

FACT SHEET

North Highland is a global consulting firm that has changed the model of how a consultancy serves its clients.

- We hire only experienced consultants.
- We live and work where our clients do.
- We guarantee our work.

With offices across the U.S. and around the world, we are able to leverage our global network of service area expertise to achieve exceptional results for some of the most recognizable names in the world.

We help business, government and non-profit clients define strategies, streamline operations, empower people, integrate suppliers, leverage technology and maximize customer interaction. Our innovative approach sustains successful, long-term relationships by helping clients achieve their business objectives again and again.

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

Services

OPERATIONS

- Operational Strategy
- Process & Performance Improvement
- Supply Chain Optimization

INFORMATION TECHNOLOGY

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

FINANCE + ACCOUNTING

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

STRATEGY + ADVISORY

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

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

EXECUTION

- Program & Project Management
- Change Management



northhighland®
HIGHLAND WORLDWIDE

Founded: 1992
Employee-owned
49 Offices
Professionals: 700+ U.S.
2200+ Worldwide

HEADQUARTERS

3333 Piedmont Road, NE
Suite 1000
Atlanta, GA 30305
404-233-1015

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