

# consulting operational consulting

expertise in specific operational areas to help you meet your business goals by optimising existing and making new people, process and technology investments

QPC's Operational consulting service is designed to help you meet your service, cost and sales objectives through people, process and technology changes to specific operational areas within your business.

Our operational consulting services team has many years experience of implementing change within contact centres and customer service environments. They are able to make sure that new and existing people, process and technology provision is aligned to meet your business goals before, during and after implementation.

Operational consulting is intended for those who want advice about how to improve particular operational areas within their organisation such as quality monitoring, automated service, workforce management and training, or a combination of these.

If you have questions about how to achieve strategic objectives through larger changes such as setting up new contact centres, site consolidation, outsourcing and virtualisation QPC also offers Strategy Realisation Consulting. This service will help you turn strategy into action and optimise your contact handling enterprise to meet your strategic objectives.

## Operational Consulting

How we work with you on your project is up to you but typically we will help in a number of ways:

- Meeting business objectives: we can recommend changes to operational areas to help you meet the specific business objectives. For example we may recommend changes to IVR and routing rules to reduce internal transfers and meet your first contact resolution objective. You can either choose the business objectives and operational areas

### business objectives



### operational change areas

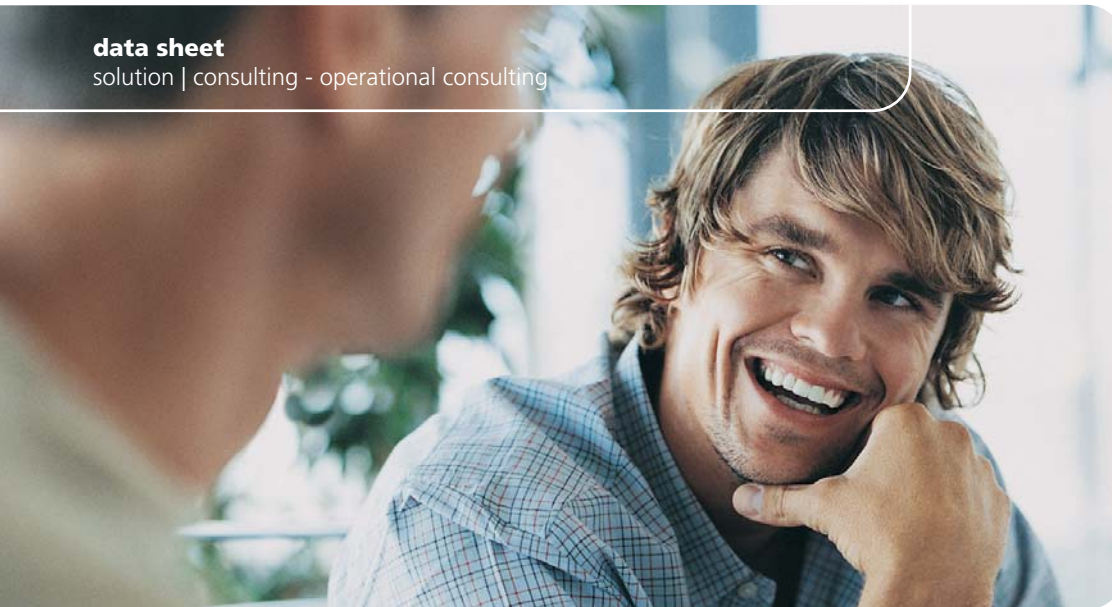
Operational Consulting will align operational areas with your business objectives through people, process and technology changes

yourself or we can help you find out which areas to concentrate on through a review and benchmarking exercise.

- Review and benchmarking: we will help you to understand your current operation better through a thorough qualitative and quantitative review of both the service you provide for your customers and the people, process and technology that delivers it. Using experience and benchmarking data drawn from across a broad range of operations and vertical markets we will help you identify which business objectives you should be concentrating on and the operational areas that will help improve these.
- Recommending change: having identified business goals and operational areas with scope for improvement we offer an in depth analysis of how to change people, processes and technology within these areas to meet the set goals. This analysis not only provides a step by step list of changes and how to go about making these but also a comprehensive return on investment (ROI) case for the project. The change recommendation exercise can also help you

## Operational Consulting benefits

- Improve service and reduce operating costs
- Align operational areas to meet your business objectives
- Optimise existing people, process and technology investments
- Implement industry best practices to optimise your operation
- Justify new people, process and technology investments with accurate return on investments
- Define effective operational strategy with extensive industry knowledge to drive your organisation's objectives



*'Whatever areas you want to improve, or business objectives you wish to achieve, QPC's Operational Consulting forms the point of entry for the changes needed to attain these'*

explore the cost, benefit and risk implications of a number of projects so you can compare them and make more informed decisions on where to focus your improvement efforts.

**Change engagement model**

Whatever areas you want to improve, or business objectives you wish to achieve, QPC's Operational Consulting forms the point of entry for the changes needed to attain these. The consulting programme can also stay in place throughout the change process helping you to define, gain and sustain benefits:

**Define:** questions proposed at the outset of an Operational Consulting engagement can be as broad as "how can we make our automated service better and what will the benefits be?" or as specific as "how do I improve my IVR to reduce call transfers?" Whatever the question we will help you use appropriate measurements to establish where you are currently, set realistic targets for the future, provide an outline project plan for the changes necessary and build a detailed ROI case for this.

**Gain:** our consulting service can stay with you throughout the time that changes are implemented to make sure that benefits identified at the outset are gained. During implementation it's easy to lose sight of

business goals and our objective is simply to minimise the effect that compromise decisions have on business outcomes by making sure that critical success factors are not unduly affected.

During this phase we can also offer services such as process design, systems architecture, supplier selection and project management.

**Sustain:** Operational Consulting is not only about ensuring that you quickly gain return from change programmes but also that this is sustained. This is especially important if return on investment needs to be re-couped over a long time period. Ongoing health checks make sure that solutions are continuing to provide benefits and enable you to adapt these to changing conditions that inevitably occur within the contact centre.

For more information on how our consulting services will benefit your enterprise contact us,

**call +61 (3) 9239 5600**

**Operational Consulting features**

- People, process and technology advice
- Subject matter experts with a broad range of industry and application knowledge
- Innovative consulting engagements designed to define, gain and sustain benefits
- Benchmark, simulation and modelling services to accurately predict outcomes and define benefits
- Ongoing help with project management and supplier selection during change programmes to quickly gain benefits
- Health checks after change programmes to sustain benefits over time

**QPC - customer service transformation** - consulting, workforce optimisation, training and development

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