

Renault Consulting

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“One2Team allows us to know in real time the progress of the rollout of our professional brand Renault PRO+, dealership by dealership, without an email nor a phone call.”

Renault Consulting uses One2Team to manage the worldwide deployment of Renault's PRO+ offering in 650 dealerships.



At the end of 2015, Renault controls **650 Renault PRO+ dealerships** around the world.

Renault Pro+ dealers offer a range of services to **commercial vehicle owners and fleet operators**.

Renault PRO+ is committed to delivering a customer experience of exceptional service, expertise and convenience, while growing vehicle sales and related services revenue.



Christophe Koenig

Renault Consulting Head of Strategic Operations Projects for Renault Group Sales

*"One2Team allowed us to achieve **real-time visibility of the gap between the results achieved on the field and our targets** by region, by country, etc. We have achieved our goals because this near-instantaneous data analysis increased our ability to find solutions.*

*In addition to that, One2Team allowed for better **budget monitoring**, because it made possible to tie vendor compensation to intermediate deliverables.*

*A true added value of One2Team is its **ease of use**. It requires little training; a new consultant can be trained on the tool with just a 45-minute call.*

*Finally, it is possible to **change the configuration** of the tool along the way, which allows us to change the KPIs we monitor. This flexibility is essential, as projects evolve."*

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Context

The **Renault PRO+** brand targets the professional automotive customer segment through dealers that specialize in offering sales and after-sales products and services to business customers, such as dedicated account managers, specialized technicians, mobility services and more.

Dealerships where the PRO+ offering is deployed are selected on the basis of their commitment. The deployment objectives are ambitious, as **650 dealerships** throughout Europe, Latin America and Africa had to become official Renault PRO+ specialists by the end of 2015.

Very quickly the steering committee realized that standard productivity and project management tools, such as Excel and Access, had limited deployment capabilities because they did not allow real-time progress visibility.



Business Challenges

- **Measure** real-time progress of each deployment.
- **Identify** at-risk projects and quickly remove obstacles.
- **Adapt** to deployment methodology and process changes.
- **Propagate** detailed action plans to 20 local project leaders and teams and eliminate reporting requirements.



Successful Outcome

Over the last three years, One2Team has proven its ability to help Renault drive this strategic initiative deployment.

Building on this success, Renault Consulting has decided to use One2Team to improve the performance of the entire Renault Group Sales organization, by managing the execution of new business initiatives worldwide.

Results

Savings: The solution freed up two consultants whose sole job was to assemble and write reports.

Budgeting: Payment to local contractors/vendor is now tied to verification of intermediate deliverables.

Collaboration: Deployment kits are now shared in a single repository accessible to all stakeholders and teams.

Visibility: More reliable forecasts of goal completion enable earlier corrective actions in case of deviation from targets.

Optimization: More than just a solution One2Team is a partner helping to continuously optimize the process.

