

heidrick & struggles

providing PMO resources to collaborate on transformative projects, including large-scale support for global clients and software integration initiatives, resulting in a lasting and mutually beneficial partnership that has expanded Heidrick's capacity and reshaped their internal approach to surge consulting

the client

heidrick and struggles consulting is a global search and leadership consultancy firm specialising in leadership assessment. a partner since 2016, eighteen o four are one of their key surge consulting partners, helping them to build unlimited capacity for their clients.

the objective

eighteen o four helped to design and implement their TOM strategy globally, ensuring a focus on innovation and knowledge transfer, embedding our lean approach to all engagements. we support all workstreams globally where the business needs additional capacity.

the projects

projects we led during this period include:

- large scale surge PMO support across EMEA, US and APAC with clients such as Coca-Cola, CapGemini, Jaguar Land Rover, Henkel, GSK and Goldman Sachs.
- large company-wide software integration project, working in tandem with PwC as auditors, Kantata as software partner and our own developers and PMs to ensure global compliance and uptake of the software over a 7-year managed services project. created key performance metrics which were reported at a global board level to understand key successes within the business.
- projects to analyse, catalogue and break down data held in legacy systems for the business and advise on best practices for moving to new software which were implemented globally. total re-organisation of processes and understanding of data models supported the transition to new systems. the project involved multiple senior stakeholders and external software companies.

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the results

- eighteen o four has built a solid client relationship with heidrick, which has stayed a constant due to our diligence, agile methods and affordable resources. we are their first point of call for all additional capacity PMO, project management, and software support, and continue to build upon our strengths and work within new areas of the business.
- our partnership over time has allowed heidrick to understand the benefits of a flexible surge model, moving slowly from a tentative understanding of working in this way, to growing their understanding of surge consulting not only with external companies like eighteen o four, but also in how they can revolutionise their internal model as well and make the most of their internal resources by implementing this strategy within the business.

team structure

- eighteen o four's team for heidrick and struggles includes a core team of senior leaders responsible for overseeing the partnership and a dedicated account manager ensuring alignment with their strategic goals. the delivery team includes flexible project managers, software experts, and consultants who collaborate closely with Heidrick's teams on various projects.
- the teams may consist of subject matter experts, data analysts, software developers, and project management professionals depending on the specific project's requirements.
- roles and responsibilities are clearly defined, with heidrick's team providing industry insights and client relationships, while eighteen o four contributes technical expertise, project execution, and surge capacity.