CUSTOMER CASE STUDIES

How TK Elevator Used Conductor to Execute a Multi-Year Strategic Transformation

How TK Elevator governed a multi-year strategic transformation across 35 geographies on Conductor — standardizing execution, connecting initiatives to P&L, and giving leadership and PE sponsors real-time visibility.

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THE PROGRAM AT A GLANCE

215 collaborators across the global program.	**225** projects governed on a single platform.	**30** strategic initiatives tracked to P&L.	**35** geographies on one operating model.

Background

TK Elevator operates across a global network of businesses and geographies, making consistency in transformation governance critical to delivering a large-scale EBITDA improvement program.

The organization set out to establish a structured approach to managing the transformation, measuring financial performance, and ensuring initiatives translated into measurable EBITDA outcomes across 35 geographies.

THE CHALLENGE

When reporting outweighs execution

The scale and geographic complexity of the program created significant reporting and governance challenges.

BEFORE CONDUCTOR Reporting outweighs execution	WITH CONDUCTOR One governance model
– Roughly a quarter of program effort went into reporting, reconciling data across disconnected systems.	– One governance model across 35 geographies — standardized stage gates, risks, milestones, and approvals.
– Governance varied by region — no standardized stage gates, risk management, or approval processes.	– Reporting built in, so teams could focus on execution instead of reconciliation.
– Initiatives could be tracked, but proving their contribution to EBITDA was difficult.	– Initiatives connected to P&L, making EBITDA impact provable.

THE SOLUTION

Implementing Conductor

TK Elevator implemented **Conductor** as its strategy execution platform to establish a common governance model across the transformation.

GO-LIVE IN FIVE WEEKS (APRIL 2023)	Localized stage gate workflows were deployed across 35 regions, with standardized risk management, milestone tracking, and multi-role approvals creating a consistent approach to governing the program.
EBITDA MEASUREMENT EMBEDDED INTO REPORTING	Financial performance could be connected to the initiatives responsible for delivering it, while dashboards and automated reporting gave Cinven and Advent International greater visibility into progress and benefits.
ONE PLATFORM FOR THE WHOLE PROGRAM	Conductor ultimately became the system supporting 215 collaborators, 225 projects, and 30 strategic initiatives across the transformation.

> For TKE, Conductor has been a huge value add because of its intuitive user experience and high level of customization enabled by close collaboration with their team. Additionally, its powerful reporting and financial aggregation capabilities are perfectly tailored to our transformation needs.
>
> **Rebecca Stratmann**
> Transformation Manager, TK Elevator

THE RESULTS

What TK Elevator achieved

By standardizing governance and connecting execution to financial outcomes — with real-time visibility for PE sponsors — TK Elevator delivered at scale:

THE IMPACT

215	225	35	30
collaborators across the global program.	projects governed on one platform.	regional workflows standardized.	strategic initiatives tracked to P&L.

IN SUMMARY

Conclusion

A strategic transformation only creates lasting value when its progress and financial impact can be measured and governed consistently.

By standardizing execution across 35 geographies and connecting strategic initiatives to P&L outcomes, TK Elevator established a repeatable model for managing and measuring EBITDA improvement at scale.

READ ONLINE

Read this article on our website

getconductor.com/resources/how-tk-elevator-used-conductor-to-execute-a-multi-year-strategic-transformation

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