



Case Study

Global Ways of Working: A Transformation Built to Last

40+ Countries. 20+ Languages. 18 Months.

One mission: Unify, simplify, and future-proof how global teams collaborate.

Introduction

This wasn't just a rollout. It was a reinvention. A bold shift from fragmented, inconsistent practices to a unified model that scaled with clarity and intent. A forward-thinking client led the charge, partnering with HiveMind Network to assemble a tailored team of expert practitioners.

From programme managers to communications specialists, analysts to architects, this wasn't about ticking boxes. It was about embedding new behaviours, unlocking trust, and making change stick across borders, cultures, and time zones.



40+

Countries involved in the roll out of new tools and ways of working

2,500+

HiveMind Network experts on-hand for fluid project resourcing

A staggering...

20+

languages supported across global teams.

18 Months

Programme duration, including collaboration across **multiple regions, cultures, and time zones.**

The Challenge

From the outset, the scope was ambitious; and expanding. The aim was to establish a consistent way of working across dozens of countries. But each region brought its own systems, processes, languages, and competing priorities.

“The scale was huge,” said Jeremy, one of the architects. “At first, the scope was just too big. There was a real danger we’d deliver nothing at all.”

The challenge wasn’t limited to systems. It was human. Teams were wary of change, already juggling complex demands, and protective of the familiar. The programme needed structure, yes, but more than that, it needed empathy, adaptability, and a team fluent in both.

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The Challenge

We designed the delivery team around the challenge itself. Not a templated unit with a rigid playbook, but a fluid group drawn from HiveMind's network of 2,500 carefully vetted experts. Each person was chosen for their combination of deep skill and real-world perspective.

We brought together programme support, change communications, business analysts, integration specialists, and governance experts. Every angle was covered, with just the right level of flexibility to evolve as the programme progressed.

Hermione, the programme manager, summed it up:

"I make sure the team's doing great work, and enjoying it too."

That people-first ethos ran throughout. The Netherlands became an early turning point — a large, complex group that initially resisted change. The team listened, adapted the approach, and brought them onboard. Then came the UK, one of the biggest and most visible markets.

Success there cemented confidence in the wider rollout.

"Once we brought the UK onboard," said Nye, project manager, "we knew the rest would follow."

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The Results

- New tools and unified ways of working, implemented across more than 40 countries
- Consistent processes, delivered without flattening local needs
- Faster onboarding and smoother transitions across teams and time zones
- Confidence built and capability embedded, long after the go-live
- A collaborative, change-ready culture with momentum for future transformation

“We figured out how to move faster, onboard better, and bring more countries in at once,” Nye said. “The programme we’ve delivered is proof of that.”

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Transformation didn’t feel like disruption. It felt like progress.

Why it worked

Because it was never just about systems.

It was about people. It was about building trust, listening closely, and solving problems as a team. From Europe to the Americas, this wasn’t change done to teams; it was change built with them.

That’s the HiveMind model. Not off-the-shelf resource delivery. True co-creation, anchored in outcomes.

Transformation at scale doesn't need to be rigid.

**With the right experts and a
people-first mindset, it
becomes a catalyst for
confidence, speed, and
sustainable growth.**

**This is what happens when
you stop staffing by the
hour, and start building by
outcome.**

