

intellilink

Knowledge Worker Experts

Intellilink is a global management consulting firm that improves the productivity of knowledge worker organizations.

We offer our clients a unique combination of subject matter expertise, practical methodologies and industry best practices. We solve business problems in areas such as; business process management, outsourcing & shared services, workforce effectiveness, robotic automation and productivity improvement.

We work with Fortune 500 corporations, middle market companies and government entities across a diverse range of industries and geographies. We are a firm of the highest professional standards and intensely value the collaborative relationships we develop with our clients. Our practical hands-on approach means we don't just provide high level guidance to our clients. Rather, we support and work side by side the senior managers that are actually driving improvement initiatives. **We don't just talk about change, we make change happen.**

Technology is a key enabler in almost all of our client engagements. However, we never lose sight of the fact that organizations are based on the efforts of people and it is these people who will determine the success or failure of a change initiative. We have developed a realistic change management approach to make change happen throughout an organization.

THE INTELLILINK DIFFERENCE

- We work in **small teams** of 2-3 people that partner closely with client executives. Our prime objective is to assist them and make them successful during complex change initiatives.
- Our consultants are both **highly experienced & hands-on**. They average more than 10 years of experience and use their skills to actually drive change within client organizations.
- We deliver **client centric solutions** that are determined by a client's current situation. We have an extensive knowledge capital database but we never deliver boiler-plate solutions.

At Work

Finance Transformation

Transformed the finance operations of a global advertising agency by implementing finance systems, standardizing global processes, and transitioning work to four shared service centers and an outsourcing provider.

HR Process Transformation

Redesigned all HR business processes across the employee lifecycle for a large US government financial institution.

IT Governance

Improved worldwide IT operations of a market-leading pharmaceutical company by implementing a project portfolio management tool.

Change Management

Ensured adoption of a new IT governance capability for a global investment bank by designing and managing the organizational change program during rollout.

Workforce Management

Redesigned the end-to-end workforce management process and systems of a global management consulting firm to streamline resource allocation to projects.

Robotic Process Automation

Increased productivity within the shared service center of a leading European media corporation by implementing robotic process automation software.

Why Knowledge Worker Organizations?

Knowledge worker organizations include service departments within corporations (i.e. Finance, HR & IT) as well as professional organizations such as advertising agencies, law firms and healthcare providers.

These organizations create value by coordinating the efforts of skilled "knowledge workers" but as the delivery of services becomes more automated they are being forced to rethink the way they operate.

Intellilink enables these organizations to change.

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