

# Transformation and Change

Altair's Transformation and Change team works with clients across socially focused sectors to help them design, develop, and deliver impactful and positive change for their organisations, customers, and wider stakeholders.

We work with our clients to address their biggest challenges by combining strategic thinking, smart design, and a keen appreciation of complex systems and context. From research to strategy, diagnosis to design, and planning to implementation - our track record in delivering a range of transformation services in the social housing and care sectors is second to none.

## Areas of expertise and key deliverables:

- Whole-organisation target operating models
- Organisation design and development
- Service review, design and digitalisation
- Process design and improvement
- Customer journey and research
- Strategy development
- Culture audit and change
- Implementation and programme management



## A sample of our recent experience:

- Development of a Target Operating Model for large national care and support provider
- Organisation design for frontline housing management services for an LSVT
- Service reviews for large national Registered Provider
- Target Operating Model design for a large national Registered Provider
- Customer journey mapping and diagnosis for large regional Registered Providers
- Detailed design of landlord health and safety processes

## Key Transformation contacts:



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