



MCA Awards 2018 Finalist

Performance Improvement in the Private Sector

Mason Advisory with Rathbone Investment Management

Rathbones is one of the oldest fund management businesses in the UK, but has recently experienced significant growth. To resolve issues around IT services and skills, the new CIO engaged Mason Advisory help assess the opportunities to provide more for less to the business. We worked with the leadership team to restructure and improve the IT department by creating a new IT operating model, redesigning the IT processes, and launching a new IT service management toolset. This translated into greater control, fewer business-affecting incidents, and a department that can focus on strategic improvement rather than fighting fires.