

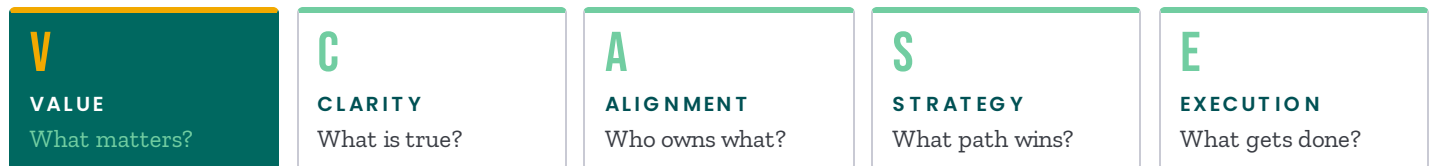
CASE

From Truth to Value

Value at the center. Truth in the process. Standards in the work.

Better decisions, faster, together.

Value rarely leaks out of a benefits program all at once. It slips away in the seams: unclear objectives, assumptions treated as facts, nobody clearly owning the call, loops that never close. **CASE is how The Mahoney Group closes those seams.** Every piece of client work stays visible, owned, and finished, with your outcomes at the center of each decision.



Five questions. One language. Simple enough to remember. Rigorous enough for your hardest problem.

01

How we run the work

INSIDE OUR TEAM

- Every engagement has a named **Captain** who protects the process and a **Decision Owner** who is accountable for the call. Authority is never ambiguous.
- We separate facts, assumptions, and unknowns before anyone commits. Admitting what we do not know yet is part of the job.
- Options come before preference. Preserve, renegotiate, or go to market, each weighed on value, risk, feasibility, and timing.
- Work is not done when it ships. It is done when it meets the success measure we set at the start.

02

How we work with you

AT YOUR TABLE

- We come to consequential meetings briefed: a value target, a working hypothesis, and a list of what we still need to learn from you. Then we test it with you instead of pitching at you.
- If something in your data is wrong, you hear it from us first. Early signals beat comfortable silence.
- Meetings end with the loop closed. You leave knowing the decision, the owner, the success measure, the deadline, and the follow-up date.
- Afterward we debrief for **the Delta**: what we learned, and what changes in the plan because of it.

03

How you can use it

IN YOUR OPERATIONS

- Work any problem through the five questions: a vendor decision, a committee debate, a renewal that turned messy. They work on a whiteboard; no software required.
- Name a captain for cross-functional work. The person guarding the process does not have to be the decision-maker.
- Ask for a success measure instead of a status. "Report sent" tells you less than "what will tell us this worked?"
- Close every meeting with the **CASE Close** below. Ask us to walk your team through it.

THE CASE CLOSE

The meeting isn't over until the loop is closed.

DECISION → **OWNER** → **SUCCESS MEASURE** → **DEADLINE** → **FOLLOW-UP**

Bring CASE to your next meeting.

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