

## Business Process Improvement

Consult.

Recommend.

Re-engineer.





## Overview

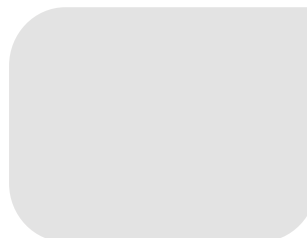
To maintain sustainable business success, senior management has a number of very significant challenges to overcome. There is constant pressure to grow revenue and profits for shareholders, customer expectations are increasingly demanding and skilled labour is difficult to attract and retain. Success in today's competitive climate depends on the ability to seize the opportunities presented and deal efficiently and effectively with change.

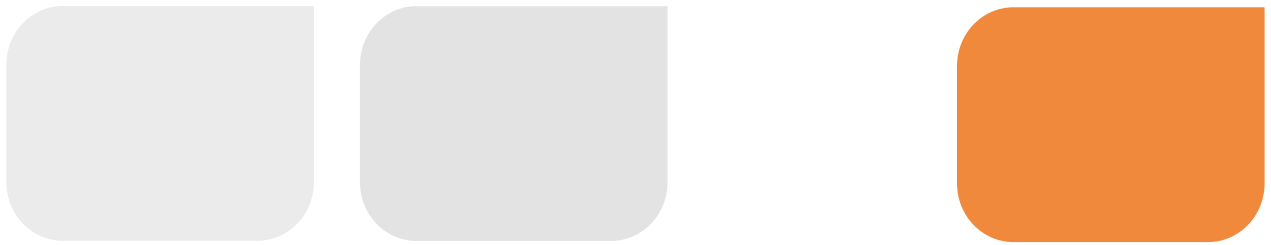
To be successful in this environment, one must take the time to re-engineer the operational processes of the organisation. By finding new ways to gain control over costs, reduce errors and improve delivery standards, managers are able to deliver on their stakeholder expectations, but time is short and managers are increasingly seeking external advice and assistance from a trusted partner.

UCMS' Business Improvement Consulting works with company managers to help them meet their goals through the design and (optional) implementation of innovative and pragmatic solutions. Our process centric methodology assists you to harness your existing staff and technology to maximum effect, eliminating rework, errors, manual handling and other inefficiencies to deliver savings directly to your bottom line.

## Services Offered

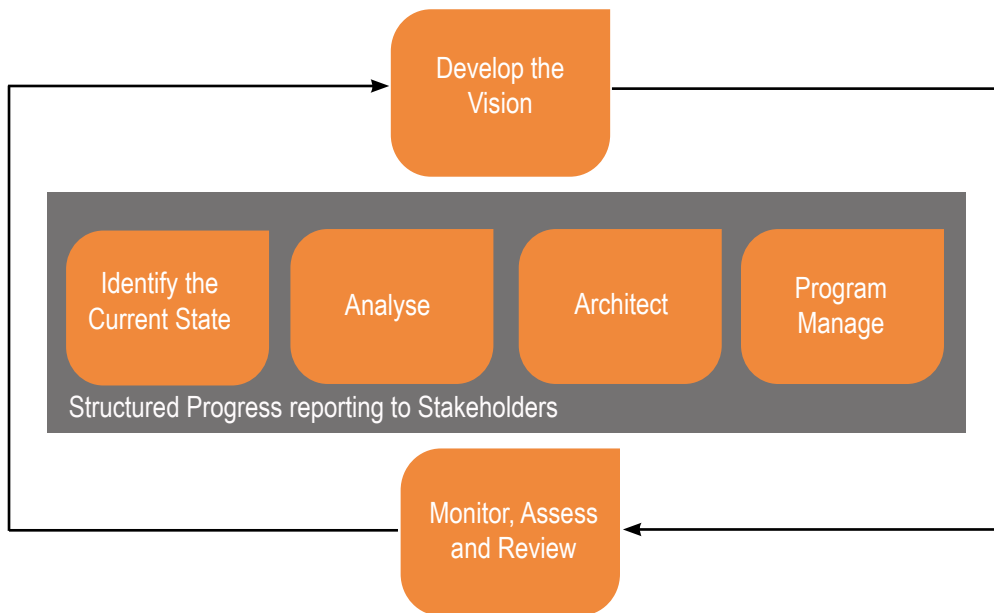
- Business Process Simplification
- Business Process Consolidation
- Customer Experience Design
- Business Process Transition Management
- Call Centre Optimisation
- Back Office Consolidation
- Workflow Management
- Workforce Performance Management





## Approach

The following diagram illustrates UCMS' Approach to Business Improvement.



UCMS takes a modular approach to identifying improvement opportunities for our clients. After initially assisting you to set the vision of what you want to achieve, we commence a data collection and process mapping phase that gives you an objective view of the current state of the operation.

This view is analysed through a series of workshops with key staff to identify problem areas (rework, backlogs and bottlenecks).

Once the analysis is complete we architect the solution that will move the operation from its current state to the desired future state, then we identify programs of work and assign project teams for implementation. A critical piece of our approach is to constantly **monitor**, **assess** and **review** progress. During the whole process, stakeholders are kept informed of progress and key findings through a series of regular update meetings and traffic light reporting.

## Business Benefits

- Step-change improvement to the customer experience
- Increased operational capacity
- Reduced unit and total cost
- Empowered people
- Visibility of process and service performance
- Reduced rework and “failure” demand
- Real business intelligence and improved decision making ability
- Clear, effective leadership

## Our Team

### Harry Henderson

Executive General Manager - UCMS Enterprise

Harry joined UCMS in August 2006, having previously established contact centres in China, Korea, Japan, Singapore and Sydney. In addition he has been involved in Business Operations globally outsourcing to India and the Czech Republic. He has been responsible for facilitating the development of a virtual Contact Centre dispersed around the globe.

Harry has been employed in the IT Services Industry, holding leadership positions with Honeywell, NCR and Sun Microsystems, and was a pioneer in retailing computers for Tandy, Apple and led Myer into computer retailing.

Harry is a former Australian Army Officer, a graduate of RMIT in Electronics, A member of the Australian Institute of Company Directors, and is a Six Sigma Black Belt.

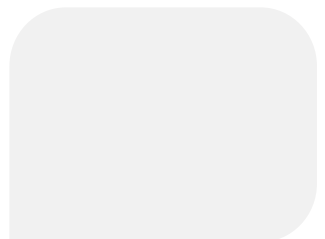
### Alan Igoe

BPI Specialist

Alan Igoe has more than 10 years' operational customer service and sales experience. Since joining UCMS in May 2000, Alan has held various team management, business analysis, solution design, and business development roles. Most recently, Alan has had responsibility for the design and development of customer management strategies and outsourced contact centre operations for companies in the telecommunications, utilities, financial services and government sectors.

The ultimate "all rounder", Alan has played an active role in the implementation and ongoing support of a number of UCMS' client success stories, providing valuable input and assistance to the UCMS operations teams, ensuring KPI achievement and identify continuous improvement opportunities.

In his role as Business Improvement Specialist, Alan works closely with all UCMS client management and ongoing delivery staff including contact centre operations, information technology, human resources, contact analysis and resources planning and quality assurance to ensure that all solutions are designed in accordance with industry best practice.



The logo for UCMS GROUP features the text "UCMS" in a grey, sans-serif font, followed by "GROUP" in an orange, sans-serif font. Above the "S" in "UCMS" is a small graphic consisting of two overlapping squares, one orange and one grey.

UCMS  
GROUP

united customer management solutions



[www.ucms.net.au](http://www.ucms.net.au)  
+61 (03) 9256 5000  
[info@ucms.net.au](mailto:info@ucms.net.au)