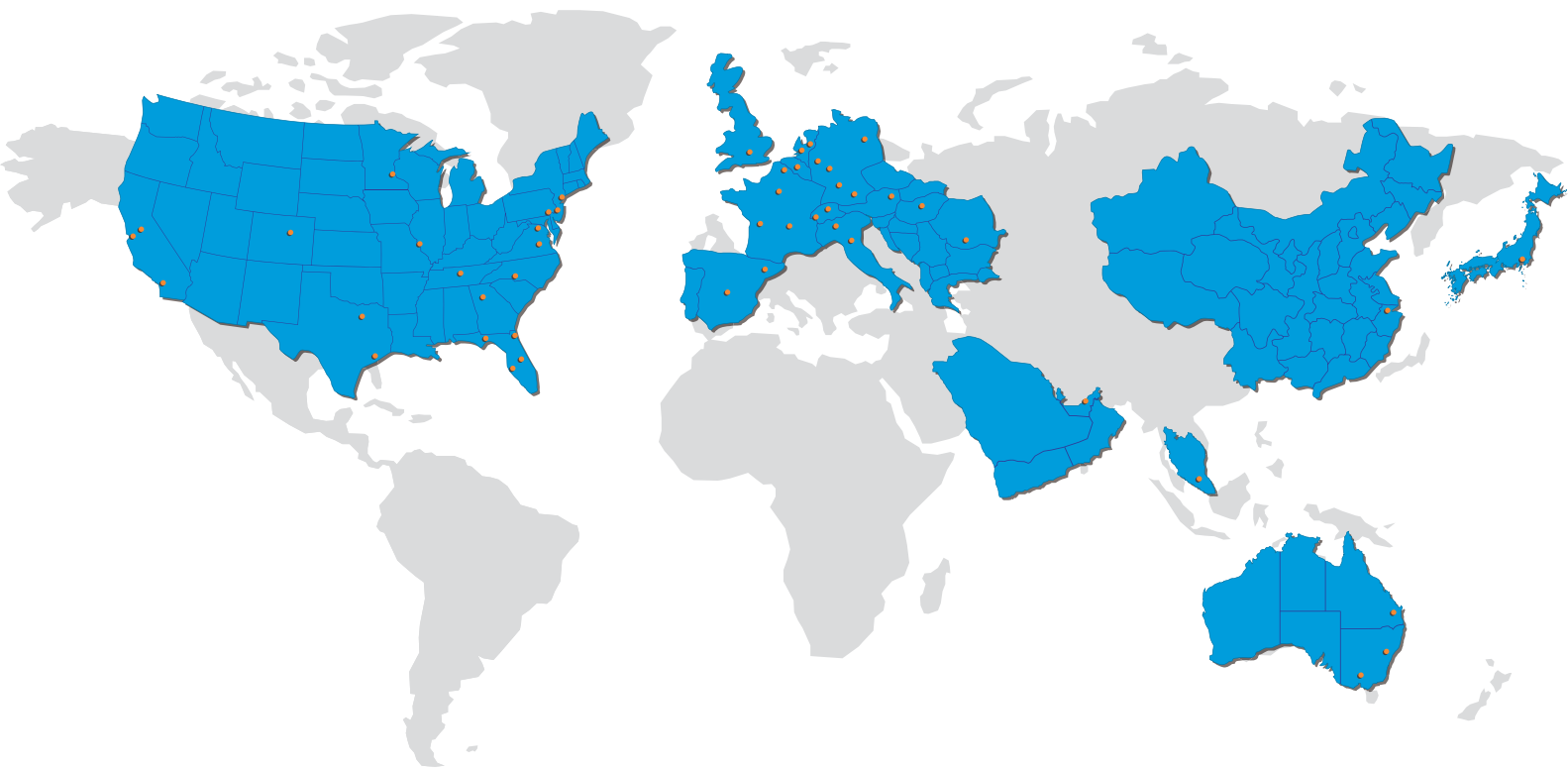


northhighland®  
HIGHLAND WORLDWIDE



# LOCATIONS



## UNITED STATES

- |                  |                |
|------------------|----------------|
| Atlanta          | Orlando        |
| Charlotte        | Philadelphia   |
| Dallas/Ft. Worth | Princeton      |
| Denver           | Richmond       |
| Houston          | Sacramento     |
| Jacksonville     | San Francisco  |
| Los Angeles      | St. Louis      |
| Minneapolis      | Tallahassee    |
| Nashville        | Tampa          |
| New York         | Washington, DC |

## EUROPE / ASIA-PACIFIC

- |            |           |           |
|------------|-----------|-----------|
| Abu Dhabi  | Frankfurt | Nantes    |
| Amersfoort | The Hague | Paris     |
| Barcelona  | Lausanne  | Shanghai  |
| Berlin     | Lille     | Singapore |
| Bologna    | London    | Stuttgart |
| Brisbane   | Lyon      | Sydney    |
| Brussels   | Madrid    | Tokyo     |
| Bucharest  | Melbourne | Vienna    |
| Budapest   | Milan     | Zurich    |
| Düsseldorf | Munich    |           |



## GLOBALLY LOCAL

Defy convention.  
Cast a new mold.

In 1992 North Highland set out to create a **different brand of consultancy**. One that doesn't subscribe to the notion that you are either a big, centrally located firm flying PEOPLE out to distant clients, or a small, local niche boutique. **We provide a better option.**

We staff local offices with experienced and committed leaders in the consulting industry who live and work where our clients do. Then we leverage our national and international network of cross-segment and cross-industry EXPERTISE to provide comprehensive solutions for our clients.

The result is a new model for consulting efficiency and effectiveness. **One that embraces our contradictions as strengths.** One that continues to build successful, long-standing client RELATIONSHIPS – year after year.

## EXPERTISE

# UNIMAGINABLY ACHIEVABLE

When you engage North Highland consulting, you can rest assured that we will deliver an innovative solution to the project. **We are driven in our pursuit of unique, creative answers, tailor-made to your specific needs.** However, we are also diligent in making sure that any implementation is based in reality. What we propose must always be achievable and work in concert within your enterprise as a whole.



## EXPERTISE

# INFINITELY DEFINITIVE

Of what value is a great solution that's not fully understood and embraced by those invested in it? As far as we're concerned – not much. That's why we don't jam our work with pages of obscure data and industry jargon. **We are concise and to the point, seeking clarity in all communication.** Yet all of our work is informed by our broad and deep expertise in industry best practices.



## EXPERTISE

# VASTLY FOCUSED

Thousands of professionals from 49 offices, in the U.S. and around the world, are part of North Highland consulting. Each of us brings a wealth of experience and expertise to our respective industries and service areas. But we don't work in silos. Through our unique, interdisciplinary approach, we collaborate across skill sets to bring fresh perspectives to your business. Then we hone in on producing innovative, results-oriented solutions.



# EXPERTISE

## SERVICE AREAS

### STRATEGY + ADVISORY

Strategic Planning & Implementation  
Enterprise Performance Management  
Merger Planning & Integration  
Outsourcing & Shared Services

### OPERATIONS

Operational Strategy  
Process & Performance Improvement  
Supply Chain Optimization

### FINANCE + ACCOUNTING

Finance Function Transformation  
Organizational Effectiveness & Resource Planning  
Planning, Budgeting & Financial Reporting

### EXECUTION

Program & Project Management  
Change Management

### INFORMATION TECHNOLOGY

Strategy  
Sourcing  
Infrastructure, Architecture & Design  
Solution Planning & Integration  
Business Intelligence & Information Management

### CUSTOMER EXPERIENCE + ENGAGEMENT

Customer Experience Strategy & Design  
Marketing Strategy & Operations  
Customer Analytics & Segmentation  
Sales & Contact Center Effectiveness  
Multichannel Brand Execution

### HUMAN CAPITAL

HR & Workforce Strategies  
HR Performance  
Workforce Performance  
Organizational Design

### INDUSTRY EXPERTISE

Communications  
Consumer  
Energy  
Financial Services  
Healthcare  
Higher Education  
Industrial  
Life Sciences and Pharmaceuticals  
Media and Entertainment  
Retail  
State & Local Government  
Tourism, Hospitality & Leisure  
U.S. Government  
Utilities

## RELATIONSHIPS

# ACTIVE LISTENING

**Listening is the sound of experience.** It's our first order of business. Since no two clients are exactly alike, we invest the time upfront to gain a full understanding of your company's goals and needs. Only then can we bring our years of experience to bear on **finding the right answers** and achieving real, actionable results. No off-the-shelf solutions here. That's why no other consultancy is quite like North Highland.



## RELATIONSHIPS

# COLLABORATIVE LEADERSHIP

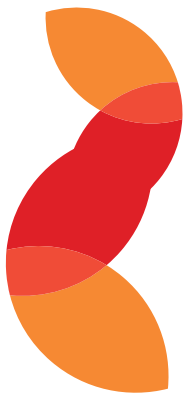
What good is a brilliant solution in one area of your business if it breaks what's working in another? We don't work in a vacuum. Most of our clients have already built successful enterprises. We don't take that for granted. **We collaborate with your company's leadership** to make sure that our solutions will work within your larger organization to achieve maximum results **without shocking the system**.



## RELATIONSHIPS

# IMMEDIATELY LONG-TERM

Our model of serving clients through local offices is predicated on building long-term relationships. That's not as easy when your consultants are constantly on the road, parking at desks, and wishing they were home. It is far better to employ **experienced consultants**, locally, that **efficiently meet a client's objectives again and again**. Access to our national and global breadth of service area expertise also enables us to take on many different and varied challenges over the course of that relationship. There's a reason our clients stay with us.



## RELATIONSHIPS

# RADICALLY RESPONSIBLE

**We guarantee our work.** Those are four words you won't hear from many consultants. That's not just confidence. It's the commitment we make to our work and our relationships.



## PEOPLE

# PASSIONATELY EXPERIENCED

Consultants need to get their training somewhere. Just not here. North Highland only hires **experienced consultants with an average of 15 years in the industry**. But we have more than experience. We have commitment. Every employee has an ownership stake in the company. We have “skin in the game.” We come here to advance rewarding careers by doing what we love – **leveraging our experience to achieve results for clients**. Since we also live and work where our clients do, we don’t drain our professional energy living out of hotel rooms and standing in airport security lines.



## PEOPLE

# HUMBLY CONFIDENT

The North Highland consultant is not here to stuff a resume. We've put in the time at other firms. This is the apex of a consulting career. We have no ego to validate. Instead, **we are confident in our ability to enable our clients' success**, yet take a back seat to their recognition.



NORTHHIGHLAND.COM

EXPERTISE

RELATIONSHIPS

PEOPLE



# **GLOBALLY LOCAL**

North Highland is a global consulting firm that has changed the model of how a consultancy serves its clients. We staff local offices with experienced consultants, supported by our national and global network of service area expertise. As a result, we build successful long-term relationships that achieve exceptional results for some of the most recognizable names in the world.

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