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## Copyright Agency Limited

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### Governance and Transformation Support

#### CHALLENGE:

*Change in regulatory compliance and business strategy which necessitated a major change to business process and a need for greater efficiency. Complexity was growing within the business and efficiency was being negatively impacted, the systems architecture was no longer able to meet the demands of the expected future processes.*

#### RESULT:

*Entire transformation programme of work successfully delivered, over a two year period. Allowing CAL to achieve lower costs of the overall transformation and shift the communication with internal teams, executives and external partners.*

Copyright Agency Limited (CAL) was facing a change in regulatory compliance and business strategy which necessitated a major change to business process and a need for greater efficiency. Complexity was growing within the business and efficiency was being negatively impacted, the systems architecture was no longer able to meet the demands of the expected future processes.

CAL had identified the need to automate the majority of their business practices in order to reduce their cost base on the backdrop of an increasingly complex and costly market. The initial attempts to transform the business were not successful.

CAL needed to move from a process model, with significant manual intervention and handover, to one with automation and systemisation. They needed to move from many bespoke systems to a core set. The plan was to allow CAL to simplify IT, sourcing and ongoing investment decisions whilst minimising costs and improving efficiencies.

One of the underpinning challenges preventing the program from moving forward was that requirements were not clearly defined and were continually changing.

CAL identified that in order to achieve success they needed to draw on external capability for the transformation and change. This capability needed to assist with managing the change and represent CAL's best interests across the programme. The PM-Partners group were able to provide independent expertise to support the executive and programme team throughout the journey. This included Steering Committee Chairmanship, Governance and Support. We also provided CAL with ownership and accountability in the form of Business Analysis, Project & Programme Management Delivery Services.

PM-Partners group successfully delivered the entire transformation programme of work over a two year period and allowed CAL to achieve lower costs of the overall transformation and shift the communication with internal teams, executives and external partners.

CAL was able to successfully define their requirements, prepare and execute the tender process, select the required partner and implement an enterprise wide solution that allowed them the ability to maintain costs and scale their business for the future.

*"PM-Partners were able to provide the right people at the right time to help manage the transition. This gave the board and myself an added level of confidence"*

**Jim Alexander**  
CEO

*"This has been a major undertaking for our organisation, requiring substantial effort not only with developing technology, but also building the strong business and external partner teams needed to work across all parts of the organisation.*

*It's fantastic to see this new technology implemented and now in the hands of those who worked so hard to make the change happen"*

**Jacob Dudzinski**  
Chief Information Officer