



Leonard Vitarana

Project management and business change



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Leonard is a project management and business change specialist who has delivered complex change for numerous organisations across the telecoms, media and utilities, working with organisations such as BT, United Utilities, EE and TalkTalk.

He is equally at home engaging on tactical or larger cross-functional deliveries, whether pure delivery or hybrid analysis. Leonard's exposure to several operational functions - finance, ops, sales, strategy and service - enables insight into the inter-departmental dependencies, practicalities and impacts of change.

Recognising the frequent disconnect between what needs to be delivered strategically and 'the project', Leonard digs into the detail to uncover the real issues. Where deliverables are ambiguous, he will refine, fix and develop approaches to quickly enable change. Being clear on business readiness, capturing impacts early on to implement interventions and workarounds to mitigate risk.

As far as Leonard is concerned, there is no 'them' and 'us', we're all one team. It's not good enough to just deliver on time and budget, he will challenge to do the right thing, going above and beyond.

Leonard focuses on transparency, communication and building trust in teams. Everyone is empowered to operate autonomously within the boundaries of the programme. Building an inclusive environment, working towards a common goal and delivering the best outcomes for the business.

Leonard can help you with;

- Revenue assurance projects
- CRM and billing migrations
- Business capability analysis
- Operational efficiency
- Organisation design/target operating model change initiatives
- Project delivery where deliverables are ambiguous
- Business change resulting from technology-led implementations (agile/waterfall ways of working)
- Business readiness/transition to business as usual
- PRINCE2 & DSDM Agile Practitioner

Key achievements include:

- Conducted a ground-up analysis of a technology function across 12 directorates, covering a workforce of c.4000 people, to map a baseline business capability model. Presenting findings and recommendations to director / MD level audiences to inform long-term strategic workforce planning and organisational design activities.
- Developed a data strategy and vision for a utilities company, following a review of the data landscape.
- Planned and initiated £1.1m project to build a new technical troubleshooting application for contact centre advisors. Setting up project governance, roadmap and trial-to-launch planning activities.
- Initiated a reporting transformation project across across six finance departments (150+ people). Reducing report production by 57%, spanning people and technology improvements in preparation for a wider downsizing programme.

Outside of work, Leonard enjoys playing football and works as a part-time unpaid taxi driver ferrying his children between activities and parties!



Leonard Vitarana

is part of a multi-disciplinary team of strategy, execution and growth experts.



Think

Our Strategy, Leadership & Innovation team are experts in helping clients develop successful digital strategies



Execute & Grow

Our Optimisation & Delivery team are experts in helping clients successfully execute their digital strategy and grow.



End-to-end or specific needs. Our team is structured to provide the exact skills you need



A 'think + do' approach. With expertise, methods and networks to rapidly deliver tangible business benefits



A collaborative, pragmatic, and flexible culture. Sharing insights and expertise to bring the best to our clients