



## *The Challenge*

Hargreaves Lansdown (HL) were looking to partner with an organisation to bring in specific business analysis expertise. Due to the nature of their project it was crucial that experienced resources landed on site quickly with as little ramp-up time as possible. Hargreaves Lansdown required 5 BAs to start on site within a matter of weeks and, as such, decided to engage with Intelligent Consulting (IC), utilising the Accelerated Resource Model. The decision was made to select IC, as opposed to an agency resourcing solution, because Hargreaves Lansdown had preference for dealing with one experienced consultancy rather than a group of unrelated contractors, which could be disruptive to the BAs on site. In turn, dealing with IC rather than individuals meant the process could be managed to its upmost, achieving efficiency and a quality service.

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## *The Solution*

IC was tasked with the delivery of 5 BAs within tight timescales. Utilising the existing networks IC has in place of known associates, IC was able to deliver the BAs within one week of final sign off of the agreement. All BAs were known to IC, having worked with them before. Although the BAs were well known, IC held formal interviews to assess the cultural fit for HL. Interviews were held and the BAs were selected and named to HL within two days. IC then worked with HL to organise a start date and the BAs were delivered onto site a week after taking the requirements.

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## *The Result*

Feedback on the team of BAs has been excellent; HL has been impressed with the calibre that IC was able to deliver. The speed of deployment was also critical given the time pressures on the project.

As well as the speed in deploying the team, the quality of the work delivered by the BAs was high and exceeded expectations. The BAs were able to get up to speed very quickly and use their experience to take new work on. Feedback from within the HL BA community specifically has been positive, as well as from the wider business stakeholders.

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## *Additional Features*

Following the delivery of the 5 BAs, HL was keen to explore additional value that IC could deliver outside of the ARM solution. IC discussed and confirmed the introduction of a new mentoring pilot scheme following the successful programmes IC has delivered in the past.

The first mentoring scheme, as part of this ongoing project, has since been successfully completed. The purpose of this scheme is to build upon the BA toolkit, grow confidence and soft-skills whilst working alongside project delivery and traditional training models; ultimately increasing capability. So far, mentoring has positively impacted the BAs' contribution to overall business aims.