DAY-IN-THE-LIFE DISCOVERY

Follow one request.
See where the work stops.

Choose a real workflow with us. Follow it across the people, systems, and decisions involved. Find the handoffs, holds, and workarounds that need attention.

One-day workshop | On site or virtual | Teams chosen with you

Follow a new starter request.

Illustrative workflow

HR
Confirm the role, start date, and request details.

→

IT
Arrange access, approvals, and equipment.

→

Facilities
Prepare the workspace and confirm readiness.

Handoffs
Information and responsibility passed between teams.

Holds
Approvals, missing details, or repeated work.

Evidence
Tickets, timestamps, and examples from the team.

A day built around your workflow.

Illustrative sequence. We agree the teams and timing with you.

Start
Choose the focus
Agree the request, scope, and people involved.

Morning
Follow real work
Walk through examples with each team.

Afternoon
Compare findings
Check handoffs and delays against the evidence.

Close
Agree priorities
Discuss what to improve and investigate next.

A practical record to work from.

Discovery findings
Where work waits, repeats, or loses information, supported by team examples.

Real-work journey
The steps, teams, and handoffs behind the service, shown together.

Prioritized opportunities
Recommended actions in a practical sequence, with next steps and owners.

Which workflow should we follow?

Tell us where requests stall or teams repeat work.

Discuss your workflow

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