

# 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:

- Target Operating Model design and development
- Whole organisation and service-specific TOM and organisational design
- Service review, design and digitalisation
- Process design and improvement
- Customer / user 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 in homeownership, customer services, health and safety, and strategy functions at a number of large national Registered Providers
- Target Operating Model design for a large national Registered Provider
- Customer journey mapping and diagnosis for large regional Registered Providers
- As-is and to-be service blueprinting and testing at a number of large RPs in customer-facing and back-office services

## Key Transformation contacts:



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Leadership  
Quality  
Insight