

# 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

Faced with the challenge of transforming a business, it helps to have the right business partner. We specialise in Management Consulting and Business Process Management. Enhance Consulting put an emphasis on Improved Performance and Return on Investment. Our clients benefit from this focus as they realise sustainable benefits quickly

## OUR SERVICE FRAMEWORK

- Results focused
- Comprehensive
- Modular and tailored
- Seamless

## Business strategy, transformation consulting and implementation

Offering you a breadth of expertise in transformation

### 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

- ◆ Contact Centre Strategic Assessments,
- ◆ Operational Model Development,
- ◆ Outsourcing/Offshore/In-Sourcing Assessments,
- ◆ Reduce costs/Increase sales
- ◆ Quality Listening
- ◆ Technology Selection
- ◆ Process Improvement,
- ◆ Knowledge Management,
- ◆ Site Selection
- ◆ Organization design & development,
- ◆ Best Practices
- ◆ Interim Management

## Some of Our Customers



LIQUIDCAPITAL



Ministry of Education and Skills Development (MoESD)



## 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
- ◆ Increase Customer satisfaction scores
- ◆ Benchmarking Accreditation Achievement
- Reduced Resource Costs

[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

Contact us on 011 794 5113 or Bryan 084 264

1995 or Bern 084 250 9988 or Madi 078 750 2785

[bryan@enhancecall.co.za](mailto:bryan@enhancecall.co.za) or

[bern@enhancecall.co.za](mailto:bern@enhancecall.co.za) or

[madi@enhancecall.co.za](mailto:madi@enhancecall.co.za)

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