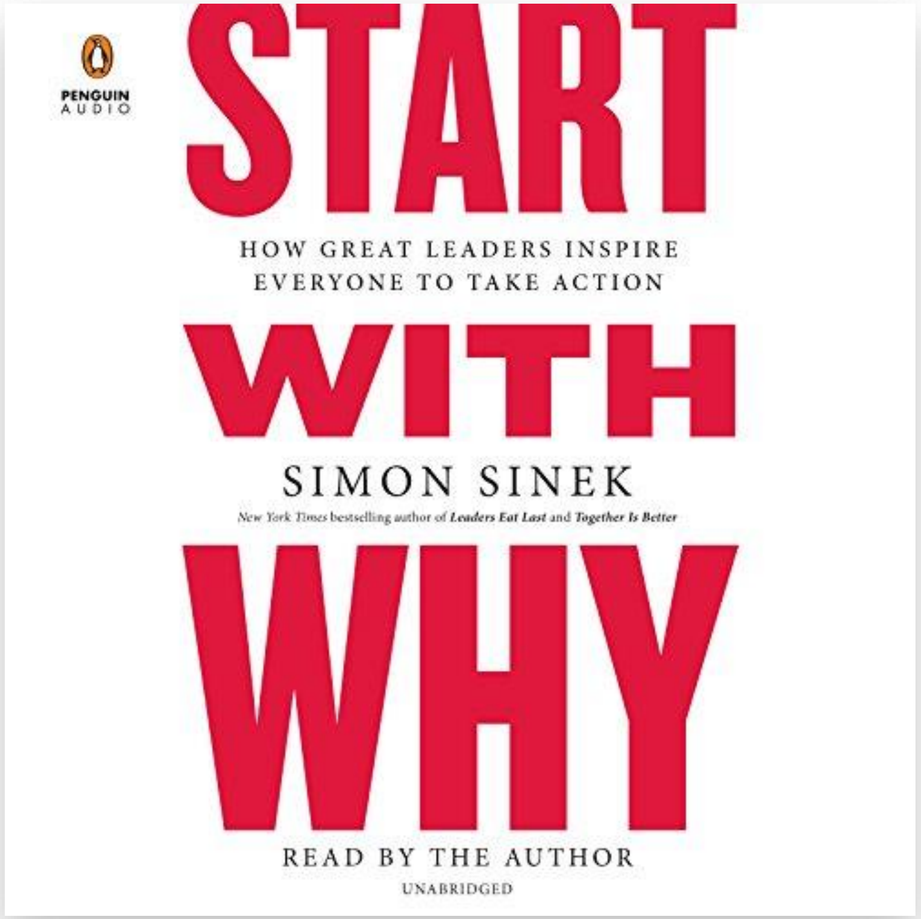
04

3 months in and looking into product design and pipeline together with business

We would like to standardize on the platform

05

One-stop shop for end-to-end data science lifecycle including **data discovery, data access and delivery, environment provisioning, analytics, model development and model training & deployment**.



Watch TED Talk with Simon Sinek

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2.Trust

CAN I TRUST YOU?

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First things First – show me what you made of. This is the entrance ticket.

Hold your horses, captain. You are not there yet. Let’s validate your “street cred”.

Now, show me the plan how you going to deliver on the promise.

Take true interest in your client's business …

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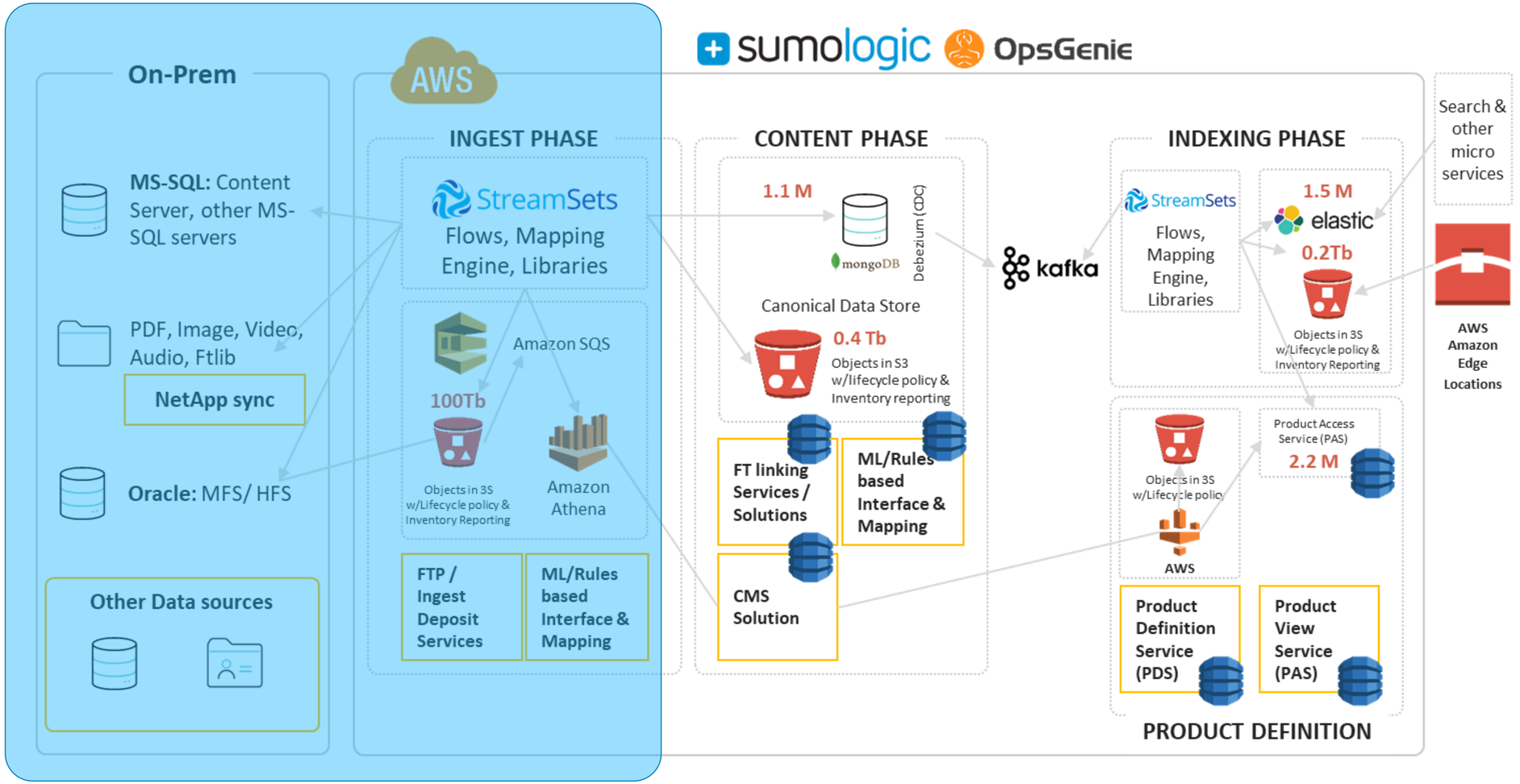


6K+

CUSTOMERS

100mln

SEARCH QUERIES PER DAY

10K+

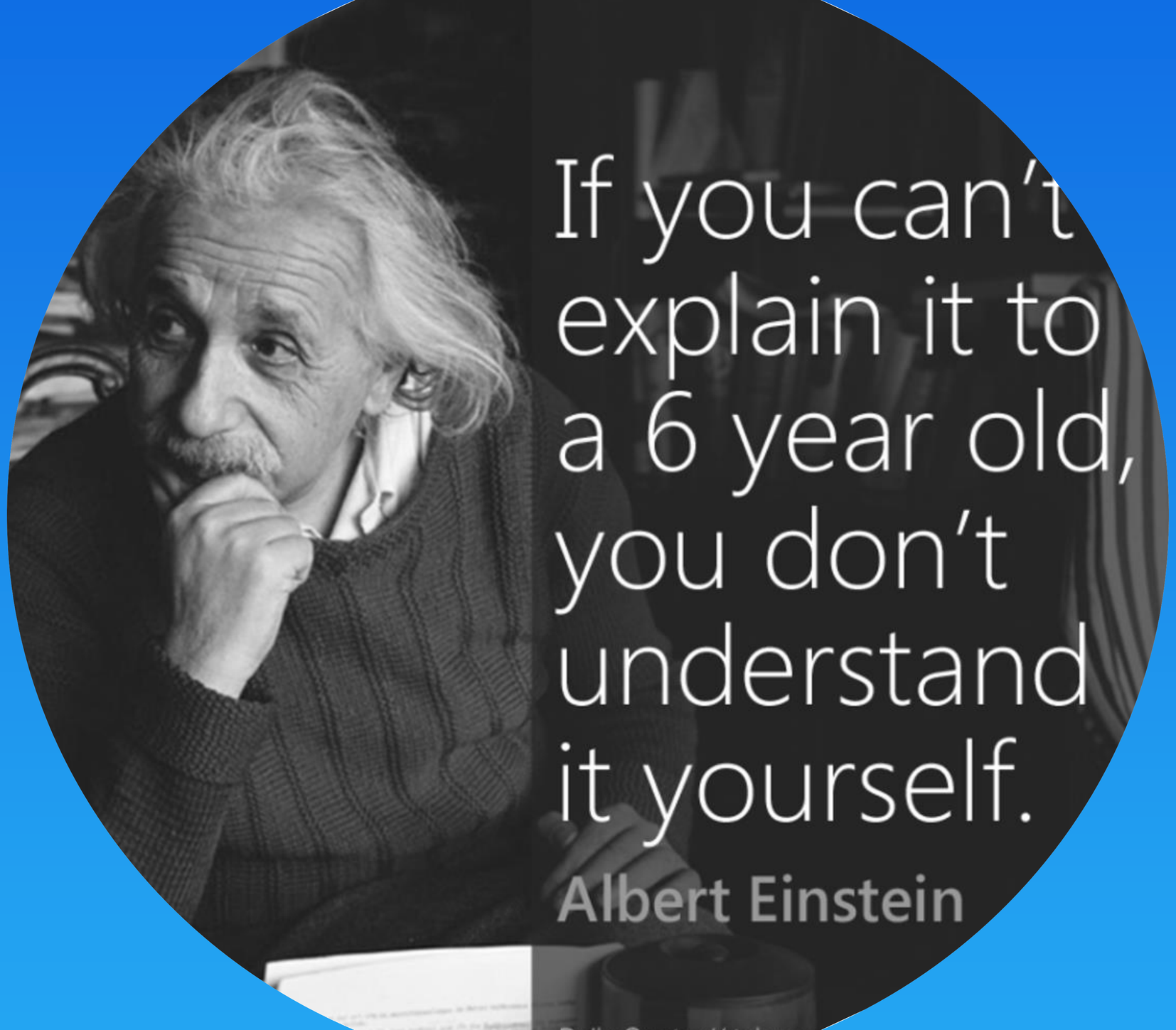
DATA PROVIDERS

4bln

RECORDS PER DAY INDEX

99.9

SLA


If you can't explain it to a 6 year old, you don't understand it yourself.
Albert Einstein

ENGAGEMENT:

Fast Facts

30+

01

Agile Engineering Teams

2.5

02

Years of Engagement

300+

03

Engineers

6 locations

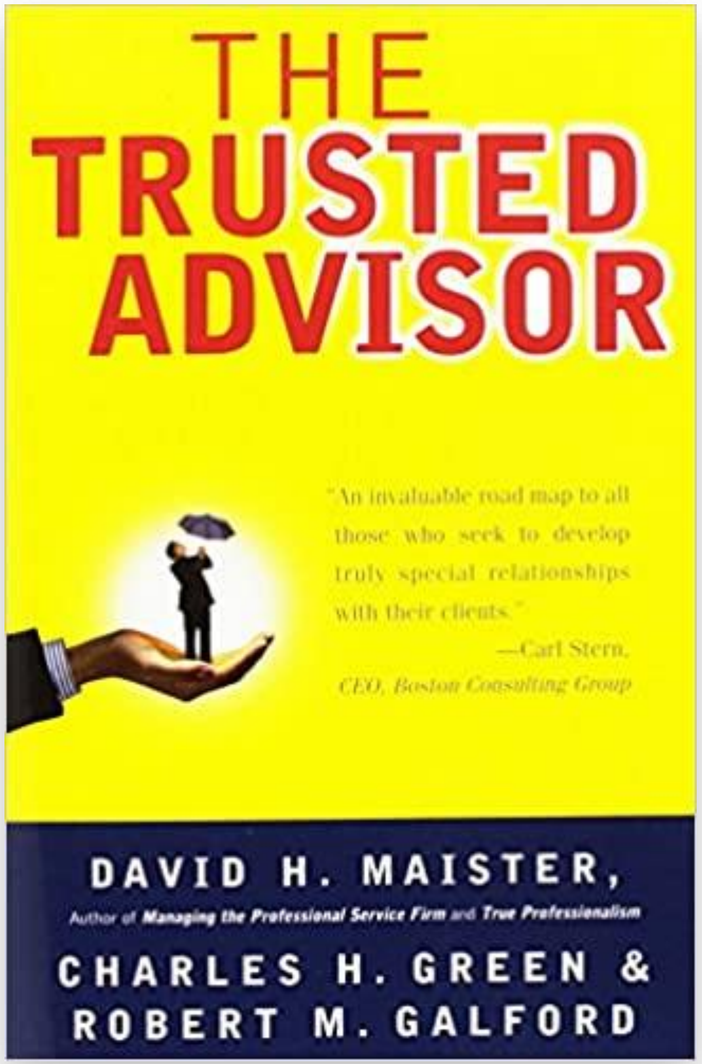
04

Russia | Ukraine| USA| Belarus| India | Uzbekistan

40+

05

Work Streams



David Maister, Charles Green and Robert Galford

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3. Partnering

The Difference Between a True Business Partner and a Vendor

1.Obsessed with your success: A true business partner is one who's absolutely obsessed with your success – they're not simply interested in your dollars. They know mutual success is about long-term sustainability.

2.Honest and Direct: Good business partners won't always say "yes." They're willing to be honest and direct. They'll say "no" when you ask for something that won't be in your best interest. And when they say "no," they won't simply stop there. Instead, they'll share the rationale behind that "no" and find new, more impactful ways for you to achieve your goals.

3.Transparent: Real business partners won't have a bunch of hidden fees, and they won't nickel and dime you every time you ask for something. Instead, they'll price fairly, competitively, and transparently so you can be sure your partnership is sustainable, on both sides. They'll say "no" to additional dollars if those dollars won't ultimately help you achieve your goals or drive a positive impact, or if what you want to put more dollars toward will actually work against your goals or hurt your business.

4.Challenging: It won't always be comfortable to work with companies that act like true business partners. They'll challenge your thinking so they can help you realize the best results possible. But they'll always work with you to set clear expectations up front and manage those expectations throughout your engagement so they can wow you with near-impossible potential.

Danielle du Toit

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RAPID RAMP UP DURING PANDEMIC

Week 1

- ✓ Deep dive sessions: architecture, application overview, CI/CD, QA strategy, business domain
- ✓ SCRUM process setup (setup scrum ceremonies and join other meetings with architecture team, other dependent streams)

Week 2-3

- ✓ The teams start implementation of selective stories, study code base and adapt to the project in general. Capacity target is 50% of standard for fully performing team

Week 4

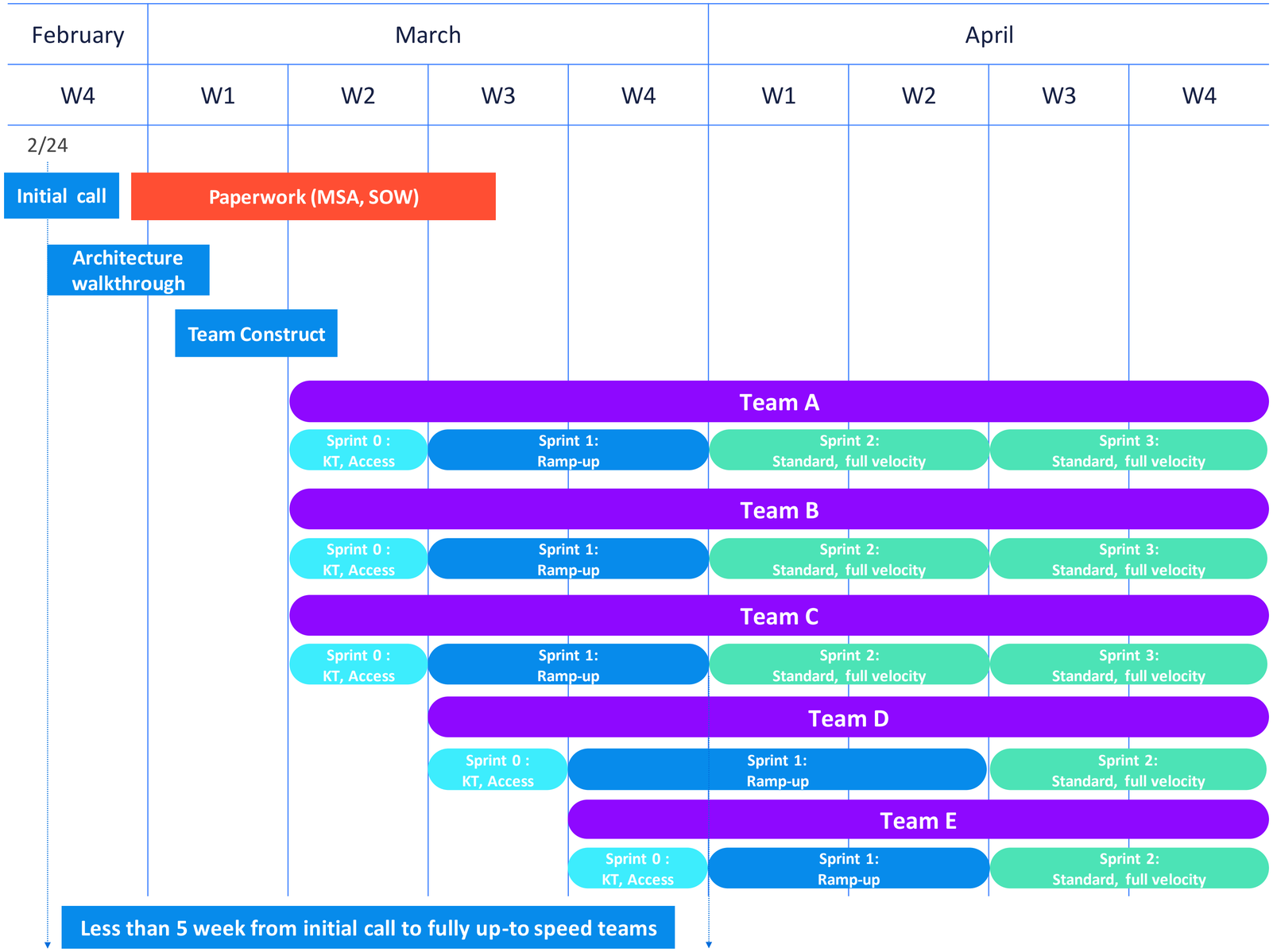
- ✓ The teams plan and execute their first sprint with standard capacity & continue inspect and adapt process to improve velocity

Week 5-6

- ✓ Delivering on increased velocity commitments

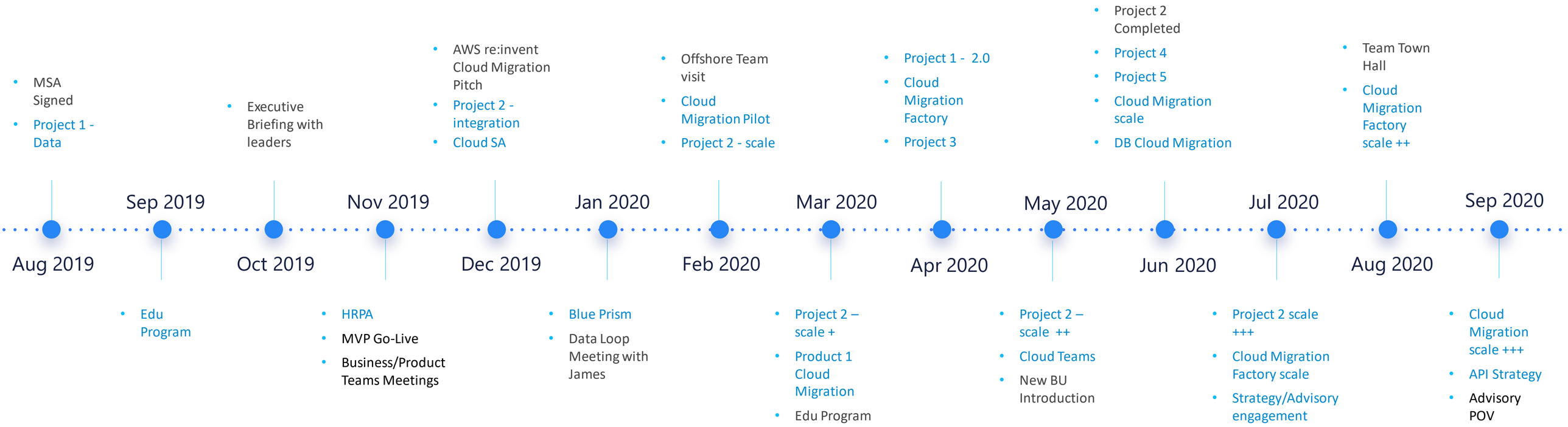
Week 7-8

- ✓ Going above and beyond on delivery commitments



August 2019 – September 2020

A new Client Journey



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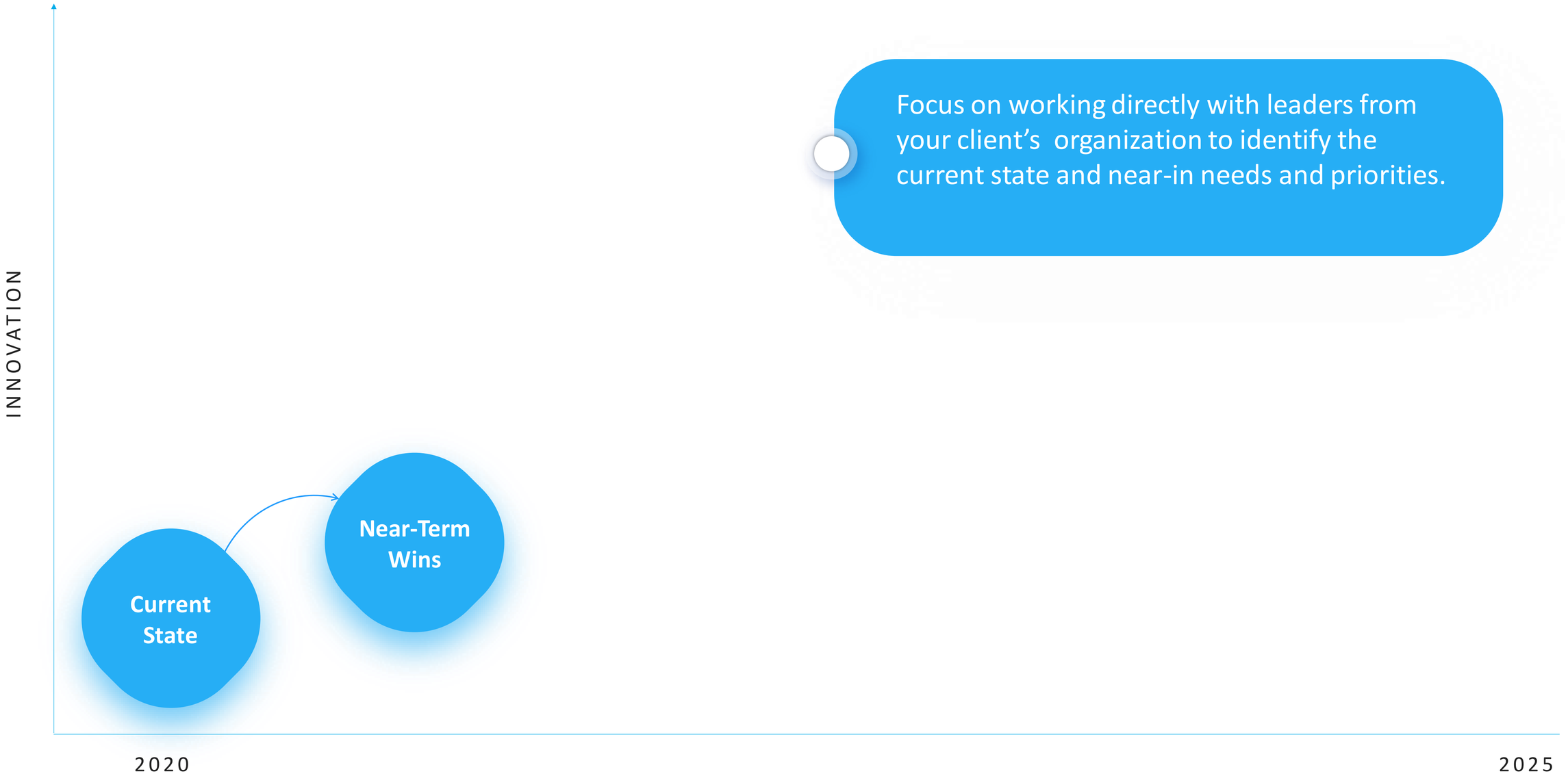
4.Advisory

Action
Leadership
Strategy
Teamwork
Innovat
anning
Ideas

Near-In Roadmap

Transformation Journey

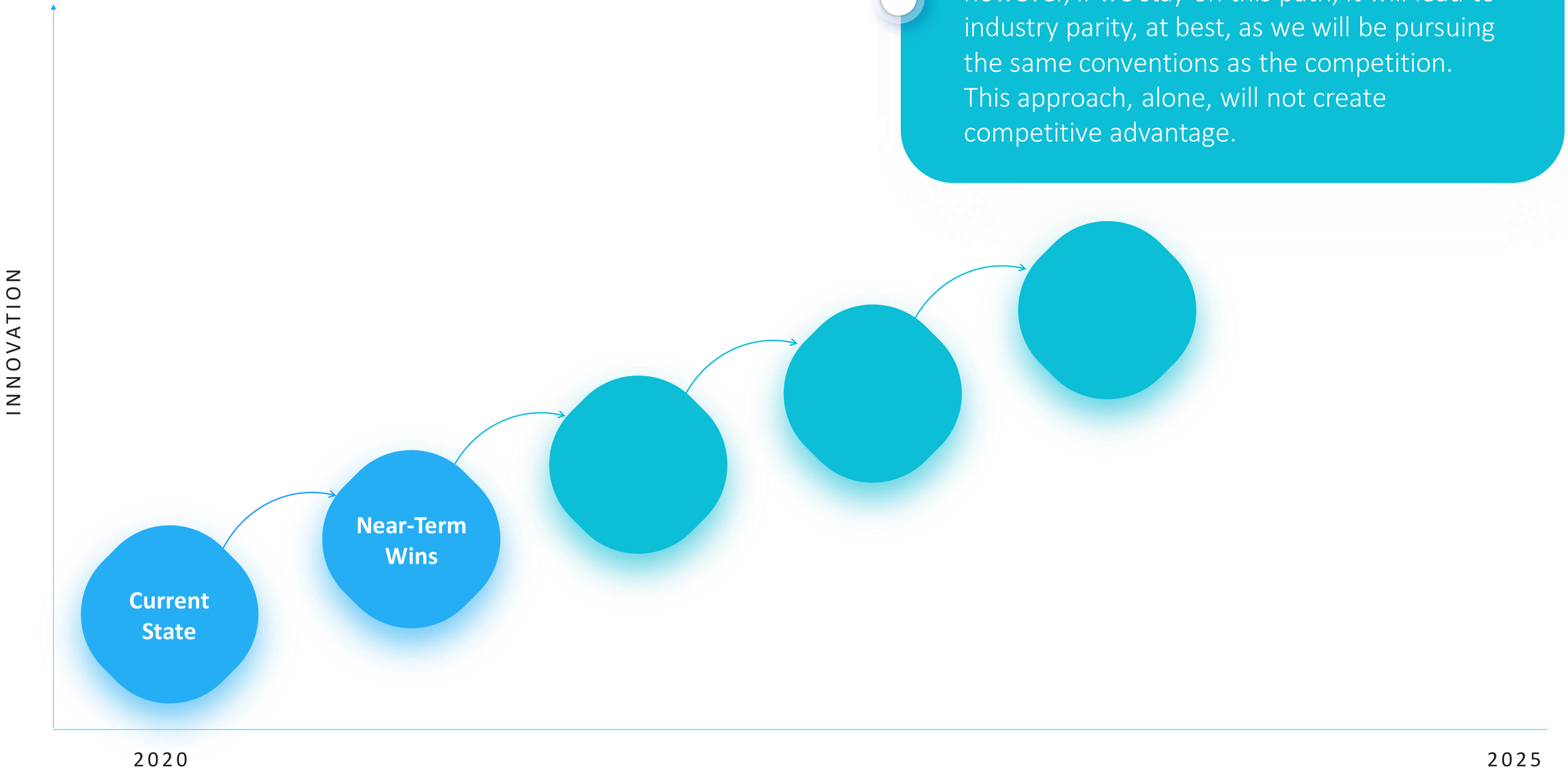


Focus on working directly with leaders from your client's organization to identify the current state and near-in needs and priorities.

The Forecasting Trap

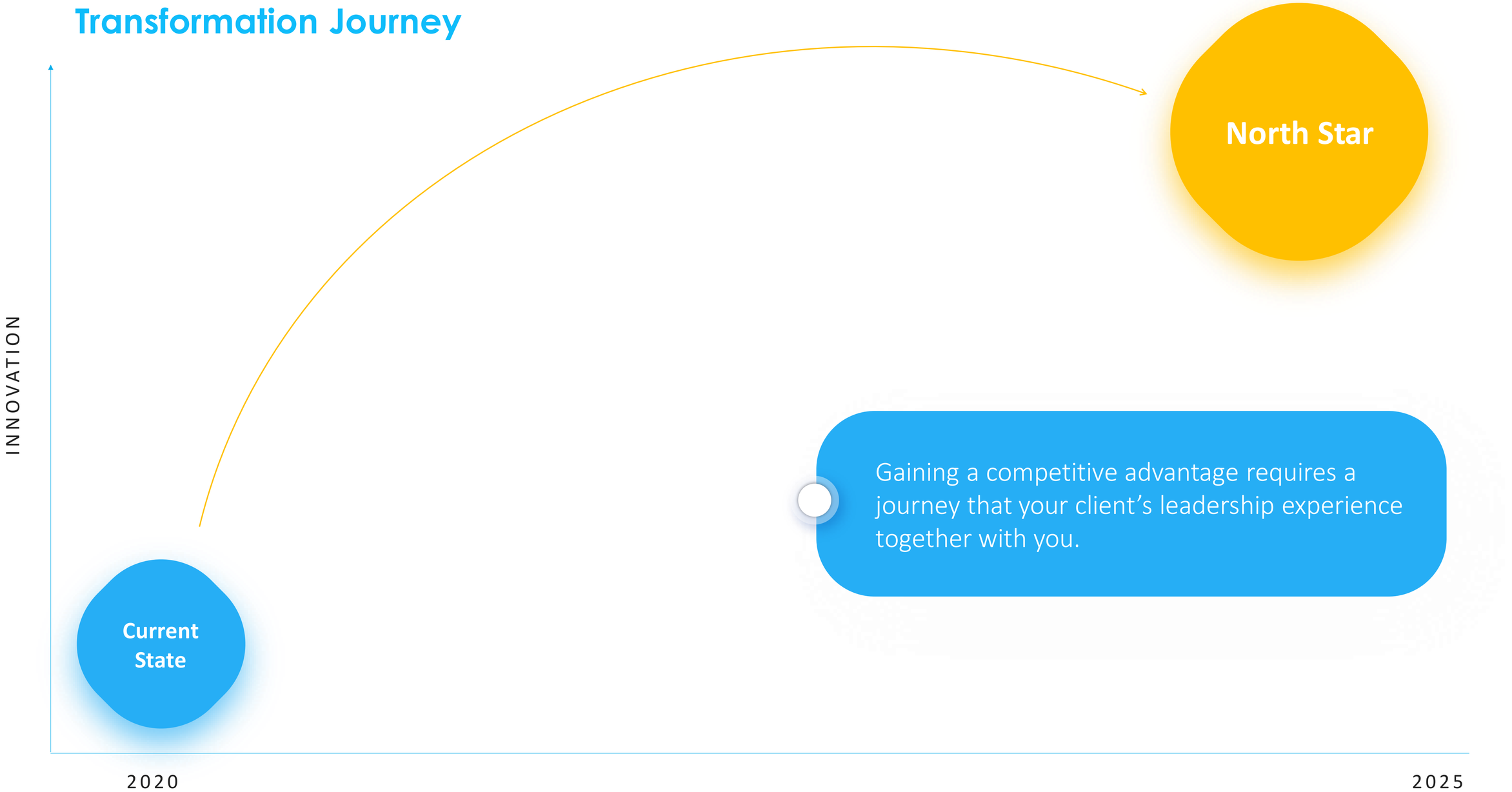
Transformation Journey

This work will fuel short-term progress, however, if we stay on this path, it will lead to industry parity, at best, as we will be pursuing the same conventions as the competition. This approach, alone, will not create competitive advantage.



Establishing a North Star

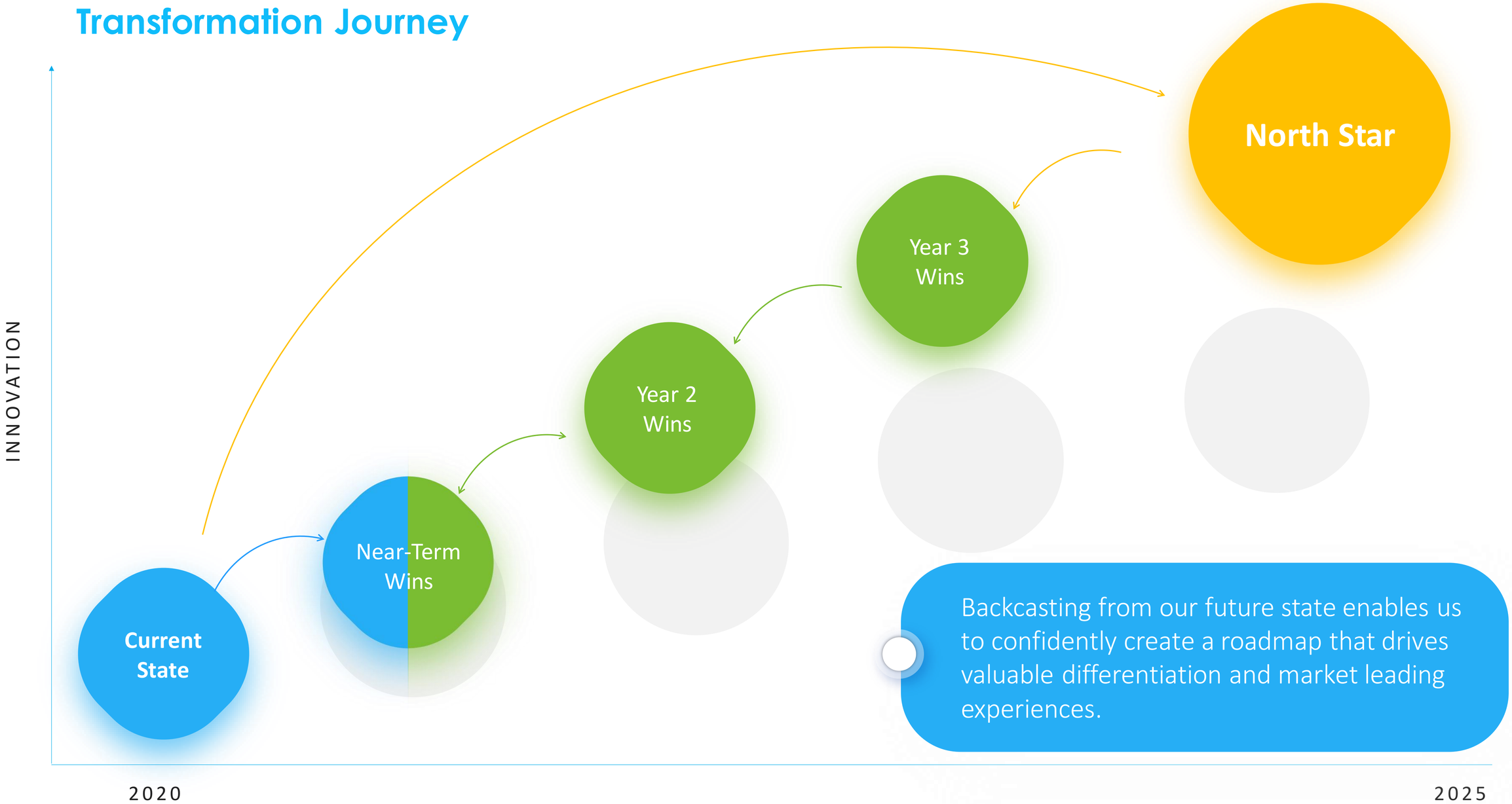
Transformation Journey



Gaining a competitive advantage requires a journey that your client's leadership experience together with you.

Backcasting to Change Trajectory

Transformation Journey



Backcasting from our future state enables us to confidently create a roadmap that drives valuable differentiation and market leading experiences.

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In Conclusion

Communities
Active exchange with Technology and Business teams within and outside of Organization
Authenticity
Be Real and Authentic
Your Client/ Stakeholder/ Partner
Expertise
COMPETENCE
Relationship
MUTUAL TRUST
Empathy
Take True Interest in you client's problems
Business Context
CLIENT / INDUSTRY
Delivery
Stay true to your commitments & make it Real

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