

CAPABILITY STATEMENT

RIGHT WORK • RIGHT PEOPLE • RIGHT BEHAVIOURS



OPTIMAL
RESOURCING

WHO WE ARE

Optimal Resourcing is a total workforce management consultancy dedicated to future-proofing today's businesses.

With 30 years of experience in designing and implementing people-focussed strategies and structures, we are experts in helping companies respond to industry transitions and stay competitive.



WE PARTNER WITH COMPANIES, LARGE AND SMALL, TO BUILD SCALABLE, CAPABLE WORKFORCES THAT CHANGE AND ADAPT AS YOUR BUSINESS EVOLVES AND GROWS.

Together, we can support you with:

- Recruiting the right people for your team
- Understanding and building your employer brand
- Assessing the capabilities and behaviours of your current people
- Providing training and development to support professional growth
- Implementing new HR or recruitment technology
- Building and automating reporting dashboards
- Establishing shared services centres or outsourcing work to selected vendors.

Our team of experts are adaptable, agile, and ready to help your business to develop strategies to not only survive but thrive.

Optimal Resourcing is working with companies like yours to resource the future.

LEADERSHIP

Optimal Resourcing is a networked organisation built on the expertise of our associates and partners, established and managed by well-known offshoring and outsourcing expert, Jude Mahony.

Jude has led remote, global, multi-cultural and outsourced resourcing teams through implementing complex organisational transformation and change. Guided by Optimal Resourcing's core principles, *Right Work, Right People, Right Behaviour*, Jude focusses on helping businesses to design and review their workforce models to maximise value.



OUR APPROACH

We help companies plan for growth, to downsize effectively, and/or create robust succession plans.

We provide guidance for your teams through transitional periods – today, tomorrow and into the future.



SUPPORT FOR TODAY

Optimal Resourcing has several online training modules and behavioural assessments designed to support an immediate uplift in workforce capability.

These resources will help you identify and develop emerging leaders, address immediate gaps, and create inclusive workplaces that engage and motivate.

SUPPORT FOR TOMORROW

Supported by our extensive network and experience, our team can provide permanent resourcing solutions to support immediate and future recruitment and resourcing needs.

First, we'll help you identify the skills you need in your workforce now and into the future, and then we'll help recruit the right people to meet your future requirements.

SUPPORT FOR THE FUTURE

We are experts in service delivery model implementation, providing support for shared services, offshoring, right-shoring, insourcing and outsourcing, and reintegration.

Our **“3-2-1 FUTURE FIT WORKFORCE ROADMAP”** is tailored to meet your specific business goals and it's quick and easy. The Roadmap provides practical, implementable activities to identify what, when and how to start your targeted people initiatives and is highly valued by our clients.

OUR SERVICES

The logo consists of three concentric orange circles of varying thicknesses, creating a stylized 'O' shape.

Optimal Resourcing works with organisations to review their talent functions and build service delivery models that deliver their long-term goals.

“A huge thank you to Jude and the team at Optimal Resourcing for the fantastic work done in supporting the end-to-end transformation of our talent space. In these challenging times, having an efficient and future-proofed recruitment function is critical. An absolute pleasure to work with, Optimal Resourcing made navigating this complex space very easy.”

Toni G: HR Director

WE PROJECT MANAGE ANY SHIFTS IN SERVICE DELIVERY MODELS, WHETHER THAT IS TO A SHARED SERVICE STRUCTURE, OUTSOURCED MODEL OR WITH OFFSHORED COMPONENTS AND ACTIVITIES.

We will work with you to define your future state workforce requirements based on your business strategy;
assess your current workforce and suppliers;
design and implement resourcing activities that make your strategy happen.

Our services focus on your most critical resourcing issues and opportunities:

- how and where to **find the right people**
- how to **grow and develop** your team
- how to **retain** your critical talent
- how to build the **skills and behaviours** you need for the future
- how to **automate, centralise, outsource or offshore** activities to optimise your team focus



WHO WORKS WITH US?

Our clients are medium to large organisations who have identified talent as a critical component of their strategy.

We provide support to local, remote, national and international companies.



OUR CLIENTS ARE LOOKING FOR PRACTICAL, FIT-FOR-PURPOSE SOLUTIONS TO THEIR TALENT SHORTAGES, GROWTH REQUIREMENTS, PRODUCTIVITY GAPS OR CRITICAL ROLE IDENTIFICATION AND RECRUITMENT.

We support all sectors with a focus on:

- Construction and Engineering
- Defence
- Facilities Management
- Infrastructure
- Mining
- Oil & Gas
- Sustainability

WHY PEOPLE WORK WITH US

With more than 30 years of experience in building scalable, adaptable, capable workforces, our clients know they can trust their business to our expertise. Our expert team are practical, resourceful, and handpicked for every project.

We bring deep, functional resourcing expertise, but are known for our holistic approach. We take the time to understand your business and its needs, and we develop fit-for-purpose solutions to meet those needs - We are invested in your success!

The Optimal Resourcing team values long-term partnerships – We are there every step of the way to design and support your business growth.

CASE STUDY

“ Optimal Resourcing’s Workforce Planning audit and evaluation provided a clear gap analysis of our talent management maturity. Jude and her team prepared a roadmap that detailed specific improvement activities for us to implement.

They applied a pragmatic approach that was supported by relevant expertise, and delivered an excellent outcome. I would not hesitate to use them again. ”

Stuart C, Business Services

GLOBAL EPCM: RESOURCE PLANNING

BACKGROUND

This global business (2500+pax) had acquired two entities in the APAC region to build end-to-end capability in EPCM delivery with the intent to expand its Tier 1 client base and undertake IPO.

CHALLENGE

Optimal Resourcing was engaged to provide solutions to:

1. Identify resource project allocations, utilisation, availability, reimbursable hours and FTE tracking at the “touch of a button”
2. Identify 6-12mth recruitment plans to meet growth target

Midway through implementation of the first recommendation, the scope of the project was adjusted to also include a restructure of the operating model. This was a significant undertaking requiring flexibility and resourcefulness from the Optimal Resourcing team.

SOLUTION

Our team conducted a three-step workforce planning and talent management audit, across the APAC business using our 3-2-1 Future-Fit Workforce Roadmap.

From there, we evaluated the data collected, analysed gaps and recommended a three-stage solution.

1. A standard tool to provide real-time workforce reporting using existing data and software, agreed reporting requirements, PowerBI dashboards (also developed by Optimal Resourcing)
2. Talent segmentation matrix and high-level actions: Identify critical professional roles to design and develop recruitment, retention, redeployment and development plans
3. Support services delivery model review to capitalise on synergies in efficiency and effectiveness across the business units

Through our efforts, Optimal Resourcing was able to deliver cost savings of \$1M to the client in nine months.



CASE STUDY

“Optimal Resourcing’s change management capability enabled us to pivot and work within the challenging parameters of COVID-19 as it emerged. They were able to identify impacts early, allowing us to train and transition the work well within the confines of the contract end-date.

Optimal Resourcing’s positive attitude, expertise and ability to change approach and work within those constraints was impressive.”

Rhiannon F, Director

TIER 2 MINING COMPANY: INSOURCING

BACKGROUND

This Pilbara-based mine (600+pax) had an approved business case to standardise operational support of their Rail division's signalling and communications systems. The aim was to sustain and/or increase production through a reduction in lost time due to technology

CHALLENGE

Optimal Resourcing was engaged to provide solutions to:

1. Transition systems support from the current external supplier to in-house resources by the end of the supplier contract agreement date.

This six-month program was completed during COVID-19 which presented unique and significant challenges. The resulting lock downs prevented in-person training and assessments, saw travel restrictions to site for non-essential personnel, and meant the on-site training lab build was incomplete.

SOLUTION

The Optimal Resourcing team developed and implemented change management and transition plans.

We prioritised:

1. The development of extensive stakeholder engagement and communication plans with detailed roll-out schedules, talking points, presentations and delivery methods
2. Workforce design and impact assessments detailing process stop/start/continue, knowledge transfer action plans and people transition and development actions
3. The completion of a training needs analysis, development and delivery project plans allowing remote and flexible delivery options to suit limited manning on-site, restricted travel, employee and trainer/assessor availability
4. The development of transition plans to cover people changes (location, roles), knowledge transfer and supplier change-out

These efforts resulted in a cost saving of \$2.5M for the client.

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