



## Company Profile

PIM Savvy, Inc. is a Seattle based management consulting company that specializes in helping the public sector launch important initiatives involving change, including the human side of change, and community engagement

## CONTACT INFORMATION

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Located in Seattle, WA

## LICENSES & REGISTRATIONS

Washington State UBI: 604 125 346

DUNS: 081099303

CAGE: 843Y2

## NAICS CODES

541611: Administrative Management and General Management Consulting Services

541618: Other Management Consulting Services

611430: Professional and Management Development Training

611710: Educational Support Services

## CERTIFICATIONS

WA State: Woman-Owned Business Enterprise (WBE) #W2F0025694

WA State: Disadvantaged Business Enterprise (DBE) #D2F0025694

PMP Number: 2244074

Prosci Certification

## OUR CAPABILITIES

### Project Management & Process Improvement

On each project we use Lean principles, methods and thinking, and a solid understanding of process management to help our clients get the job done on time and on budget. **For Sound Transit, we coordinated a global team of content experts to produce an e-learning series to support six internal departments including Safety, Quality, and Information Security.** Our team helps clients set and stick to realistic expectations and builds trust throughout the organization.

### Change Management

On each engagement, we carry out change management strategies and plans that maximize employee adoption and usage and minimize resistance. **For Lake Washington Institute of Technology and Everett Community College, we coordinated current/future state process mapping and change impact analyses to help prepare departments at each college for the launch of an Enterprise Resource Planning (ERP) tool that will be used by students, faculty, and staff.** Using our disciplined problem-solving skills, we not only guide our clients through the change process, but we help them thrive through it and achieve desired results.

### Organizational Development

We are highly skilled in leading clients through a process to design and align their vision prior to action planning. **For King County, we coordinated focus groups, coaching and assessments to drive organizational transformation for the roll-out of program management.** We have a demonstrated ability to influence and engage stakeholders effectively, overcome barriers to change, and identify the root cause of resistance. When people feel included and engaged, they are open to participating in conversations and clients get much better results. Our methodology includes assessments, stakeholder interviews, focus groups, surveys, evaluations, and organizational quality management.

### Community Engagement

The PIM Savvy team specializes in promoting government initiatives so programs, knowledge and opportunities can more effectively reach the people who need them most. **For instance, we've recently been hired by Washington State Department of Labor & Industries to do small business outreach by providing on-going resources and L&I related information and compliance assistance.** With each client, we develop a tailored engagement process based on the type of information required and the geographic reach. From direct engagement via phone to educational workshops and informative online content, we use modern strategies to inspire engagement in government programs.



## Clients & Previous Work

### SOUND TRANSIT

2019

Researched business needs and coordinated the work effort for over six Sound Transit departments to develop high quality e-learning training programs to create greater efficiencies and cost savings by moving to on-demand training.

- *“PIM Savvy provided 12 months of outstanding project management organization and skills and was Ideeon’s Seattle-based subcontractor for the Sound Transit E-Learning project. This engagement entailed the creation and roll-out of six different E-Learning courses on topics ranging from Safety, Procurement Integrity and Communications. Projects were overlapping and there were timelines that had to be effectively managed to meet deadlines. I was impressed with the breadth of knowledge and experience provided by PIM Savvy. The firm demonstrated a solid understanding of the disciplines within the Learning development process and brought a unique set of skills, an effective style and helped the teams work effectively together through excellence in communication. Each department was effectively walked through the steps to ensure their respective E-Learning projects were launched successfully.”*

–Shankar K., COO, Ideeon, Inc.

### WASHINGTON STATE COMMUNITY AND TECHNICAL COLLEGES

2020-2021

Planned and performed change impact analyses for the colleges’ departments (Financial Aid, Student Accounts, Accounting etc.). Mapped out current state and future state maps for over 60 processes and provided training services. Assisted each college to prepare for launching ctLink, a centralized system for faculty, staff and students to use for college business. Helped to define responsibilities and create a network of internal Change Champions to advocate for and promote the change from within.

- *“April Matsui/PIM Savvy provided excellent change management services for three recent high profile software system implementation projects. PIM Savvy’s mastery of process consulting, change management and training skills brought tremendous value helping diverse teams prepare for the transition to the new software system. April exudes leadership, drive and initiation and has an innate ability to connect with clients and help teams deliver quality results.”*

–Judy W., MC2 Consulting

### KING COUNTY

2021-2022

Through coaching, assessments and team building activities, we helped to drive a successful pilot for roll-out of program management and build a foundation for the next program cohorts. Designed collaborative exercises to help program teams share ideas and promote camaraderie. Responsible for planning and facilitating focus groups and lessons learned interviews. Provided organizational development expertise and project management professional services to keep deliverables on track.

- *“My firm has partnered with April (PIM Savvy) on multiple projects and we really appreciate her many contributions to our team. She is always looking out for our clients’ best interests, she keeps an extensive and ever-growing OCM toolkit, and she consistently adds value. April is a pleasure to work with, and it’s been an excellent experience having her involved with our projects.”*

–Edward B., Partner, Onit Management Consulting

### WASHINGTON STATE DEPARTMENT OF LABOR & INDUSTRIES

2021-PRESENT

Provide small business outreach and ongoing information and resources to employers throughout the state to educate on L&I-related information and compliance assistance. We are providing a variety of outreach activities including phone calls, social media content development, and workshops.