

CLIENT PACK

Practical solutions for real progress.

Helping organisations work
smarter, operate more efficiently
and deliver lasting results.



STRATEGY
INTO ACTION



SIMPLER
OPERATIONS



STRONGER
PERFORMANCE

CONSULTING • FACILITATION • IMPLEMENTATION

A CLEARER PATH
TO A MORE EFFECTIVE
ORGANISATION.

THE OPERATIONAL CHALLENGE

Growth creates friction before it creates scale.

The work increases. The team gets busier. But the processes, responsibilities and management rhythm often stay exactly where they were.

01

Information lives everywhere

Key knowledge sits across inboxes, documents and individual heads. Work gets repeated, missed or chased.

02

Delivery becomes inconsistent

Different people solve the same task in different ways. Quality depends too heavily on who happens to be involved.

03

Leaders become bottlenecks

Managers stay pulled into decisions, approvals and firefighting instead of building capability and improving performance.



Client pack

TURN PRESSURE INTO A BETTER OPERATING MODEL

We simplify how work moves through your business.

Rivermere helps growing service businesses create clearer processes, stronger ownership and more reliable client delivery - without burying teams in bureaucracy.

Workflow & process design

01

Map critical work, remove unnecessary hand-offs and create simple repeatable processes people will actually use.

Roles & decision clarity

02

Define ownership, decision rights and handovers so work moves without constant escalation.

Client delivery systems

03

Build practical onboarding, delivery and follow-up workflows that create a more consistent client experience.

Management rhythm

04

Introduce useful meetings, measures and review habits that keep priorities visible and problems addressed early.

You leave with:

clear process maps, defined ownership, practical templates, decision rules, a management rhythm and an implementation plan your team can maintain.

OUR FLAGSHIP ENGAGEMENT

The 90-Day Operations Sprint

A focused three-month engagement to diagnose the friction, redesign the operating model and embed the changes with your team.

WEEKS 1-2

Diagnose

- Leadership interviews
- Workflow mapping
- Client journey review
- Friction & risk priorities

WEEKS 3-6

Design

- Future-state workflows
- Roles & hand-offs
- Templates & checklists
- Measures & meeting rhythm

WEEKS 7-12

Embed

- Team working sessions
- Pilot and refine
- Manager support
- Handover & next-step plan

Included in the sprint

Process maps

RACI / ownership

Client journey

SOP templates

Meeting rhythm

Implementation roadmap

WHAT BETTER OPERATIONS FEELS LIKE

From busy and reactive to clear and repeatable.

The goal is not more process. It is enough structure to make good work easier to deliver consistently.

BEFORE

Too much depends on memory and heroics.

- **Work is chased**
People spend time finding updates, owners and the latest version.
- **Decisions bounce upward**
Managers become the default answer to too many everyday questions.
- **Client experience varies**
Delivery quality depends on individual style instead of a shared standard.
- **Improvement keeps slipping**
Urgent work wins and the same friction reappears next month.

AFTER

People know how work should move.

- + **Clear ownership**
Tasks, hand-offs and decisions have visible owners.
- + **Repeatable delivery**
Useful checklists and templates support consistent execution.
- + **Better management focus**
Managers review performance and exceptions instead of chasing every task.
- + **Continuous improvement**
A simple review rhythm turns recurring friction into visible action.

A simple operating rhythm

Plan

Deliver

Review

Improve

CHOOSE THE RIGHT LEVEL OF SUPPORT

Start with the problem. Scale the support around it.

Engagements are scoped around the complexity of the work, the number of teams involved and how much implementation support you need.

**FOCUSED STARTING
POINT**

Operations Diagnostic

A short, structured review when you know something is not working but need clarity on where to focus first.

- Leadership interviews
- Workflow review
- Priority friction map
- Recommendations & roadmap

Best for: leadership teams deciding what to fix first.

**MOST
COMPREHENSIVE**

90-Day Operations Sprint

Diagnosis, redesign and implementation support in one focused engagement.

- End-to-end workflow redesign
- Ownership & decision clarity
- Templates and operating tools
- Team implementation sessions
- Management rhythm

Best for: growing businesses ready to change how work actually gets done.

ONGOING SUPPORT

Operations Partner

Flexible monthly support to improve systems, resolve bottlenecks and help changes stick as the business evolves.

- Monthly improvement priorities
- Process refinement
- Manager problem-solving
- Implementation support

Best for: teams that want experienced operational support without a full-time hire.

WHO YOU WILL WORK WITH

Practical operators, not slide-deck spectators.

Rivermere combines operational design, process improvement and client-delivery experience. The emphasis is always on useful changes your team



Emma Rowe

OPERATIONS DIRECTOR

Leads diagnostics and operating-model design, turning complex workflows into practical structures teams can adopt.



Daniel Mercer

SYSTEMS & PROCESS CONSULTANT

Maps processes, simplifies hand-offs and creates the tools, templates and decision rules that support consistent delivery.



Priya Shah

CLIENT DELIVERY CONSULTANT

Focuses on onboarding, service delivery and implementation so operational improvements translate into a better client experience.

How we work

Clear

No jargon-heavy transformation theatre.

Collaborative

Built with the people who do the work.

Usable

Every output has to survive contact with Monday morning.

READY TO MAKE GROWTH EASIER TO RUN?

Build an operating model your team can actually use.

Tell us where the friction is showing up. We will help you identify the priorities, design the practical fixes and build a clear route from today's problems to a more reliable way of working.

EMAIL

hello@rivermereops.co.uk

WEBSITE

rivermereops.co.uk

DELIVERY

UK-wide - Remote & onsite

TYPICAL WORK

Operations - Delivery -
Systems - Growth

EXAMPLE CONCEPT - CREATED BY CLIENT MARK STUDIO

Rivermere Operations Consulting, its team members, contact details and service offer are fictional and created solely to demonstrate the type of client-ready sales pack Client Mark Studio can produce. No real client relationship is implied.