

skore

BUSINESS GROWTH MADE POSSIBLE.

Process discovery, analysis and Implementation with skore app.

www.getskore.com

highlight 

ABOUT HIGHLIGHT:

a problem-solver in an increasingly complex world.

For 15 years, Highlight has been making it easier for their clients (partners) to have an overall view of how their technology is performing. Their partners can then unscramble - and report on- information in a clear way that everybody understands.

The business world is more dependent on technology than ever before: a single company will have multiple technology systems in place. But to maximise business efficiency, it's imperative that companies can understand which technology is best assisting their business - and by how much.

Having multiple technology systems in place means that there are more processes to monitor and a greater risk of losing track of what's happening. Businesses are finding it extremely difficult to collate information and present it in an understandable and meaningful format. They're struggling to pinpoint what's working and how much value it's adding.



THE DIAGNOSIS:

inefficient communication.

More businesses using more technologies created a surge in demand for Highlight's services. As a result, Highlight has big growth plans: more revenue and higher EBITDA targets. But they knew that for their business to be scalable, they would need first-class working practices. This is where they needed help.

Antony Bream, Highlight's MD, already knew that they were experiencing a few business pains. These pains were inefficiency in both cross-departmental processes and the communication between teams. He cited these as the two biggest issues compromising their growth.

Antony turned to Skore because, unlike other business-support agencies, Skore supports companies across the entire decision-making cycle: from education to application.



“We needed to understand the current ways of working – to join up departments, provide a platform for measurement, and capture process knowledge in peoples’ heads.”

ANTONY BREAM, MD, HIGHLIGHT.

THE TREATMENT:

agile. fast. intuitive.

Antony knew about Skore from a previous work relationship, so he was already familiar with their “educate and apply” approach, and confident that it would work for Highlight. But he was conscious that he wanted other team members’ opinions. Antony arranged a trial workshop for his management team – the main people that would be making decisions and potentially using the App.

Highlight’s management team loved Skore’s hands-on workshop approach. They also liked the adaptability and practicality of the App – it was the perfect tool to apply what they’d learned in the workshops. They also liked being able to outsource ongoing service management to Skore, leaving them free to focus their newly acquired skills on developing the business, and hitting growth targets.

Highlight was able to make changes – and enjoy the benefits of the App – within two months. This speedy turnaround was made possible by Skore’s expertise in identifying and communicating improved decision-making processes. The quick turnaround was also made possible by the intuitive usability of the App.

“Skore’s knowledge and experience helped to navigate us through the process of capturing and communicating the outputs. We also really liked the flexibility of the tool – we can automate certain workflows with triggers, reminders and progress tracking.”

ANTONY BREAM, MD, HIGHLIGHT.

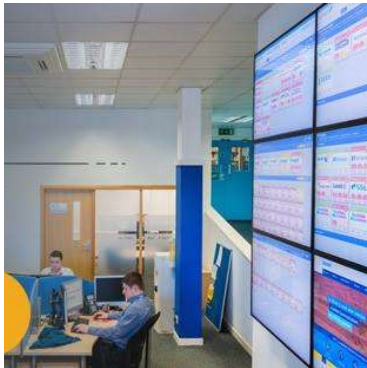
RESULTS:

better – and bigger.

Skore's workshops have meant that Highlight's team is highly skilled in identifying bottlenecks in business processes. Even better, Skore App means that they have an easy way to communicate problems, changes and developments.

Increasing the Highlight team's efficiency has been a win-win for both Highlight and its partners: it's freeing up time for them to respond to the individual needs of each partner, to get new releases to market faster, and to win more business.

Highlight is now able to offer a better service and support more partners. It's fair to say that Skore has been a big part in helping Highlight on its journey to hit – and surpass - its ambitious growth and revenue targets.



“We are able to catch product innovation ideas and prioritise them more quickly, thus avoiding unnecessary time and effort investigating features we may not end up developing.”

ANTONY BREAM, MD, HIGHLIGHT.

TOP 4 TAKEAWAYS:

Summarising the key benefits.

- Improved cross-departmental visibility and communication.
- Empowered employees to make key decisions.
- Taught first-rate method to help employees to identify bottlenecks in processes.
- Enabled fast and efficient reactions to business challenges.

“Skore has helped us to capture best practice, meeting our expectations - and more.”

ANTONY BREAM, MD, HIGHLIGHT.

ABOUT SKORE:

Who we are.

Skore is made up of a team that believes that most business problems stem from poor communication and a lack of understanding. Our mission is in helping teams get clarity and reach a shared understanding.

One way to achieve this is to create common frameworks that teams can reference when discussing problems in their business. Teams are different and what works for one might not work for another, so each framework is bespoke. Every single person should understand the framework and feel comfortable and confident in using it.

The framework becomes the team's blueprint for efficient communication. Having one central reference point is extremely useful: it helps to avoid ambiguity, it provides context for the words we use, and it makes it easier to communicate within and between teams.

We think it's important for teams to understand the thought processes behind making decisions, so we teach the thoughts behind the methods. This means that teams aren't confused by non-textbook occurrences. Instead, they're able to respond to new challenges, as and when they crop up

Skore App gives teams an easy tool to create, track and develop their own framework. Our clients include: Behavioural Health Works, datametrix, Otsuka, Adroit Associates, Hunter Moore Business Consultants, and Q2 Associates.

Find out more at www.getskore.com