



U L W E M B U
Business Services

Business Process Outsourcing

We make
life better!

Outsourcing non-core business processes to Ulwembu Business Services enables our clients to focus on optimising their process performance and on growing their business.

We offer tried and tested business process outsourcing solutions that extend across the functional areas of human resources, finance and information technology.

Where there is a need for enhanced process efficiencies, our innovative approach and responsiveness equip us to deliver a best-fit solution that aligns with our client's business strategy.

We have grown our business process outsourcing services to cover:

- ▶ Co-managed outsourcing;
- ▶ Build-operate-transfer services;
- ▶ Assisted build out;
- ▶ Reserved capacity;
- ▶ Seats on demand;
- ▶ Call centre operations;
- ▶ Hosted solutions; and
- ▶ Customised operational services.

IT Service Desk Management

Ulwembu Business Services delivers IT service desk management for its clients, helping to manage their service operations and ensuring service delivery to their users against defined service levels. As a result, we form a critical point of contact between the IT users and our client's IT services function. The offering involves managing incidents and service requests, as well as IT-related communications with the client's users. The managed service applies leading industry standards and can be applied to multi-vendor environments.

Deliverables

Continuous process improvement is a fundamental part of our offering that stems from our strategic capacity, operational and technical expertise, and our innovation. We're responsive and eager to meet the demands of our clients' businesses, providing them with:

- ▶ Insight into business processes in both the public and private domains;
- ▶ Real-time reporting;
- ▶ Increased process efficiency and productivity;
- ▶ Improved process quality, process consistency and compliance;
- ▶ Cost reduction;
- ▶ Best practices and quality management;
- ▶ Leading technologies with quality reporting on process performance;
- ▶ Approachable and friendly team members that are area specialists; and
- ▶ Cost-effective service delivery.

Focusing on
continuous
improvement,
efficiencies
and compliance



Our business process outsourcing team

Our team comprises process and workforce management (WFM) architects and analysts; management information systems (MIS) managers and analysts; quality assurance staff, technical support staff, qualified MCSE resources, as well as experienced operations managers who have proven track records in overseeing our high-performing teams.

Our diverse skills set helps to ensure the success of full and partial business process outsourcing projects.

Delivering value to business and communities

With Ulwembu Business Services, ease of engagement is part of our company philosophy. We challenge the traditional way of operating and apply our experience and expertise to extract greater value from organisational processes.

Our company is committed to our clients' vision and delivers creative responses to the challenges that they are facing. As we foster trusting relationships with our clients, we become part of the team that drives their success by designing processes that save money, increase efficiencies and enhance their capacity for service delivery.

We protect our clients' best interests by implementing processes that support better business, better communities and a better country.

Key partners

As a management consultant, we apply our expertise in advising and selecting the most appropriate BPO and contact centre technologies from renowned vendors that are best suited to the client's needs. These may include, but are not limited to Microsoft, Oracle, SAP, Cisco, Genesys as well as custom development to best suit our clients' requirements.



About Ulwembu Business Services

Ulwembu Business Services is a black-owned management consulting and information and communication technology services company that facilitates the transformation of private and public enterprises to optimised, digitised organisations.

We offer integrated, strategic corporate services and client-specific business solutions that leverage technology, people and processes to enable sustainable value creation.

Black Economic Empowerment

Ulwembu Business Services is a black owned and black managed South African company that is passionate about our country's development. The company's empowerment status has been verified as a Level One Contributor with 135% procurement recognition in an independent audit by Infocomm.

Our solutions are powered by our technology partners

Technology is an enabler of transformation. Our solutions are customised according to the specific requirements of our clients, and depend on their size, the type of project, as well as their specific challenges and business objectives. As a management consultant, we apply our expertise in advising and selecting the most appropriate technologies from renowned vendors that are best suited to the client's needs.

**Wholly-owned Ulwembu
Business Services companies:**



BRIDGING DIGITAL DIVIDE



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