

Financial Services business seeks profits boost to meet shareholder expectations

"I have known and worked with John Thompson for many years and he has proved to be an excellent Business Coach, both to myself and other senior executives over the past eight years. During his first period of involvement with our business, Profit Before Tax rose from £13 million in 2006 to £42 million in 2011.

In addition to the coaching role, he has successfully managed a number of difficult client situations to the satisfaction of all concerned; he has sourced, and managed to completion, a number of key strategic acquisitions; he has developed new relationships with Government bodies; been at the forefront of a number of new product and service developments and has consistently provided sound strategic advice.

He has played a key role in the significant growth of our company during this period and I would be happy to recommend him."

Edward Rimmer, Chief Executive Officer

Executive Summary

Trans Capital were asked by a board member of the wider group to work with the UK CEO of a subsidiary business, to act in the capacity of strategic sounding board and mentor, and to assist with the development and implementation of some very ambitious growth plans.

The business had successfully grown in the previous 15 years from one office in Liverpool to twelve offices around the UK and a presence in five countries around the globe.

In the year prior to our involvement the business achieved a Profit before tax of £13m; 5 years on from this first engagement the business achieved a Profit before tax of £42m.

In the intervening years we:

- Assisted the CEO with strategy development
- Acted as a sounding board for new ideas
- Assisted in the effective co-ordination of the company's resources
- Gradually introduced a new way of working, tackling 'silo' thinking and encouraging a more inclusive organisation with trust and mutual respect at its heart.
- Introduced monthly Market Insight reports
- Initiated the acquisition of 3 new businesses

About John Thompson

John Thompson of Trans Capital Associates **has 25 year's experience of successfully growing businesses**, is MBA qualified and a Registered and Approved Growth Coach for GrowthAccelerator, part of the Business Growth Service, helping ambitious businesses achieve rapid and sustainable growth by providing tailored, expert advice.

Challenges

The business had successfully developed its business finance offering over the previous 15 years by offering almost complete autonomy to the individual offices around the country. This strategy was successful in that it created significant motivation to the management team of each office, who were, in effect, running their own business. However, this approach had led to major inconsistencies in the offering, and therefore worked against creating a reliable and trusted brand in the market place.

With the age of instant communication upon it, and the power moving away from suppliers and heavily towards the client, this seeming fragmentation was having a materially adverse effect on the company's ability to move forward in any meaningful way.

How We Helped

Initial involvement was with the UK CEO, meeting with him on a regular basis to discuss and review the development and implementation of change and growth strategy.

This work broadened out into mentoring and coaching support for other key executives within the business. We then developed the "Market Insight" function and created a feedback link into the various business functions and the CEO.

Trans Capital was also asked to advise the business on M&A strategy, innovation and new product development.

Clear Results and Return on Investment

In the year prior to our involvement the business achieved a Profit before tax of £13m; five years on, in the last year of our engagement, the business achieved a Profit before tax of £42m

Apart from this key metric, our major achievement was in gradually introducing a new way of working into the business. This targeted the breakdown of a lot of the previous 'silo' mentality, amongst 'competing' offices and support services, and encouraged a more inclusive business culture, with trust and respect at its heart. This new culture encouraged all functions of the business to take a broader view, and to recognise that it was vitally important to look further than the sales numbers when seeking to grow a business in a sustainable way, such that it will produce increasing levels of profitability way into the future.

Get in touch

Set up your free and confidential consultation with us today, giving you clear sight of the options for maximising your business opportunities and addressing key issues that may be holding you back. Visit us [here](#) or call us on **0845 689 8750**.