

2024 WINNERS

THE CHALLENGE AND STRATEGY

Booz Allen's VoLT strategy, focusing on velocity, leadership, and technology, is pivotal in propelling its multi-year growth plan forward. A critical aspect of this strategy involves centralizing transactional work across the organization to bolster scalability and elevate the productivity and experience of employees. This centralization is facilitated through the establishment of the Delivery Hub, which relies on four key enablers for its success.

Firstly, the strategy involves in-sourcing and restructuring processes, aiming to elevate service quality and align operations more closely with Booz Allen's overarching mission.

Secondly, the process redesign initiative focuses on consolidating inquiries and streamlining HR administrative functions.

Thirdly, technology enhancement plays a crucial role in the Delivery Hub's success. This involves migrating to a Booz Allen-owned ServiceNow instance and implementing tailored solutions to drive efficiency and enhance user interactions.

Lastly, centralization and the promotion of an in-person model within the Delivery Hub are integral to fostering collaboration and driving effectiveness.

Together, these four enablers form the backbone of the Delivery Hub initiative, aligning closely with Booz Allen's broader digital transformation objectives and positioning the organization for sustained growth and success.

CHANGE MANAGEMENT & BUSINESS TRANSFORMATION IMPACT AWARD

Booz Allen

scottmadden
MANAGEMENT CONSULTANTS



RESULTS



In YTD Cost Avoidance



ESAT Score



Tickets Handled By Booz Allen Employees*

*Within 8 months of launching the Business Services Team.



THE PROJECT IN BRIEF

A comprehensive Voice of Customer survey identified key areas of improvement, leading to the establishment of five guiding principles. These principles ensured a customer-centric approach, efficient service delivery, value on first contact, minimized customer handoffs, and metrics for continuous improvement.

The first phase, "Develop", involved deliberate process design workshops with impacted stakeholders, aiming to address root causes. Notable changes included streamlining the onboarding experience for new hires and standardizing start dates.

During the "Review" phase, stakeholder engagement remained a priority, with consistent communication and alignment efforts with the Enterprise Sensor Group and the Advisory Board team. In the "Test" phase, a comprehensive business simulation was conducted to refine technology, training, and process design based on real-life scenarios.

Continuous improvement was emphasized throughout the process, leading to the establishment of a dedicated Continuous Improvement team. This team, comprising four primary teams, ensures ongoing refinement and evolution of the Delivery Hub based on data and feedback.

BENEFITS ACHIEVED



Stakeholder Praise

The Delivery Hub has garnered widespread praise from key stakeholders for its expertise, guidance, and ability to alleviate anxiety, thereby demonstrating its value in supporting Booz Allen's mission.



Organizational Enablement

The enhanced technology platform and knowledge base improvements have enabled generative AI considerations across the organization, inspiring other functions to consider similar transformations and review their structures based on the initiative's success.



Growth and Scale

The Delivery Hub has expanded its scope to incorporate additional functions beyond HR, evolving into a multi-functional service delivery hub. This growth has facilitated business scaling at a lower cost, contributing to Booz Allen's overall efficiency and revenue growth.

