

# consulting strategy realisation consulting

expertise to help you meet your strategic objectives by optimising existing and making new people, process and technology investments



QPC's Strategy Realisation Consulting is designed to help you meet your service, cost and sales objectives through people, process and technology changes to areas within your contact handling enterprise.

Our 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.

Realisation Consulting is intended for those who want to explore different ways to achieve their strategic objectives through macro change programmes and execute these plans successfully. Examples of Realisation Consulting include improving service through virtualisation, reducing costs through outsourcing, introducing web self service and improving sales by migrating processes to new contact centres.

If you have more specific questions about how to optimise particular operational areas QPC also provides Operational Consulting. This consulting service will help you explore the cost, service and sales implications of changes to specific operational areas such as training and development, workforce management and IVR. Optimisation Consulting can also help you implement changes recommended by the Strategy Realisation Consulting to ensure successful completion.

### Strategy Realisation Consulting

Strategy Realisation Consulting is led by Adrian Wilkinson, former head of TCC Global that was acquired by QPC recently. The new service is based on TCC's proven Elitium™ mathematical modelling software and

### strategic objectives



Realisation Consulting will align your service operation with your strategic objectives through people, process and technology changes

VIABLE™ consulting methodology which have been used successfully by many of the world's leading customer service organisations to improve their businesses.

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

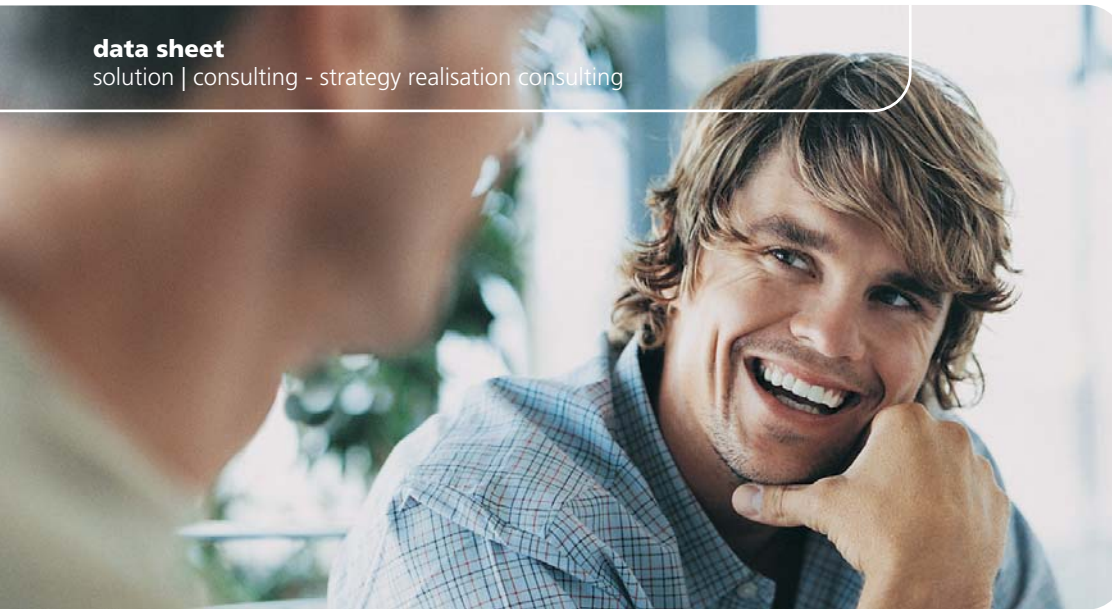
- Meeting strategic objectives: we can show you how changes that you are considering for your business will affect key strategic objectives such as cost and service to help you align your contact handling enterprise with these. To do this we use our QPC Elitium™ mathematical modelling software that will quickly build multiple scenarios for comparing return on investments (ROI). For example, to handle additional contacts for a new product you may wish to compare the risk, cost and service benefits of an outsource contract vs the introduction of an automated service platform.

Mathematical modelling will enable you to make more informed choices about your investment decisions. If you need help in identifying what strategic objectives to

### Strategy Realisation Consulting benefits

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





*'Currys' review and changes to contact handling across their organisation freed up hundreds of thousands of customer facing hours in stores, increased sales and improved customer satisfaction through better service'*

concentrate on or what areas to change we can also help with a review and benchmarking exercise.

- Review and benchmarking: we will help you to understand your current contact handling enterprise 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 strategic objectives you should be concentrating on and the operational areas that will help improve these.
- Recommending change: having identified strategic goals and areas with scope for improvement we offer a next steps summary of how to change people, processes and technologies within these areas. Using QPC Elitium™ we can also prepare a full return on investment (ROI) case so you can successfully gain support for your investment decision with a detailed financial plan.

#### **Change engagement model**

**Define:** whatever areas you want to improve, or strategic objectives you wish to achieve, QPC's Strategy Realisation 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.

**Gain:** 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. Within this phase we can also offer services such as process design, systems architecture, supplier selection and project management through Operational Consulting.

**Sustain:** Realisation 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 call,

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#### **Strategy Realisation 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**

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