

# ENHANCE CONSULTING



## OUR RESULTS

“Enhance’s skills have enabled us to deliver a significant improvement in our operational performance, increasing efficiency, quality and enhancing customer retention”

Paul Worsnip : CFO : LexisNexis



## OUR APPROACH

We are experienced specialists dedicated to improving business results. We accurately identify service delivery challenges. Develop strategies based on extensive experience. Present unique solutions incorporating your people, processes, technology and information. And implement results focused programmes that can be measured.

We specialise in Management Consulting and Business Process Management. Our clients benefit from this focus as they realise sustainable benefits quickly

## OUR SERVICE FRAMEWORK

- Results focused
- Comprehensive
- Modular and tailored
- Seamless

## Some of Our Customers



LIQUIDCAPITAL



Ministry of Education and Skills Development (MoESD)



## Business strategy, transformation consulting and implementation

### Our services

Enhance consulting provides a full suite of expertise and services to guide you through the full lifecycle of a major transformation initiative or through a specific step. Our services framework is modular and flexible so that projects can be tailored to your exact needs.

### What We Do

We specialise in Business Process Management and Value Optimisation, We provide the Satellite Navigation for Business Processes - Without BPM you probably will reach your destination, but the journey will take you longer, you'll find out there are a lot of dead ends out there, you will feel lost sometimes or worst of all we might have to stop and ask someone for directions.

With value Optimisation we deliver relevant, customised, and flexible approaches that provide sustainable results, based on the organisational objectives and requirements.

We create value for these businesses by doing; Analysis – Design – Implementation and Operationalising of tailored solutions, which utilise proven change management models, focusing on continual staff engagement at all levels for fuller and long-term sustainability.

### Our results

As many clients can attest, faced with the challenge of transforming a business, Enhance consultants work as true partners to produce a lasting impact on business performance. We tackle your most complex problems and produce bottom line results;

- ◆ R3m saving for Publisher in resource costs
- ◆ N\$1.5 million saved through process re-engineering for energy utility
- ◆ Up to 200% Increase in Sales Revenues
- ◆ Increased Service Delivery

[www.enhancecall.co.za](http://www.enhancecall.co.za)

Working closely with our clients, Enhance tailors our services framework to clients' specific needs and proposes innovative solutions and strategies based on industry leading practices. Enhance then offers assistance with or takes full responsibility for the implementation of the strategy and recommendations.

## Our people

Enhance consultants are a special breed—seasoned, down-to-earth implementers of business change with solid change management skills. In the end, they are the ones you will ask for by name and remembered because they helped you achieve your most successful initiatives—the initiatives that took your business in a new, stronger direction and engaged your people in the journey.

## Everything is Connected

- ◆ Contact Centres are 1,000's of moving and inter-connected parts
- ◆ The inter-relationships must be understood to make change effective
- ◆ Alignment to centre and corporate goals is essential



## Quick Facts

- ◆ Established in 2007,
- ◆ With projects in South Africa, Namibia and Botswana
- ◆ Our consultants possess 20+ years of contact centre operational and strategic leadership experience,
- ◆ Thousands of agents in Southern Africa work on Enhance designed operational models
- ◆ Vendor agnostic

## Services framework value proposition

**Comprehensive:** Supporting every stage of your business transformation

**Modular and tailored:** Configurable according to specific needs along your transformation continuum

**Seamless:** Ensuring clean hand-offs between project stages and between business and IT professionals and partners

**Results-focused:** Identifying and implementing improvement opportunities at various levels of investment and complexity

**Built for lasting impact:** Developing your staff's skills to not only sustain operational improvements, but also to leave your organization with the capability to create similar results in other projects



## CONTACT BRYAN, BERN or MADI

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