

CUSTOMER STORY

Worley use Shark to
be confident in their
investment decisions



“Financial literacy to be honest shouldn’t be overlooked in terms of just the clarity of what an NPV calculation is. It’s not this weird thing that you pull out of the sky, there’s a calculation behind it and there’s financial standards that we need to trust.”

Ryan Strom
Portfolio Director



About Worley

Worley are a global professional services company of energy, chemicals, and resources experts headquartered in Australia. Right now, they're bridging two worlds as they accelerate to more sustainable energy sources, while helping their customers provide the energy, chemicals, and resources that society needs now.

Worley partner with their customers to deliver projects and create value over the life of their portfolio of assets. Worley solve complex problems by finding integrated data-centric solutions from the first stages of consulting and engineering to installation and commissioning, to the last stages of decommissioning and remediation.

2021

BECAME SHARK USERS

60,000+

EMPLOYEES

Standardised

INVESTMENT PROCESS

Before Shark / The Challenge

Worley have 60,000+ employees who all had different spreadsheets and different ideas of where internal investment should be made. However, they did not have consistent business case outputs that allowed for easy and transparent comparisons of where investments could be made and the financial impacts they could have on the business. They were looking for a platform that could help to standardise this methodology but also standardised the way benefits are described, irrespective of which industry they were discussing or who was discussing it.



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The Solution

In 2021 Worley were introduced to Shark Finesse through a client engagement where they saw Shark in action. Shortly after they started their own journey with Shark Finesse by using our 'off the shelf' version of the Shark platform. The nominated users already had a consulting background, so they didn't require formal value selling or business case training therefore, they attended some initial software familiarisation sessions with Shark to get them up and running.

Traditionally, Worley wouldn't invest in their company as much as they do now. However, times are changing, and they have seen this requirement become more prevalent, especially as they want to ensure they are always bringing new ideas to customers. Consistency in business case presentation and benefit descriptions were a big problem for Worley, so they were struggling to determine which investment opportunities were the most viable. Now they can take emotion out of the decision and review the outputs created from Shark, knowing that they have confidence in the numbers to make the best investment decisions for their business and ultimately their customers.



Meet the Expert



vbf

NAME Ryan Strom

POSITION Portfolio Director

What is your favourite Shark Feature?

I really like the consistency of outputs. How quickly you can just spin up a template. I don't usually use the whole Word or PowerPoints, but it generates graphics and a range of options in terms of how I can get things across. I like the clarity of inputs as well, but the outputs are the part that I really like.

What are the reasons you recommend Shark Finesse?

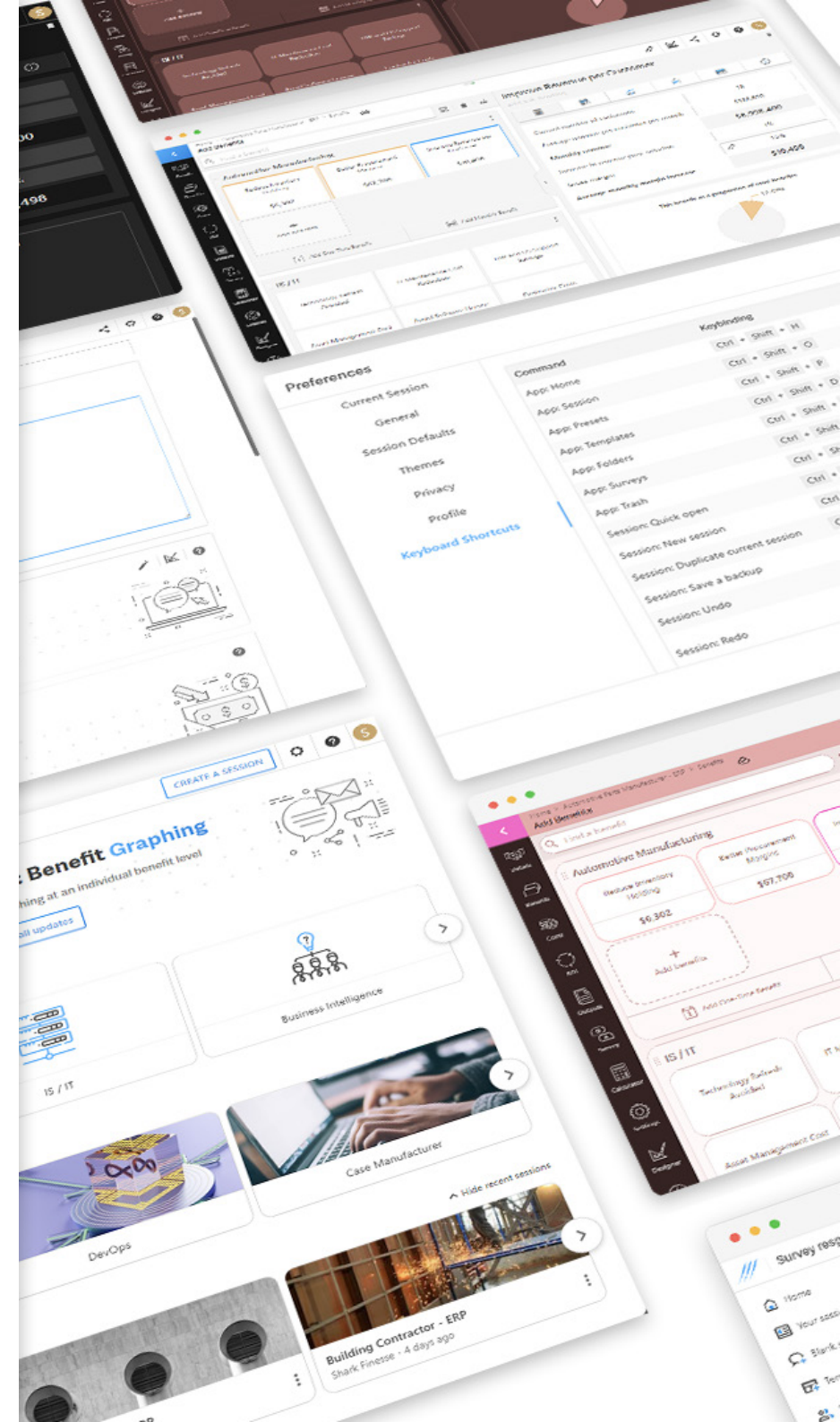
In terms of why somebody might want to look at Shark, I think it's when you've got many opportunities that you're considering. Everyone has limited time and limited resources and you're trying to decide one thing versus the next. That's where I found the value. And I'd suggest anybody that has a similar problem would benefit from Shark for sure.

Who are Shark Finesse?

At Shark Finesse we have developed an enterprise-grade cloud application to help businesses standardise and simplify their value engagements across the entire customer journey.

Shark, a business value engagement platform used by 1000's of customer-facing teams globally (e.g. pre-sales, sales, value teams, and customer success) is easy to use, intuitive and usable directly with the customer to negotiate the likely business returns from investing in a solution.

By adopting the Shark approach you will fundamentally transform conversations with new and existing customers, close more business, and differentiate from the competition.





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