

We believe the future of business lies in intentional creation of dynamic and socially calibrated systems, process, and culture.

We help businesses capture value through Social Business Design.

MANAGEMENT

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Chief Executive Officer

Anne Bartlett-Bragg

Managing Director, Asia/Pacific

Lee Bryant

Managing Director, Europe

Livio Hughes

Managing Director, Europe

Peter Kim

Managing Director, North America

PRACTICE AREAS

CUSTOMER PARTICIPATION

Engagement with end users beyond traditional one-way communications

WORKFORCE COLLABORATION

Breaking down the silos that limit organizational potential

BUSINESS PARTNER OPTIMIZATION

Working with key partners to create mutual win-win solutions

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SERVICES

RESEARCH

Unbiased insight into marketplace trends and best practices

STRATEGY

Formulating plans to create business value through participation, collaboration, and optimization

IMPLEMENTATION

Solution construction in technology architecture, performance improvement, and human capital

MANAGED SERVICES

Support through measurement & analysis, technology operations & maintenance, and community management

INDUSTRY FOCUS

Professional and Legal Services
Consumer Products
Media and Publishing
Health Care
Financial Services
Government
Software
Semiconductors
Information Services
Global Restaurant Services

EUROPE

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