

Case Study – Managing High Growth



Tandem and Andante receive an award

The Company - Tandem Solutions Group Ltd includes staff members with vast amounts of ICT experience gained over many years, some having started when personal computing was in its infancy. All staff are encouraged to undertake relevant training courses, and are qualified by Degree, Higher National Certificate, City & Guilds, Microsoft Certified Professional and MCSP. Engineers are security cleared and CRB checked. Providing managed services, web development, bespoke application development, managed print services and IT support to the business sector UK wide.

The Business Challenge - Tandem Solutions were experiencing rapid growth coming out of the recession showing 20% growth and a strong balance sheet. Winning against stiff competition they were awarded a place on the prestigious EMDA High Growth Coaching scheme, a funded programme giving access to senior management training with onsite coaching and mentoring funded by EMDA. The company needed help with shortening the learning curve for newly appointed Directors. The management team required assistance with strategy and planning, specifically in the area of sales and marketing. They also had a need to manage the culture change required to transition from a traditional IT break fix proposition to a new and more profitable managed service business model. This required a culture change across the business.

The Solution - EMDA's delivery partner PERA matched the needs of the business to the specific skills and experience of the Andante consultant. Over a six month period the Andante coach and the Tandem management team worked together. They delivered the companies vision and values, reviewed strategy, a sales and marketing plan, a new set of job descriptions, performance measurement tools, enhanced recruitment processes, project management processes and changes to the organisational structure. Following coaching sessions Tandem were awarded an EMDA "One to Watch" Award.

The Benefits –*The key ingredient that Andante [UK] limited have brought, is for me that they have made me stop and think what I want for my business over the next five years. We brought the management team together to put together a strategic plan for growth. Nine months later when we came to reviewing the plan there wasn't a single thing we needed to change. I cannot stress enough the importance of that document to the growth of my business. I think that putting that plan together was possibly the most important investment in time I have made in twenty years of running the business.* **Darren Bush Managing Director Tandem Solutions Group**

The Andante Mission - Our professional advisors are committed to enhancing your customer's journey through, your people, your processes and your systems. This is achieved by providing you with best practice, managing change and delivering practical and effective assistance. We have reduced costs, motivated teams and assisted many companies like yours to acquire incremental business, retain customers and lock out the competition. **"Independent, objective, Advice"**

 **achieve your business ambition**
Registered and approved Growth Coach for GrowthAccelerator helping ambitious businesses achieve rapid and sustainable growth by providing tailored expert advice.



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