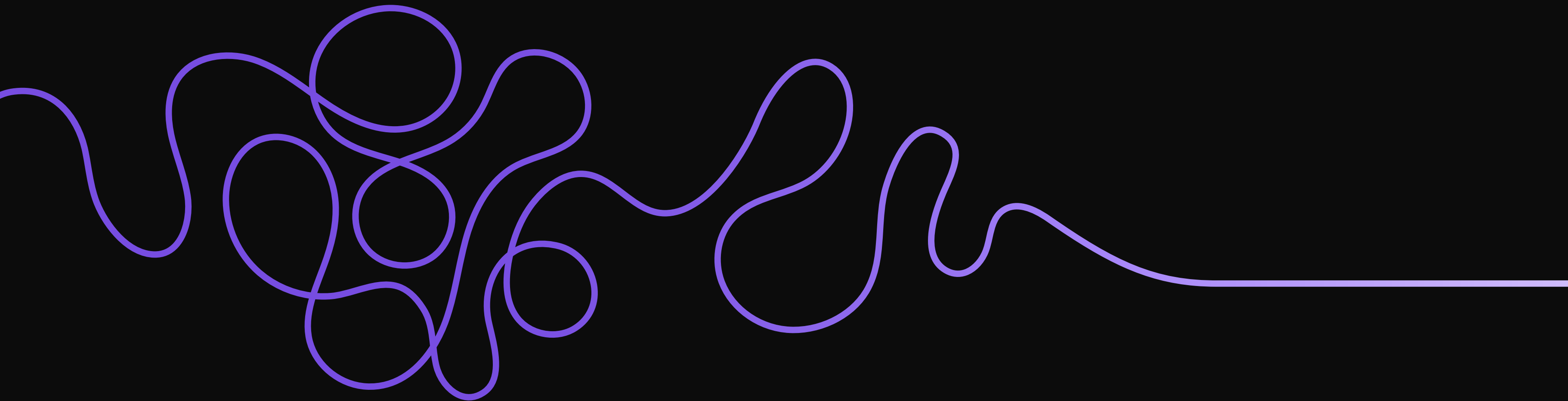


**Say hello to smoother and
better business performance...**



...and goodbye to knots and blockages

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Practical and scalable transformation for your business

We're excited to share our business transformation approach, which will help you achieve your Vision and performance goals.

Build efficient operations with clarity and confidence by focusing on the fundamental elements of transformation - people, process and technology.

Our Transformation model will support you as much as you require. You can do it all together or in phases, to suit your culture. All of our work is underpinned with behavioural change to make a lasting difference!



Director of Business Transformation
Medhya.Sahay@moore-insight.com



Medhya

Let's build the future of your business, together.

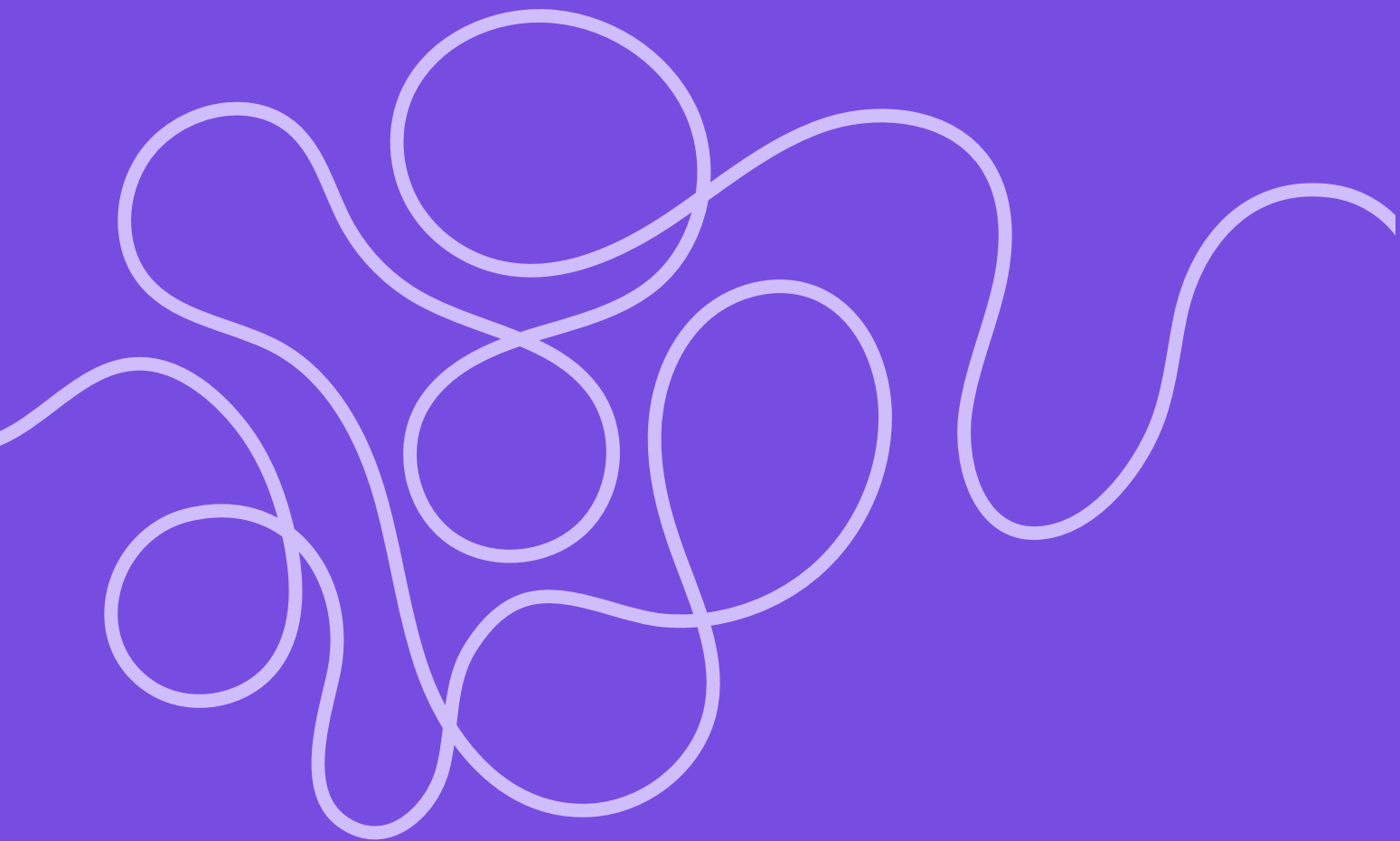


Business Transformation Consultant
Alexander.Davis@moore-insight.com



Alex

We understand your business
and the challenges you face...



No single version of the truth

Antiquated technology that is patched up with bolt-ons to try and modernise the system

Bottlenecks - a risk to business continuity

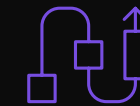
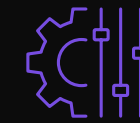
Inadequate and inconsistent training and support

Manual workarounds

Laborious reporting practices

We empower businesses to achieve their vision by aligning their people, processes and technology, within a robust framework that removes inefficiencies to deliver top performance, while driving sustainable change.

Business Transformation



It is a structured way to enable your organisation to realise your full performance potential in a sustainable way.

Our approach aligns your people, process and technology in a coherent framework that fits your culture to deliver significant improvements.

We make sure that all the components of your business are working together towards achieving your vision.

owning the change

“

Everything we do is tailored to your culture and preferred ways of working. We bring the challenge and good practice solutions and tailor these to you, so you can maximise your returns.

We work with your people to drive and own the changes from within. We love getting involved and working collaboratively.

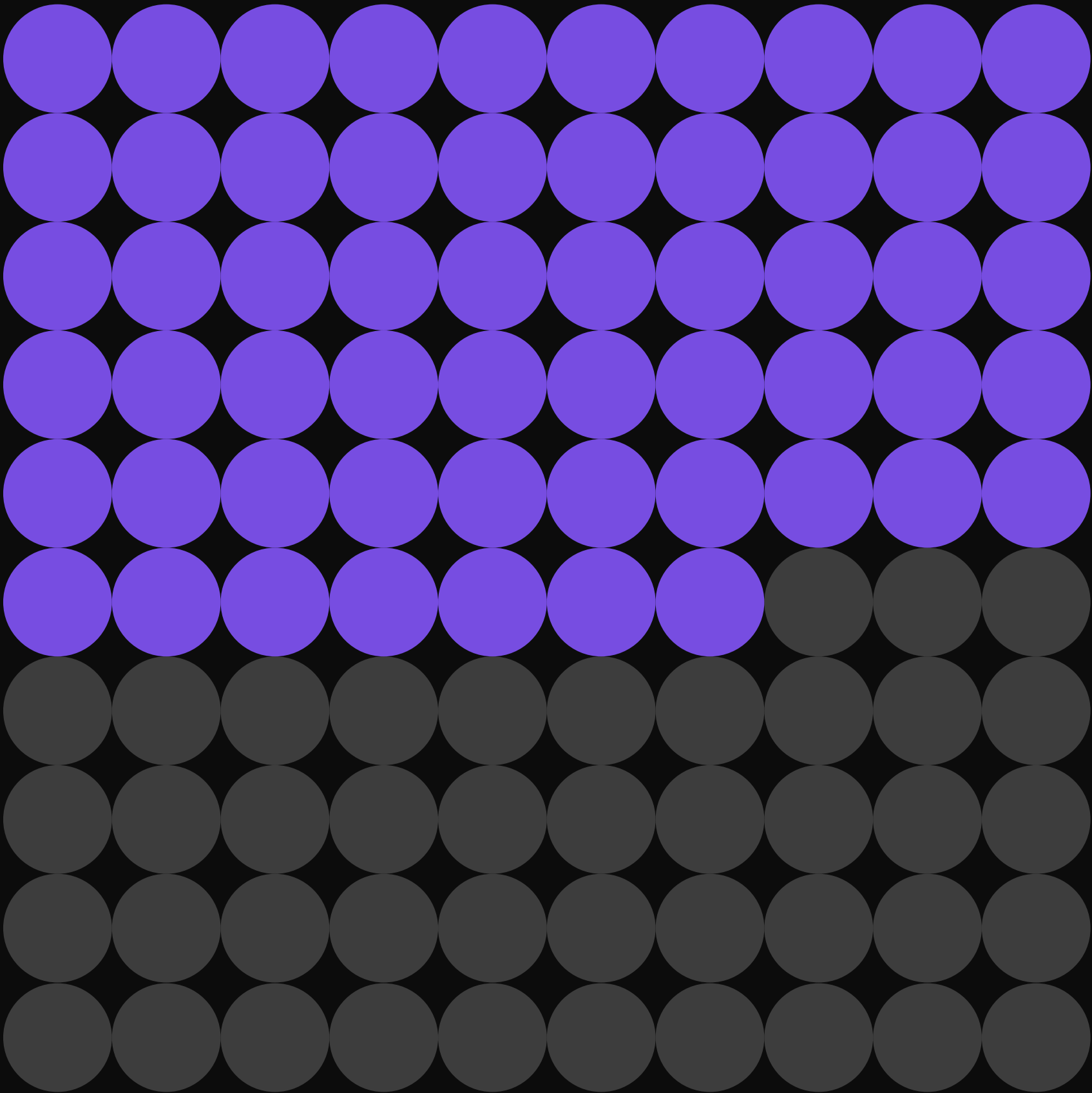
We bring the big-four expertise in simple and practical ways to your organisation. If you don't understand what we are doing, then we are not doing it right!

Transformation may well sound big, but our approach is simple, manageable and bite-size. You will always feel in control.

”

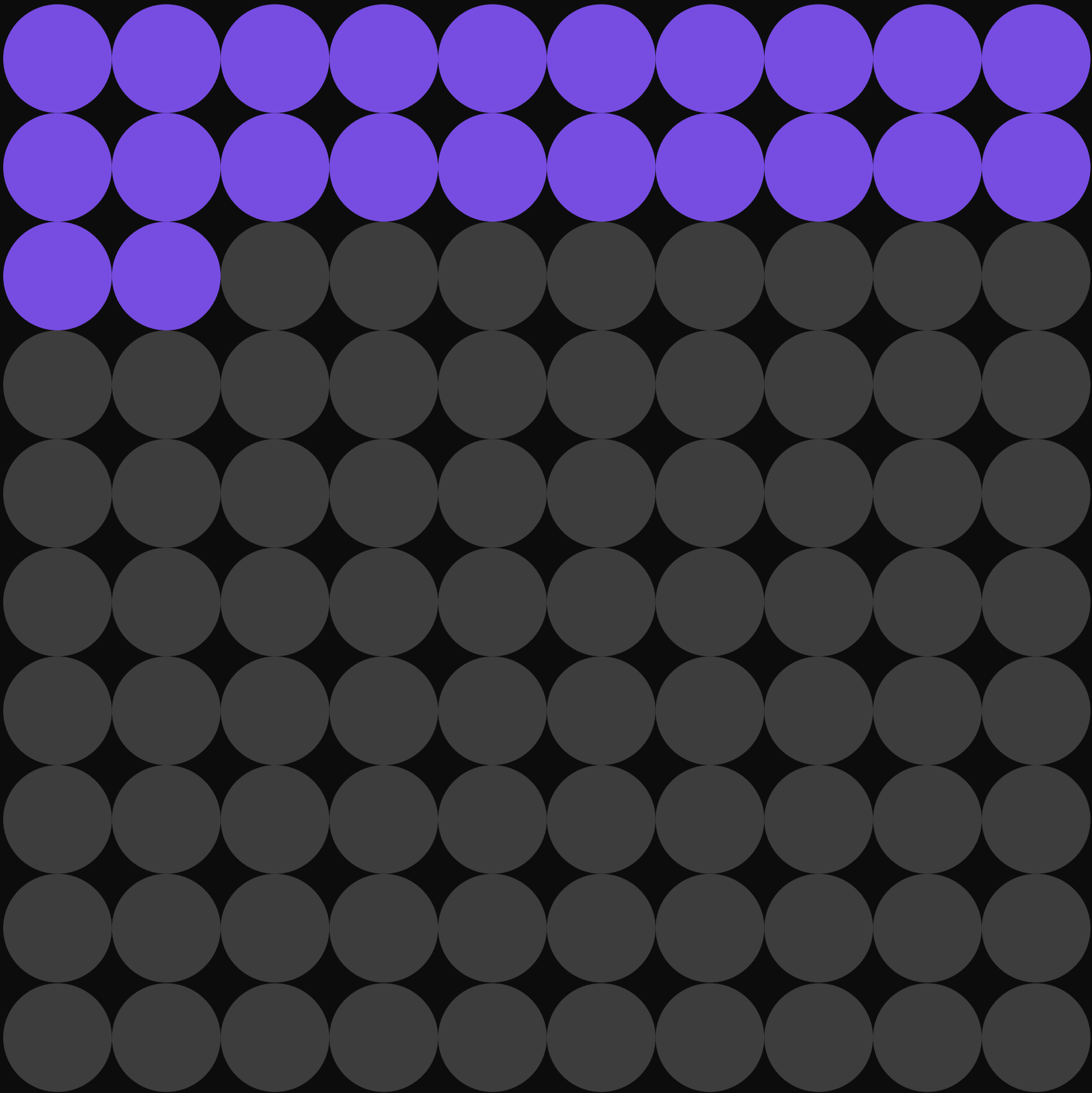
57%

of organisations reported inefficiency in their systems, resulting in manual management methods that are time consuming, error-prone, and costly.



22%

of organisations had limited functionality, lacking integrated features for project management, cost estimation, resource allocation, and communication.





Case studies

A clearly defined governance structure
for decision-making.

A standardised framework of high-level, end-to-end activities for critical phases of a heat network project.

This structure minimises duplication, ensures clear hand-offs and drives efficiency.

A high-level RACI framework that clarifies accountability across teams and functions can now be finalised.

Customer

1Energy, a rapidly growing leader in large-scale urban heat networks, has expanded to over 30 professionals in just a few years.

Challenge

While the company has delivered technically demanding projects at scale, this rapid growth has exposed challenges in governance, process standardisation, and clarity of roles and responsibilities.

Teams are potentially duplicating effort, decision-making thresholds are unclear, and siloed ways of working are creating inefficiencies. Processes such as financial reporting, planning, budgeting, and forecasting lacks consistency and documentation.

As a result, accountability and alignment across projects is harder to maintain, creating risks to operational efficiency as the business continues to grow.

Solution

Moore Insight is partnering with 1Energy to design and deliver a targeted business transformation initiative focused on people and process. This included:

- Conducting stakeholder interviews with functional leads and project directors to map pain points.
- Designing and facilitating a two-day workshop to agree the organisation wide governance structure, and end-to-end process activities for the critical phases of a project (Origination to Financial Close).

The work balanced strategy with practical delivery, using a two-day workshop to build structure and momentum for the next phases of the Target Operating Model.

By involving stakeholders from the start of the process, Moore Insight ensured strong buy-in and ownership of the changes.

The initial workshop provided 1Energy with a foundation to standardise workflows, enhance governance, and unlock scalable efficiencies for growth in the heat network sector.

01



Moore Insight mobilised quickly to support this project at very short notice. They brought structure and organisation to the initiative that proved invaluable to its success.

We were extremely impressed by the professionalism and dedication of the Moore Insight team in supporting 1Energy navigate through a complex set of processes.



01

Invoice and chase 100% of connection fee

revenue per contracts.

Documented and SLT-approved Heat Revenues process, understood by teams.

Staff training groundwork ensures new processes are fully embedded.

Customer

Vattenfall UK (VHUK) is a specialist provider of city-scale, low carbon heat networks. Working in partnership with local authorities, real estate developers, and housing associations, VHUK delivers reliable and sustainable heating solutions to communities across London, Bristol, and Scotland.

Challenge

VHUK needed to transform its critical financial and operational processes to enable consistency across its regional entities and improve auditability. The business required greater control, transparency, and the ability to robustly measure and track performance improvements.

With varying approaches in each region, VHUK needed to streamline its Heat Revenues and Connection Fees processes to create efficiency, ensure consistent billing, and maintain profitability.

Solution

- Standardised and streamlined process steps across London, Bristol, and Scotland
- Introduced clear, consistent ways of working aligned to global processes
- Identified key performance metrics to track improvements
- Documented detailed, audit-ready processes, roles and responsibilities
- Developed training and awareness plans tailored by task, region, and team

02



Ministry of Defence

Reporting cycle time reduced by 88%

(6 weeks to 5 days)

Cost savings of 25%

(equivalent to 3 FTEs)

Finance team credibility restored within 2 months

**Reports now auto-generated from the
finance system - no manual error correction**

Customer

A global defence organisation undergoing a finance transformation project across multiple international business units, with high-pressure reporting needs and senior government visibility

Challenge

The organisation's planning, budgeting, and forecasting (PBF) processes were fragmented, undocumented, and inconsistently applied across teams. Manual workarounds introduced delays and errors, undermining confidence in the data. The finance team operated under high stress, producing late and unreliable management information - resulting in reputational damage and operational fatigue.

Solution

- Define and document the full scope of reporting and forecasting issues
- Co-design a new, standardised target state process
- Establish clear roles and responsibilities
- Complete a skills audit and deliver tailored training to embed lasting change
- The process overhaul was both behavioural and technical - grounded in deep team engagement at a time of low morale

03



I worked with Medhya on a complex finance transformation project on a large international defence programme. Medhya led on improving our ways of working across functions to deliver better cost management and improved forecasting.

The enthusiasm and energy that Medhya brought ensured the whole team came along on the change programme, delivering more sustainable standardised processes and timetables, and improving quality and compliance. I would love to work with Medhya again.



03



Customer

Funded by National Lottery players, the National Lottery Fund is a non-departmental public body that allocates over £600 million annually to improve lives and communities across the UK. These grants fund projects that promote healthy living, support young people, strengthen infrastructure, address climate change, and assist individuals facing significant social and financial challenges.

Challenge

For more than 20 years, the organisation has relied on an ageing, on-premise finance system. As technology evolved, their system fell behind—lacking integration, adaptability, and user-friendly functionality. Staff had to rely on manual workarounds and disconnected processes, leading to inefficiencies, delayed reporting, and high operational overhead.

Solution

- Analysed operational pain points, reporting challenges, and future requirements
- Developed dual evaluation criteria (business and technical)
- Assessed a wide range of market options
- Shortlisted solutions based on integration complexity, cost, user learning curve, and upgrade feasibility
- We also benchmarked costs using publicly available data and mapped shortlisted systems against their business-critical criteria

Structured, evidence-based shortlist
of suitable financial systems

Estimated implementation costs included

Evaluation of key decision-making factors

04

**Are you ready for change?
Book a Business Health Check
and discover where your
transformation begins.**

 <https://tinyurl.com/49wwv5xe>

See you soon

