PIVOTING A MEDTECH LEADER TO A CUSTOMER-CENTRIC OPERATING MODEL

THE CLIENT'S CHALLENGE

The incoming President of a Global Business Unit at a leading MedTech company inherited a declining business with a fragmented operating model, rising costs, and low employee morale post-acquisition. We engaged the organization to diagnose root causes and build momentum for change, creating a customer experience focused business transformation.

OUR SOLUTION

Together with leadership, we designed a future operating model to enable strategic growth, including governance, decision-making, customer-centric processes, and a digital infrastructure roadmap.

We delivered immediate benefits and positioning the business to scale profitably.

OUR IMPACT

$43M in cost savings

21-point NPS increase

Record employee engagement (+36%)