



Case Study

Intact Projects, Sydney NSW

The owners at Intact asked MSP to review their entire business and identify areas for Performance Improvement.

The team at Intact were very well structured for a business of their size and nature and had some impressive systems that they had developed in house.

One key area for improvement was their approach to market. Clients were targeted in a very general way, rather than taking a strategic approach with a view to generating repeat business.

As a result of the Business Performance review work, Intact's business has continued to grow, with the an increased percentage of repeat business.

“ Intact Projects engage MSP to undertake a total review of the business in 2011.

Michael's Marketing, Administrative and Operational knowledge on a multinational business scale was unquestionable, and his ability to downscale this to a multi city business allowed Intact Projects to clearly identify immediate deficiencies with a tailored plan to move forward and work through medium and long term goals.

We thank Michael for his tireless efforts in assisting Intact Projects.

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Danny Pavicic - Managing Director, Intact Projects

CLIENT:	COMPLETION DATE:	PROJECT DURATION:	DELIVERY MODEL:	SERVICES OFFERED:
Intact Projects	2012	8 months	Business Review with aim of Increasing Business Performance.	Complete rework of the approach to sales and marketing leading to higher level of repeat business.