

SERVICE & EXPERIENCE

# Scaling Operations Consultancy

Growth is exciting until the way you work stops working. We help organisations scale without losing what made them good in the first place.



PURPOSE & DIRECTION

STRUCTURE & OPERATIONS

PEOPLE & CAPABILITY

SERVICE & EXPERIENCE

CONTEXT

# You're growing and you want to do it well. We help you scale in a way that keeps what's good and fixes what's holding you back.

Every growing organisation reaches a point where the way things work stops working. The informal communication that connected everyone breaks down as the team grows. The decision-making that was fast when there were twenty people becomes a bottleneck at fifty. The culture that attracted people starts to dilute. The quality that built your reputation starts to slip.

This is not a failure. It is a natural consequence of growth. The approaches that work for a small organisation do not scale automatically - they need to be deliberately redesigned for the organisation you are becoming, not the one you used to be.

## We help organisations where...

You're growing, and you want that growth to make the organisation stronger - not just bigger.

### You want the things that make you good to scale with you

We help you build the operational foundations to grow without losing what matters

### You want your culture to deepen as you grow, not thin out

We help you deliberately design culture into the new way of working

### You want new people to feel the same connection as the people who built this

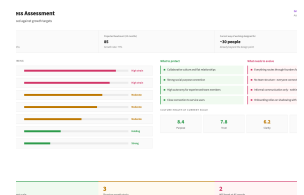
We help you make your practices and values visible enough to scale

### You want each stage of growth to feel ready, not overwhelming

We help you build capacity ahead of demand - so growth feels exciting, not exhausting

## Why scaling means redesigning how you work, not just doing more

When an organisation grows, everything changes - not just the size. The communication patterns, the decision-making habits, the team dynamics, the operational rhythms, and the culture all need to evolve together. Growth is not just about adding capacity. It is about redesigning how the whole system works for the organisation you are becoming.



# Four connected areas of work

Every scaling journey is different - different pace, different stage, different pressures. But our scaling operations consultancy typically moves through four connected areas - understanding how the current system works and where it is straining, designing the foundations for the organisation you are growing into, implementing the transition, and building the capability to keep adapting as growth continues.

**01 Understand**

Growth creates strain in predictable places - but the specifics vary for every organisation. Where are decisions getting stuck? Where is communication breaking down? Where is quality slipping? Where are good people getting frustrated? The answers tell you what needs to change and what needs to be preserved.

*A clear picture of the organisation at its current scale - what is working, what is straining, and what needs to evolve for the next stage of growth.*

**02 Co-design**

Scaling well means designing for the organisation you are becoming, not patching the one you have. The communication patterns, team structures, operational processes, and leadership practices that serve you at twenty people are not the same ones that will serve you at fifty or a hundred.

*Operational foundations designed for your next stage of growth - preserving what matters while building what is needed.*

**03 Implement**

Scaling is a transition, not a switch. New ways of working need to be introduced while the organisation continues to deliver. Teams need to adapt to new patterns while still doing their jobs. The pace needs to be fast enough to keep up with growth but careful enough not to break what works.

*A smooth transition to the next stage - with growth supported by new foundations, not undermined by them.*

**04 Build capability**

If your organisation is growing, scaling is not a one-off challenge. It is a continuous one. The foundations you build now will need evolving again as you grow further. The goal is to build the internal capability to keep redesigning how you work as you grow - so you are never again caught out by your own success.

*An organisation that scales well - not just this time, but every time. Because the capability to evolve the way it works is built into how it operates.*

74% of start-ups fail due to premature scaling *Startup Genome*

65% of fast-growth companies say culture dilution is their biggest concern *Deloitte*

3x more likely to sustain growth with deliberate operational investment *McKinsey*

50% of growing organisations restructure within 2 years of scaling *Bain*

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## OUTCOMES

# What becomes possible

Organisations we have partnered with through our scaling operations consultancy describe the moment when growth starts to feel manageable again. The strain eases. The quality returns. The culture deepens rather than dilutes. Growth goes from feeling like a threat to feeling like what it should be - an opportunity.

**Growth that feels good** Because the organisation is designed for the scale it is reaching, not fighting against it

**Culture that deepens** Because the things that matter were deliberately preserved and strengthened, not left to chance

**Quality that holds** Because the operational foundations support delivery at the new scale

**People who stay** Because the organisation still feels like a place worth being part of, even as it grows

**Readiness for what comes next** Because the capability to keep evolving is built in

*Scaling well is one of the hardest things an organisation can do. But when it is done with care - preserving what matters, building what is needed, and evolving the whole system together - growth becomes the powerful opportunity it should be.*

Ready to explore what this could look like for your organisation?



hello@mutomorro.com  
mutomorro.com

London  
86-90 Paul Street  
London EC2A 4NE

Glasgow  
15 Candleriggs Square  
Glasgow G1 1TQ

