



Future
of Consultancy

one industry | one voice | one future

Evolving Business Models

Agenda

Exploring business models, present latest thinking in this space and new opportunities, with **Emma-Jane Houghton** and **Sarah Wilkes**

Q&As

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Before we start...

This is best experienced through headphones which will cut out the background noise.

To ask questions please go to “**questions**” in your control panel (the sidebar with the controls to the right of your screen). Select the **send privately** option. We’ll try and answer as many as possible, but don’t worry we’ll also answer any others we haven’t had time to cover after the webinar.

Don’t worry if you miss anything we will be uploading this to our website in the next few days, so you can listen to us again if you want to!

Introduction & Context

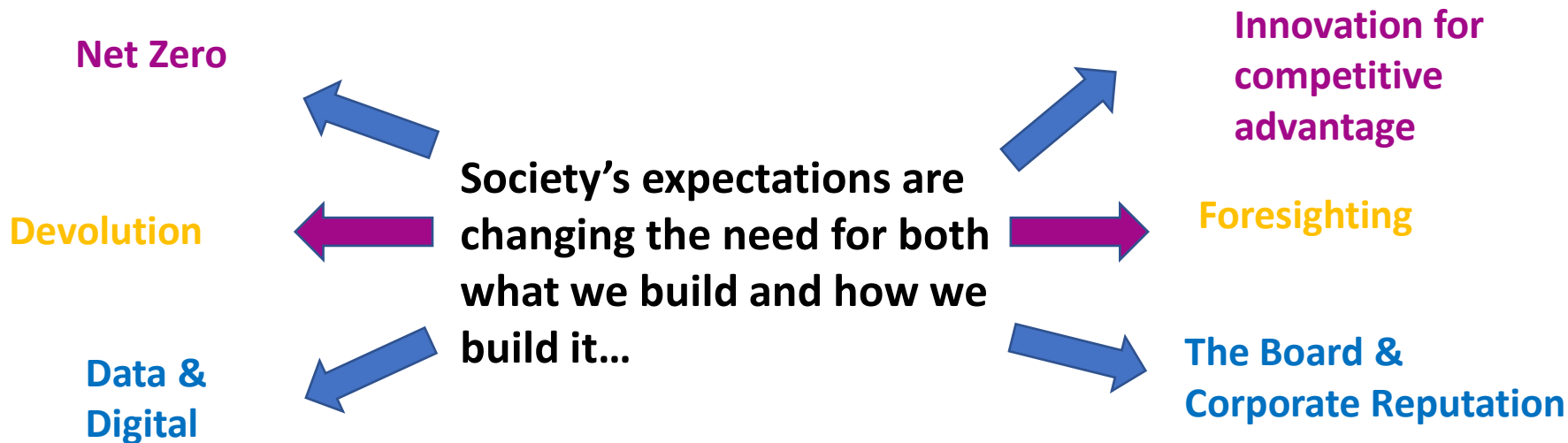


**Emma-Jane
Houghton**
Advisor to ACE



Sarah Wilkes
Global Solutions
Director
Arcadis

View from the Client: What is changing?



COVID19 will likely heighten and accelerate the effects of these disruptors

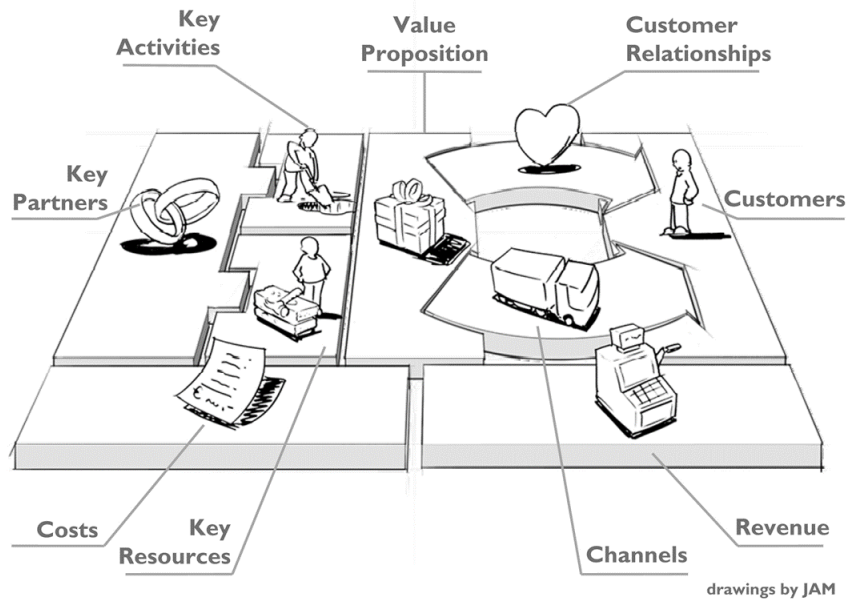
The world for consultants

Customer-Centricity

Industry 4.0 | Digital Transformation

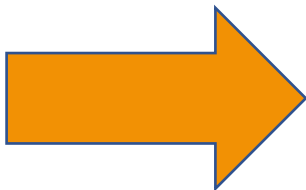
Gig Economy | Multi-Sourcing

Shifting Business Models



View from the Client: Why does it matter?

There exists impetus and appetite for a new definition of *value* that goes beyond initial capital cost from the economic buyers...



Permission to 'break the mold'

Space to explore 'art of possible'

Opportunity for new Delivery Models

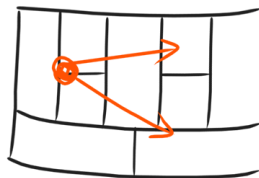
View from Consultancy: Why does it matter?

We have multiple epicenters of innovation going on all at the same time.

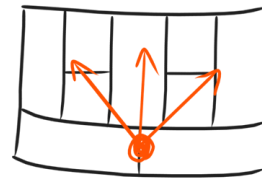
Each one requires a different starting point but ultimately disrupts your business model.

This also supports conversations on the most appropriate commercial model to apply with clients.

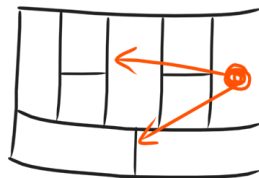
Resource-driven



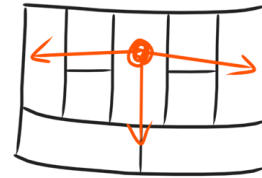
Finance-driven



Customer-driven



Offer-driven



What are we doing about it?

Programme structure

The FOCCM programme is concerned with the creation of three key products:

1

Product 1 – the Client Approach
Framework & Risk Tool

2

Product 2 – the Business Services
Catalogue

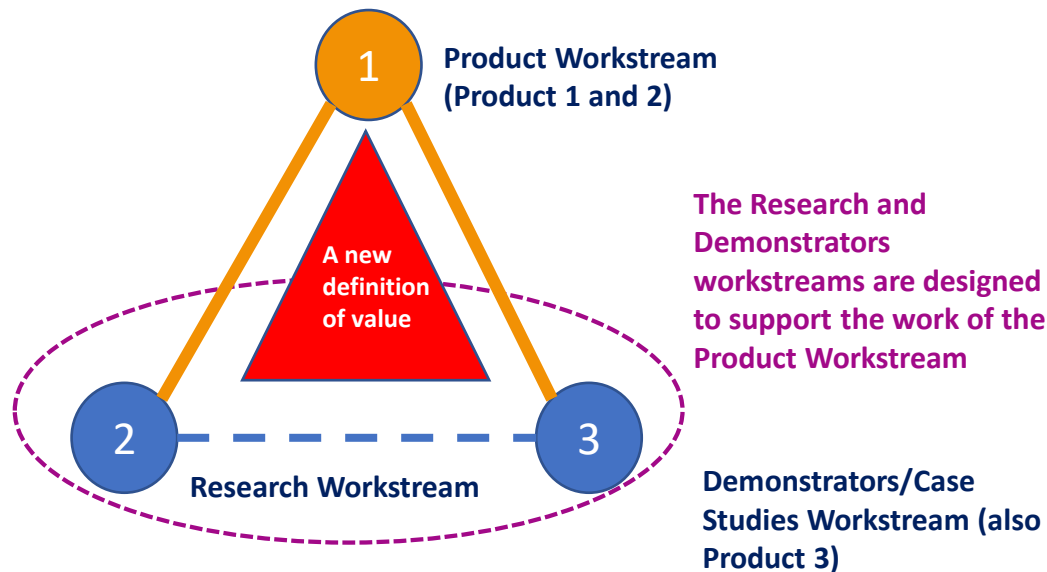
3

Product 3 – the case studies that
appraise efficacy of ‘value’ delivery

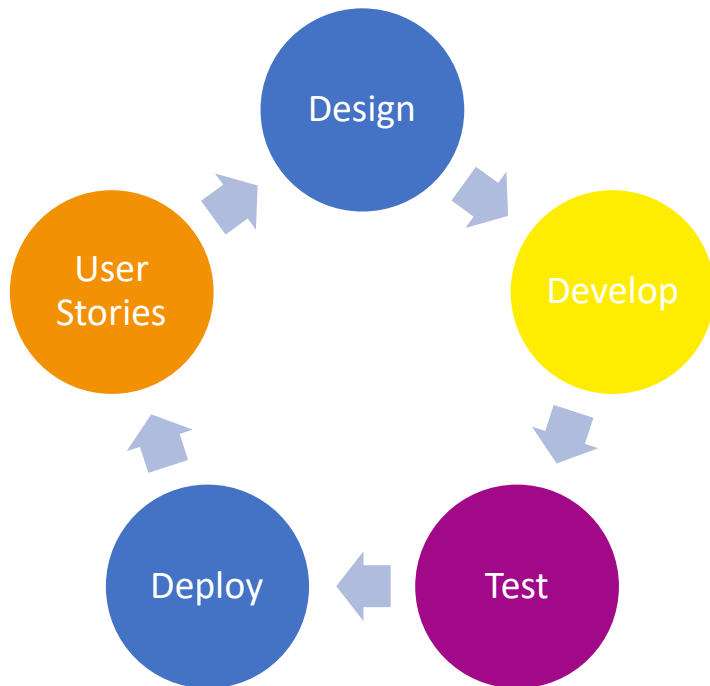
What are we doing about it?

FOCCM Programme structure

The FOCCM programme is structured to draw on existing thinking, robust academic research and real project examples (successes & failures) to inform the product creation process. This ensures a reflective and structured thinking approach and avoids the risk that FOCCM is 'reinventing the wheel'. The Research and Case Studies workstreams will be profiled to undertake activities that support the needs of the Product Workstream.



How can you help?



Questions

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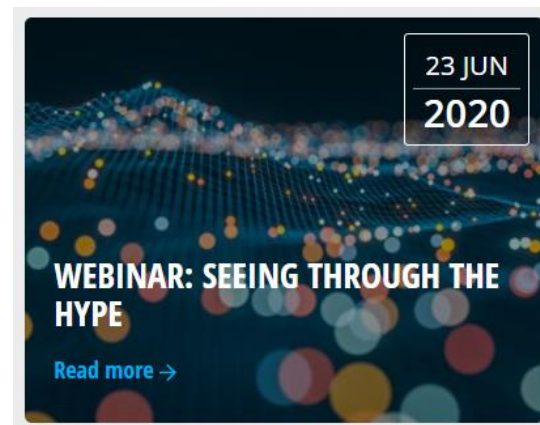
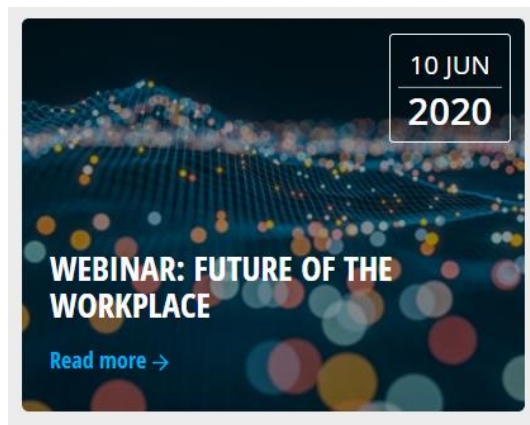
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