



Example Business Case

Manager Name	J Bloggs	Date	15th June 2020
Job Title	Commercial Team Leader		
Proposal	<p>Don't underestimate the cost. If you need to seek further approval due to going over budget it will slow down your process.</p>	<p>To implement a permanent flexible working arrangement within the team of 8 commercial account handlers as follows:</p> <ul style="list-style-type: none"> 2 team members in office each day 6 team members working from home 	
Cost		£2,000 for home equipment (4 x desks, 5 x chairs)	<p>Keep it concise, use bullet points & list the most important points first.</p>
Business Case	<p>Use data (eg. survey results or system reports) to back up your recommendation.</p>	<ul style="list-style-type: none"> Increase in team productivity whilst working from home (average of X renewals completed per day in April compared to X in February). Reduces need for PPE & accompanying cost, will enable easier social distancing within the office. Feedback from staff survey indicated a majority preference to continue working from home (with exception of 2 staff members who will continue to work from the office). Client survey indicated no reduction in customer service whilst working from home. Will enable retention of key, experienced employees in team. Low-cost benefit. Increase in team morale. 	
Risks	<p>If including a 'risks' section, it is helpful to suggest ways in which the risks can be mitigated.</p>	<ul style="list-style-type: none"> Risk of productivity dropping when permanent home-working implemented – propose to implement as a fixed-term contract change for 6 months to be reviewed at end of period. Additional performance measures to also be implemented. Risk of isolation – propose to manage this risk by scheduling weekly team meetings, daily check-ins, weekly pulse surveys & face-to-face team meeting in large conference room once per month (if possible with social distancing guidelines). 	