



Meta Results

Making a
Difference

Case Studies

At Meta Results, our goal has been to eschew talk, and focus on creating results that matter for our clients. We won't waste your time with glossy thick binders. Instead, we will co-create and then coach, standing for our clients till we reach the destination. Here are some results in the following short case studies.

**Results. Not
Recommendations.**

Case Study:**Industry: Chemical Industry****Location: Bangalore****Task: Multi Challenge: Increase R&D product output, Increase Sales in New Markets, Improve Customer Sat**

The company is a top Fortune 500 chemical company having thousands of products with offices across the globe. We were engaged with their India operations, where amongst other products they made chemical molecules as input material for the Biotech industry.

One of their divisions was heading for closure with low sales. The other challenge was that new products were not coming out fast enough, while customer complaints was taking inordinate amount of time to sort out. Meta was called in initially for a small assignment which was then grew into a full-blown engagement to help transform the company.

Our partnership process

The engagement process started with the senior team going through a process of uncovering the morass and confronting the default future. The team confronted that what was predictable was that one division would shut, cash flow would slow down, and customers would flee to low cost Chinese competitors.

Post this exercise, we worked with four separate teams: R&D, Sales, Customer Service and Finance. Each had their own challenges and we co-created breakthrough futures.

We then engaged with the team to stay on course, manage breakdowns, and work through cutting down cycle time to success. Over a period of 100 days we were able to create some solid results.

Our partnership results

- New Product introduction speed dramatically improved.
- C-Sat grew significantly – response time fell from 54 days to 7 days
- Rs.5 crores cash which had been stuck in the market was collected
- Sales for failing division grew from Rs.3 crores to Rs.18 crores in 100 days.

Case Study

Industry: Aviation Software

Task: Breaking through with People and operations

CAE is a world leader in providing simulation and modeling technologies and integrated training solutions for the civil aviation industry and defense forces around the globe.

Meta Results had partnered with their Indian software development center to help support a scaling up of operations and the integration of this team that had been through a rapid expansion.

Our partnership process

During our consulting phase we worked with the executive team to articulate what they wanted that year as a breakthrough result in their people and operations and designed an intervention of 90 days that would accelerate delivering these results.

The intervention consisted of:

- 1 day experiential learning program for the entire organization
- 1 day breakthrough leadership program for the executive team and the team leaders
- 1 day design of project that would deliver a breakthrough results in productivity
- Weekly coaching for 10 weeks to support the execution of the project

Our Partnership results

- Schedule compliance: increased by 27%
- Quality: increased by 21%
- Revenues: Increased by 30%

Second Case study

Industry: IT services

Task: Creating and executing breakthrough strategy

Introduction: The client is a world leader in providing simulation and modeling technologies and integrated training solutions for the civil aviation industry and defense forces around the globe.

Having delivered breakthrough results through the people and operations program, Meta Results partnered with the CAE Indian software development center to help design and deliver the foundations for new levels of growth for the next 3 years.

Our partnership process

Given that the team had already delivered dramatic results in operations – working harder or just putting more resources would be insufficient to create a significant alteration in results. With this in mind, we worked with the executive team to generate new insights that would enable a fundamental shift in the trajectory of results.

The intervention consisted of:

- 1 day introduction to breakthrough strategy for the executive team
- 6 half day think tank sessions
- Creating a compelling future – involving rules of the game and milestones
- Design of 2 key projects that would add new technical competence and generate a new level of productivity
- 1 day Train the trainer – to align the whole organization into this new future
- Weekly alignment for 10 weeks to support operation from this new future

Our Partnership results: 16 times return on investment by day 100

Case Study:**Industry: IT Services****Location: Pune/ Hyderabad/ Chennai****Task: Project based Transformation Intervention**

The company is a top tier global IT services company, with a large workforce across the world. The division we worked with was in the Banking/Insurance/Pharma vertical, doing sophisticated knowledge processing work for clients.

Meta was called to change the way training was being done and find a way to create measurable results as a result of the training.

Our partnership process

We worked with multiple teams in these verticals where the team acquired the innovation methodologies as well as creating a mindset shift. They were able to come up with significant areas for value creation.

Once the areas were defined, the teams engaged with stakeholders and 'early adopters' in a discovery exercise. This led to early inputs and insights in the formation stage, which allowed for rapid prototyping.

The intervention consisted of:

- 2 day intensive workshop for vertical teams
- Prototype designs of services with high value creation
- Design and execution of a new process for sales and delivery
- Weekly coaching for 12 weeks to support the execution of the project

Our partnership results

- \$3 million savings for clients, leading to client delight
- New areas of growth uncovered

Ongoing Case:

Industry: Global FMCG – IT division for APAC region

Task: To create a Breakthrough in IT services targeting to save \$8 million in 2 years.

The organization is a one of the largest confectionary, food and beverages company in the world. After the merger with another large company, there were multiple IT structures, often with needless redundancy, different applications doing the same thing and of course, expense.

The company was seeking to save the cost of IT infrastructure through reduction in End User Computing, Network cost and Hosting.

In addition to this the company was reorganizing the IT services to be delivered predominantly from India and this team was new.

Meta Results was called in to help the team formation, and set in motion the IT Breakthrough projects to save significant cost.

Our partnership process

The intervention is currently ongoing and is now in the coaching phase:

- 3-day workshop with the team drawn from India, Singapore and Australia.
- Design of Projects with a clear discovery process done in South East Asia, China, Japan, Australia and India.
- Weekly coaching for 12 weeks
- Public Accountability with senior leadership

Our partnership results

- Clarity and alignment on how to reach the goal
- Quick Wins:
 - 8% savings in 30 days against a 40% annual target
 - 18% drop in complaints at IT support