

Our Consulting Offerings

Core Business Operations - Analytics & Cognitive



Roger Lee - A&C
Leader

This Offering, within Consulting, is led by Roger Lee and focuses on helping our clients understand how to leverage data and AI to transform their organisations.

Project examples include: Data Analysis, Data Migration, Data Governance, Robotic Process Automation, Data Lineage, Business Intelligence and Insights, Data Warehousing and Cloud Data Engineering



What does our Offering do?

- We work with clients to help them leverage the power of data, analytics, robotics, and cognitive technologies to drive better customer experiences, increase operational efficiency and to generate insights to inform decision making.
- We help our clients to implement data platforms, including data management practices and governance of structured and unstructured data to generate insights and predictive analytics.
- We design and implement next-gen solutions to help our clients better manage, protect, share and innovate with their data.
- We analyse complex commercial problems and technical constraints to help develop innovative cloud data, analytics and BI solutions that exceed client expectations.



What skills & backgrounds are we looking for?

- We are looking for candidates with a passion for all things cloud, strategy, data, insights, analytics and intelligent solutions.
- The ability to thrive in collaborative environments and enjoy working on ambiguous and fuzzy problems.
- We are a data driven and analytical team, and are looking for candidates with strong numerical backgrounds (although this is not an absolute requirement).
- Candidates should be able to combine logical thinking with creativity to approach problem-solving in a unique way.
- Candidates who work well with others, communicate with confidence, analyse problems and make informed recommendations to solve problems.

Our Team Leaders



Roger Lee
Partner, Wellington



Aravind Subramanian
Partner, Auckland



Matthew Whitaker
Director, Wellington

Core Business Operations - Operations Transformation



Paul Shallard -
Operations
Transformation Leader

This Portfolio, led by Paul Shallard, will advise, design, implement, and deploy sector-specific solutions and programs that transform core business operations, maximise operational efficiencies, and optimise capital assets

Project examples include: Strategic cost transformation, enterprise agility transformation, automation advisory, business process improvement and operations excellence



What does our Service Line do?

- We provide our clients with a fresh perspective on how to create a flexible, innovative business model supported by a strong operations foundation.
- We help our clients design, implement and deploy solutions focused on the 'heart of the business', helping them to prepare for growth, embrace the digital agenda, and maximise operational efficiency.
- We work with our clients to re-imagine and re-design their way of working; developing new capabilities and culture to drive effective ways of working while enabling a more scalable and agile organisation, and seamless merger and divestment



What skills & backgrounds are we looking for?

- We are a team with a wide diverse range of experience and skills, and we'd encourage candidates from all backgrounds and expertise to apply.
- Our clients face complex challenges that require us to think of creative and 'out-of-the-box' solutions.
- We desire to become an analytical and data-driven team and are looking for candidates with strong analytical and numerical backgrounds. Specifically, those with an engineering background, though this is not an absolute requirement.
- Our work regularly requires us to interact with top-level management, and we rely on being able to clearly communicate problems and resolutions. As such, we require excellent oral communication and written skills.

Our Team Leaders



Paul Shallard
Partner, Auckland



Jane Fitzgerald
Partner, Auckland



Kris Hassall
Director, Auckland



Stephanie Meyers
Director, Wellington

Core Business Operations - Customer & Applied Design



Leissa Wheatley
Partner, Auckland

Elevating human experiences is at the forefront of what we do. We help our clients best understand their people including customers, employees, and external partners, to ensure their experience is at the heart of new product and service design or business transformation and change. Equipped with this insight and understanding of the opportunity spaces, we support them through a co-design process to create an experience that strikes the balance between what is desirable for end-users, and what is feasible and viable for the business.

Project examples include: customer and market research, end-to-end experience design (and re-design), customer experience-led business transformation, prototyping and testing of future experiences (both digital and physical), new proposition design, workshop facilitation, and facilitation of Design Thinking training and capability uplift.



High-level summary of what we do

- **Service and Experience Design:** We take an experience-led approach to innovation; integrating the needs of people, the possibilities of technology, and the requirements of business success.
- **User Research:** We use empathy to understand end-user needs, wants, and behaviours, and place what we've heard at the heart of driving innovation and transformational change.
- **Design Coaching:** We equip clients with methods, tools, and mindsets to foster collaboration and drive innovation, and to build their internal design capability.
- **Customer Experience Strategy & Design:** We use human-centred principles and our deep understanding of our clients' customers to design a future-state strategy and roadmap which is future focused and grounded in insight.
- **CX Transformation:** We work with our clients to re-imagine their customer experience through transformation of both their service offering and supporting product propositions and operating model, ensuring they have the capabilities required to deliver.



We are looking for the following mindsets and skills

- We are looking for those who have a designer mind-set - whether or not you are trained as a designer. We use creative tools to address a vast range of challenges. It's about how you think and approach solving problems.
- We are looking for those who have a passion in understanding people and can dig below the surface to uncover core needs and motivations. Empathy is a key skill, as is active listening and building connections with our clients, their customers and people, and our team.
- In order to gain a deep understanding of the given problem space, we require strong analytical skills and comfort in dealing with both quantitative and qualitative data.
- Our clients come to us with complex challenges, thus we seek those who enjoy problem solving and have the ability to think critically.
- The team pride themselves on their collaboration and storytelling skills, both visual and written. Our ideal candidate is someone who can confidently collaborate with the team, build on others ideas and bring these to life for the client.
- A strong sense of business and commercial acumen is desired for this role, but not a necessity.

Enterprise Operations – Traditional Pathway

Every business is a technology business.

Technology is no longer a support function but rather the language of **business strategy**.

We help clients to transform and run their existing technology and take advantage of new technologies.



What do we do?

Technology, Strategy & Transformation

Helps clients to shape and operate technology in a world of exponential change through advisory regarding technology leadership, strategy, and transformation.

Portfolio, Programme & Project Management

Help lead and manage complex programmes and projects through leveraging global methodologies, supporting greater performance, and managing teams to drive delivery excellence.



What are we looking for?

Diverse academic backgrounds - we welcome candidates from a range of university degrees because our teams work better when they're diverse.

Critical thinking & exceptional communication – we're interested in candidates who can **lead the way** for our clients- this requires problem solvers who are also brilliant communicators.

Flexibility & collaboration – we need candidates who thrive in ambiguity, and are tireless **collaborators** because they recognise that when it comes to making an impact, we are better together.

Inclusion & empathy – we value candidates who demonstrate a desire to **take care of others** and work hard to **foster inclusion** both internally and when working with clients.

Self-driven & self-reflective – we need candidates who have a genuine desire to **serve others with integrity**, and who continually strive to learn about technology and themselves.

Some of the team



Shannon White
Analyst
University Background:
Bio-Chemistry



Amrit Kaur
Analyst
University Background:
Engineering



Alexandra Gadd
Consultant
University Background:
Tourism & Info Systems



Amrit John
Senior Consultant
University Background:
Anthropology



Logan Anderson
Manager
University Background:
Commerce



Kirstin Schriffer
Associate Director
University Background:
Sociology, Enviro Science



Kate Reid
Director
University Background:
Dietetics & Health Science



Darren Wood
Portfolio Lead Partner
University Background:
Engineering

Enterprise Operations- Specialist Pathway

A place to grow your engineering craft



What do we do?

Cloud & Platform Engineering

Advices on cloud solutions including cloud transformation, migration, operations optimization, native development, integration, and as-a-service. Delivers large scale software applications & integrated systems and assists its clients with architecture design, assessment and optimization, and definition.

ServiceNow

Together, Deloitte & ServiceNow help clients strengthen the alignment of enterprise services with business needs and optimize their digital platform strategy.

Salesforce

Together, Deloitte & Salesforce help clients transform their customer's journeys and drive value creating the business processes and a computing foundation needed to thrive using Salesforce.



What are we looking for?

Technical academic backgrounds - we welcome candidates with technical backgrounds who have a **desire to build deep technical knowledge** following our Specialist Pathway.

Engineers & Developers – for Engineering roles we need Software Engineers and Developers who want to **grow their engineering skills and hone their craft**.

Critical thinking & exceptional communication – we're interested in candidates who can **lead the way** for our clients- this requires problem solvers who are also brilliant communicators.

Flexibility & collaboration – we need candidates who thrive in ambiguity, and are tireless **collaborators** because they recognise that when it comes to making an impact, we are better together.

Inclusion & empathy – we value candidates who demonstrate a desire to **take care of others** and work hard to **foster inclusion** both internally and when working with clients.

Self-driven & self-reflective – we need candidates who have a genuine desire to **serve others with integrity**, and who continually strive to learn about technology and themselves.

Some of the team



Daniel Lees
Analyst

University Background:
Info Sys & Comp Sci



Patrick Lorilla
Consultant

University Background:
Information Technology



Carla Casamayor
Specialist Lead

University Background:
Computer Science



Luciana Matos
Specialist Lead

University Background:
Comp Sci & Software Eng.



Neha Mishra
Specialist Lead

University Background:
Computer Science



Emma Whiteside
Assoc. Director

University Background:
Design



Damian Harvey
Partner

University Background:
Law & Info Tech

Path Finder

Do you have a technical background?

Yes

No

Traditional Pathway

Do you want to build a career in technology platforms or software engineering?

No

Yes

Specialist Pathway

Enterprise Performance - Finance & Performance



Keith Robbins –
*Finance &
Performance
Leader*

This portfolio offering, led by Keith Robbins, helps clients to reimagine and optimise their finance functions through the design, implementation, and delivery of as-a-service solutions to enable better decision making and improved business performance.

Project examples include: Business modelling and integrated planning, operating model design and implementation, process mapping and process improvement, data and analytics business insights



What does our offering do?

- We help our clients to optimise their finance function by examining opportunities for digital within finance and contemporary operating models to address today's business challenges.
- We help our clients to maximise enterprise performance through the design, implementation, and delivery of enterprise performance management strategies and the enabling processes, operations, and supporting technologies.
- We implement the leading cloud based planning solutions: Anaplan, Workday Adaptive Planning and Oracle EPM.



What skills & backgrounds are we looking for?

- Our work is centred around the finance function and business planning. As such, we are seeking candidates with a keen interest in finance and the finance function.
- Our Service Line requires analytical thinking to understand how data can bring business insights. Candidates with a numerical background, such as finance or accounting, are preferable.
- We work extensively with CFOs and top level management, and rely on being able to clearly communicate problems and resolutions. As such, we require excellent written and oral communication skills.

Our Team Leaders



Keith Robbins
Partner, Wellington



Jayesh Rama
Director, Auckland

Enterprise Performance - SAP

SAP



Gareth Glover –
SAP Leader

This portfolio offering, led by Gareth Glover, helps clients transform and redesign business processes through SAP ERP (Enterprise resource planning) solutions.

Project examples include: SAP S/4HANA Cloud implementations, High level design development, Full ERP project implementation experience from Design to Go-live, SAP ECC and Cloud Support and integration enhancements, assessment of systems and technology landscapes. In the past two years, the team has been leading the delivery of SAP S/4HANA Cloud ERP solution for clients such as Comfort Group, Constellation Brands, and Kapura.



What does our offering do?

- We help our clients make the most of their SAP Investments. We ensure that our clients are well positioned for the evolving digital economy we are now in.
- We engage with our clients to help accelerate their transition towards the critical digital transformation journey they require to meet tomorrow's business needs.
- We help organisations design strategic operating models and create a clean ERP footprint.
- We support our clients to innovate from the core to the edge; leading to simplification of IT, while enabling data and insights driven strategies.



What skills & backgrounds are we looking for?

- We encourage candidates with an interest in business and/or technology to apply.
- We are looking for applicants with a degree in Commerce/Business such as operations management, finance and accounting, or supply chain. We are also interested in applicants with technical backgrounds such as computer science, software engineering, or information systems.
- We are involved across all core business processes including Procurement, Manufacturing, Sales, HR & Payroll, Project management and Accounting, Finance and Reporting. Therefore, business process knowledge and/or integration development, as well as ability to articulate outcomes and results clearly are required skills in the SAP practice.

Our Team Leaders



Gareth Glover
Partner, Auckland



Andrew Mills
Director, Auckland



Glenn Bittle
Director, Auckland



Tony Santoro
Director, Auckland



David Lane
Director, Wellington

Enterprise Performance - Oracle

Oracle



Chris Herbert –
Oracle Leader

This portfolio offering, led by Chris Herbert, helps our clients to drive business transformation and operations through the Oracle ERP (Enterprise Resource Planning) solution.

Project examples include: Designing and implementing Oracle ERP Cloud, modernising business processes, assessing clients current systems and proposing alternative solutions as part of the implementation



What does our offering do?

- We design and build modern and industry specific solutions using the Oracle suite of applications to help clients improve flexibility, scalability, and cost management.
- We use Oracle ERP software along with modern digital technology such as robotics, artificial intelligence, and analytics, to help our clients transform their business and operations.
- ERP systems help businesses to optimise their finance and business processes by leveraging the latest technology available.



What skills & backgrounds are we looking for?

- We encourage candidates with an interest in business and/or technology to apply.
- We are looking for applicants with a degree in Commerce/Business such as operations management, finance and accounting, or supply chain. We are also interested in applicants with technical backgrounds such as computer science, software engineering, or information systems.
- We are involved across all core business processes including Procurement, Manufacturing, Sales, HR & Payroll, Project management and Accounting, Finance and Reporting. Therefore, business process knowledge and/or integration development, as well as ability to articulate outcomes and results clearly, are required skills in the Oracle practice.

Our Team Leaders



Chris Herbert
Partner, Wellington



JP Tocker
Director, Wellington



Paulo Osorio
Director, Auckland

Strategy, Growth & Innovation - Strategy & Business Design



Adithi Pandit -
S&BD Leader

Led by Adithi Pandit, the Strategy & Business Design team strives to be trusted advisors to our clients on the most critical issues facing them now and in the future.

Project examples include: organisational and business unit strategy, operating model design and transformation, Mergers & Acquisitions strategy (due diligence and integrations/separations).



What does our Service Line do?

- We work with our clients to help them make strategic choices on where to focus their organisation as market conditions and competitor activities change
- We develop strategies, business models, and operating models to help clients achieve sustainable, value-adding change
- We work with executives and senior management teams to identify the business capabilities and requirements that will underpin their organisation's strategy
- We help clients make sense of market trends, technological changes, and other disruptions, and clarify what these mean for their organisation



What skills & backgrounds are we looking for?

- Excellent written and oral communication skills – we often work with top level management to find the source of the problem and figure out a way to solve it. We design and create numerous reports to tell the 'story'
- Analytical thinking – we're solving tough problems so we need to be able to think creatively and come up with 'out-of-the-box' solutions for our clients
- Numerical / data skills – we often work with data and numbers to support our solutions
- Variety of backgrounds - our team has a diverse range of skills and experience and we welcome candidates from most backgrounds

Our Team Leaders



Adithi Pandit
Partner, Wellington



David Lovatt
Partner, Wellington



Chris Rodgers
Partner, Auckland



Tamarapa Lloyd
Partner, Wellington / Rotorua



Cassandra Favager
Director, Wellington

Organisation Transformation

Human Capital



OT Leader – Sonia Breeze

This Portfolio, led by Sonia Breeze, helps organisations prepare for the future, operate differently in support of their business strategy, and transform their workforce. Business is being disrupted; new business models, exponential technology, agile ways of working, and regulation are constantly changing the way organisations work. Transformation grounded in human experience principles can drive sustainable change on a behavioural, cultural, and organisational level.

Project examples include: Strategic Change Management, Organisation Design, Behavioural Change, Leadership, Culture Development, Workforce Strategy and Planning and Agile Transformation. These are just some of the complex issues our Human Capital practitioners work on.



What does our Service Line do?

- We help to design and execute critical people programs such as designing innovative talent and change programs.
- We help organisations align to their strategy and business model enhancing both people performance and business results.
- We develop organisational and talent strategies and programmes to enable businesses to reach their objectives.
- We design all aspects of work in a way that allows the worker to find meaning in the work they perform.



What skills & backgrounds are we looking for?

- Candidates from a range of backgrounds and expertise. Our team has a wide diversity of skills and experience and we encourage candidates from most backgrounds to apply.
- We work extensively with top level management, and rely on being able to clearly communicate problems and resolutions. As such, we require excellent written and oral communication skills.
- Our Business Unit also requires analytical thinking, to think of creative and 'out-of-the-box' solutions.
- We are striving to become more data driven and analytical, and are also looking for candidates with strong numerical backgrounds.

Our Team Leaders



Sonia Breeze
Partner, Auckland



Vicky Yeo
Partner, Auckland



Lauren Foster
Partner, Wellington

Human Resources Transformation

Human Capital



HRT Leader – Sonia Breeze

This Portfolio, led by Sonia Breeze, combines functional and technical capabilities to help clients modernise HR to prepare their organisation for the future. In a dynamic world with constant disruption, human capital issues must not only be viewed as business issues shaped by HR, but instead be addressed across the C-Suite. To take the lead, the future of HR demands major shifts in mind-set, roles, capabilities, and digital enablers with reinvention at the core.

Project examples include: HR Transformation, Payroll Advisory, HR Technology Advisory (reviews, roadmaps, vendor selection), HR Technology – SAP SuccessFactors, Oracle HCM and Workday. These are just some of the complex issues our Human Capital practitioners work on.



What does our Service Line do?

- We help to design and execute critical HR programs - from business driven HR processes and systems to designing the employee journey.
- We collaborate with clients to achieve excellence through implementing solutions that transform how they organise, develop capabilities and deliver a leading employee experience.
- We help our clients design and implement leading cloud-based platforms including Oracle, HCM, SAP SuccessFactors, and Workday.



What skills & backgrounds are we looking for?

- Candidates from a range of backgrounds and expertise. Our team has a wide diversity of skills and experience and we encourage candidates from most backgrounds to apply.
- We work extensively with top level management, and rely on being able to clearly communicate problems and resolutions. As such, we require excellent written and oral communication skills.
- Our Business Unit also requires analytical thinking, to think of creative and 'out-of-the-box' solutions.
- We are striving to become more data driven and analytical, and are also looking for candidates with strong numerical backgrounds.

Our Team Leaders



Sonia Breeze
Partner, Auckland



Hamish Wilson
Partner, Auckland



Verushcka Drotsky
Director, Auckland



Tony Santoro
Director, Hawkes Bay