

The BGEM Compass

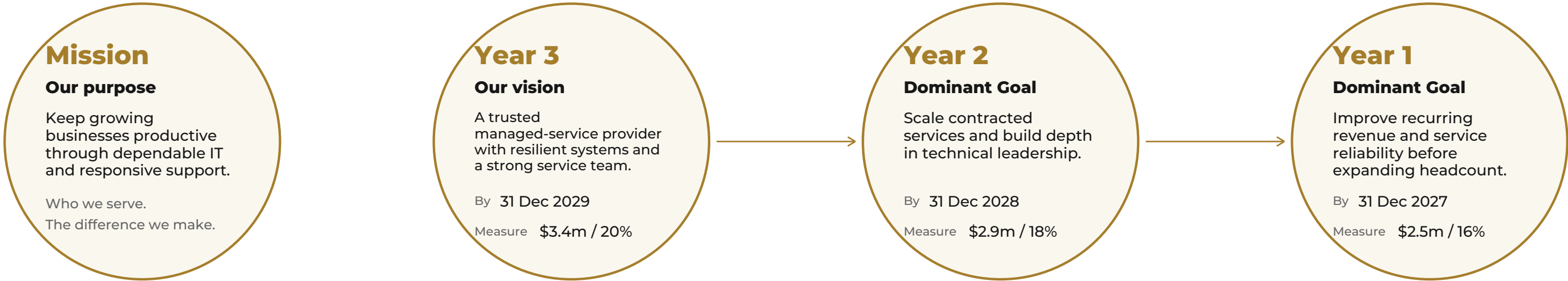
Ecosystem 2 of 3 | 14 staff. Baseline: \$2m revenue, 12% operating margin.

Member Jordan Patel, Director

Business Anchor IT Services

Period Jan 2027 to Dec 2029

Review Every 6 weeks



The 4/16

Four critical outcomes required to achieve the Year 1 Dominant Goal.

Set four measurable milestones for each outcome. Give each milestone a due date.

Critical outcome 1 \$1.8m managed-service revenue Target / owner Account Director	Critical outcome 2 \$700k project revenue Target / owner Projects Lead	Critical outcome 3 Achieve 16% operating margin Target / owner Finance Lead	Critical outcome 4 Meet contracted service standards Target / owner Service Manager
1.1 Review renewals with key clients Measure 100% top 20 reviewed Due 31 Mar	2.1 Approve capacity for each project Measure 100% work resourced Due 31 Mar	3.1 Cost every service agreement Measure 100% agreements costed Due 31 Mar	4.1 Baseline response performance Measure 100% tickets tracked Due 31 Mar
1.2 Deliver contracted service income Measure \$850k revenue YTD Due 30 Jun	2.2 Deliver migration and upgrade work Measure \$300k revenue YTD Due 30 Jun	3.2 Reprice loss-making renewals Measure Zero negative-margin renewals Due 30 Jun	4.2 Improve response reliability Measure 95% within agreed SLA Due 30 Jun
1.3 Retain valuable recurring accounts Measure 95% annual retention Due 30 Sep	2.3 Complete projects to agreed scope Measure 90% within budget Due 30 Sep	3.3 Improve productive utilisation Measure 70% billable capacity Due 30 Sep	4.3 Verify recovery for managed clients Measure 100% scheduled tests done Due 30 Sep
1.4 Achieve managed-service target Measure \$1.8m recognised Due 31 Dec	2.4 Deliver annual project revenue Measure \$700k recognised Due 31 Dec	3.4 Deliver operating profit target Measure \$400k profit Due 31 Dec	4.4 Sustain reliable delivery Measure 95% SLA attainment in Q4 Due 31 Dec

Guiding principles

The behaviours that guide how we deliver.

Principle 1 Keep the client working By this we mean Prioritise business impact when allocating support.	Principle 2 Verify before promising By this we mean Test assumptions, document changes and confirm recovery.	Principle 3 Explain the risk By this we mean Give clients clear options and record their decisions.	Principle 4 Build shared capability By this we mean Document solutions so service does not depend on one person.
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Fictional example. NZD excluding GST. Circle measures: annual revenue / operating margin after owner salary. Milestone dates are in 2027.