



Setting the Stage for Sustainable Growth

Through consistency we have found scalability.

Despite being recognised as a technical leader in their field, Security Centric needed something more to sustain its impressive growth.

The Challenge

Recognising that the business was at a point where further growth could be hindered without a robust framework to support it, **Your 2iC was brought in with the aim of finding and implementing a system that would address some of the organisation's operational pain points:**

- Communication silos between teams;
- Lack of centralised documented business processes, so no one knew where to find the right process, impacting consistency – within departments or across clients;
- Inconsistent Project Management system which impacted forecasting accuracy;
- Scalability issues;
- Unclear roles and responsibilities of team members.



A New Operating Framework: Simple Concepts, Practical Tools **Big, Impactful Improvements**

At Your2iC, our mission is to create structure that enables clarity, accountability, and communication. To do so, we worked with Security Centric to lift their operational capabilities:

- ✓ Defining the Vision & Goals. Using our annual planning tool, we established clear 10, 3 and 1 year goals, and quarterly projects to continually ensure that short-term priorities aligned with long term objectives.
- ✓ Integrating a scorecard. A tool now used weekly within the business to track key metrics.
- ✓ Weekly meetings. Here, they review the scorecard, identify issues and create action plans. More importantly, these meetings are held across all departments, creating a consistent forum for cross-departmental communication.
- ✓ Clarifying Accountability and Roles. Using a revised organizational structure, we clearly defined roles and responsibilities for every team member. This created clear lines of responsibility for each team member and accountability for the company's success.



Crafting a Clear Path Forward

As well as implementing a clear framework, we were able to support this business in creating a set of values to drive the business forward. Alongside their HR Partner, we helped ensure the values were consistently kept front of mind in all business conversations and decisions.

"The process has made us realise even more how much inconsistency we had in the business. Having common terminology and frameworks has just made the business so much smoother."

-Sash Vasilevski