

Expert Mode Consulting

Programme recovery and transformation direction for businesses that need grip.

We are a London team of senior consultants. For twenty years we have recovered stalled ERP and digital programmes for PE-backed and mid-market companies in the UK, Ireland, Europe, Asia and the Americas. The same investors have brought us back more than once.

Services

- **Programme recovery.** A recovery plan the board can act on, one plan of record, a decision log and a weekly view of progress the executive can trust.
- **Acquisition and carve-out integration.** A single integration plan, weekly status with plans on a page, a monthly steering committee and a clean handover into business as usual.
- **Transformation programme direction.** A programme plan the board signs off, vendor terms reviewed before signature and a named owner for every workstream.
- **PMO and governance.** A weekly PMO cycle feeding a steering committee, a decision log and reporting the SLT reads.

Results we can publish

- Go-live readiness in 9 countries in 18 months, with control of a multi-million-pound budget recovered. Global advisory firm, ERP programme
- A stalled £29m digital transformation recovered. ServiceNow rolled out to 50,000 users and a team of 52 directed across 11,500+ locations. Major public-sector organisation, digital programme
- A new target operating model and outsourced services. Administrative costs down 14% and deal value up 23%, while a failing ERP re-implementation was relaunched. FTSE property group, transformation programme

How an engagement starts

1. **Discovery**, 2 to 4 weeks, fixed price. The founder oversees and a senior consultant works on the ground. You get one honest view of what is broken, what is stable and who is contractually accountable for what, with a plan the board can act on. We also deliver one or two quick wins in that time.
2. **Decision gate**, your call. With that evidence you decide whether to repair, replace or restructure. You can stop here and keep the plan.
3. **Delivery**, scoped to the plan. A small senior team on time and materials or fixed work packages. From the first week we run a weekly operating rhythm, with named owners and a regular steering committee.

The team

- **Founder and programme director.** Owns the executive relationship, the governance and the reporting to the board and the investor.
- **Senior consultants.** Lead workstreams and integrations. Most have 15 to 25 years in enterprise platforms, infrastructure, Microsoft Cloud, HR and finance systems, or acquisition integration.
- **Project managers and PMO.** Run the plan of record, the RAID log and the reporting cycle from day to day.

Gregg Braden is the founder of Expert Mode Consulting, a London-based firm that recovers stalled programmes and directs transformation and acquisition integration for PE-backed and mid-market businesses. He has more than twenty years' experience in programme leadership, infrastructure and enterprise platforms, and is certified in PRINCE2, MSP, MCSE and ITIL.

Places. UK, Ireland, Spain, Germany, Austria, Hong Kong, Caribbean, Americas. **Platforms.** SAP, IFS, Infor, Salesforce, ServiceNow, UKG, Sage, Microsoft 365, Azure and Power BI. **Certifications.** PRINCE2, MSP, MCSE and ITIL.

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