



U L W E M B U
Business Services

Business Solutions

Optimising enterprise information

In this digital age, data needs to be at the centre of every management decision. Our Business Solutions team helps to transform our clients' business from traditional to digitised – where accurate data influences the way they manage their business.

We customise and integrate applications and data to enhance our clients' data processing and to achieve a higher level of workflow automation. As a result, we're able to provide deeper insight into performance across business functions.

Our Business Solutions focus on three core areas:

Business Process Management

Business Process Management (BPM) provides enterprise flexibility, optimises the processing time within a client's operations, saves costs and increases the efficiency of business operations. This is achieved by mapping business processes, outsourcing and automating processes. The outsourcing of business processes extends from call centre operations to hosted solutions.

Our strength in BPM and business process outsourcing leads to process streamlining and simplification. We apply our expertise in process architecture, process analysis and systems analysis to re-design processes that are in line with the ever-changing needs of our clients.

Customer Relationship Management

The main components of Customer Relationship Management (CRM) are people, processes and technologies that combined help to develop a deeper understanding of customers. Ulwembu Business Services helps clients build long-term, mutually beneficial relationships with their customers using a CRM solution that is scalable and that considers service strategy and design, people management, and operations management.

Service strategy and design. We provide customer and organisational assessment services to determine the service operation structure, the interaction channels as well as a high level process flow. Once defined, our solutions experts apply their skills in operations design, service strategy, customer journey management and service channels to map the route to achieving consistent quality service levels.

People management. We assist our clients in building high performance service operations by equipping staff with soft skills and providing leadership support that is aimed at customer centricity. Our team members are experts in performance management, leader coaching, performance management, reward and recognition, and offer customer service soft skills training to achieve higher, more effective levels of people management.

Operations management. We help to define and support the business practices required to achieve effective and efficient service delivery. This involves planning and quality management across the areas of workforce management, management information systems and reporting, knowledge management, site strategy and maintenance, as well as risk and compliance management.

Business Intelligence

The heightened demand for instant aggregated information is changing the business landscape. Reliable and timeous information is becoming the key to making the best decisions within organisations.

Our Business Intelligence (BI) services include data and information strategy; data warehousing; analytical applications; and corporate reporting solutions including the design and implementation of organisational dashboards using our expertise in data

Key partners

- | | |
|----------------------|----------------|
| ▶ ARIS | ▶ Nice |
| ▶ Avaya | ▶ Oracle |
| ▶ Genesys | ▶ PowerBI |
| ▶ IBM | ▶ SAP |
| ▶ Mashzone | ▶ SaS Software |
| ▶ Microsoft Dynamics | ▶ YellowFin |

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.

Contact us

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Our value: We're committed to keeping our clients informed about their business



Full view

We help our clients to extend the value of enterprise data by providing a single view of the business and a deeper understanding of performance drivers.



Smarter decisions

We use reporting, dashboards and data analysis to enable better insight, reinforce accuracy and support clients in making informed, more confident business decisions.



Deeper customer understanding

Our clients leverage their customer data to enhance their customer experience and heighten their own service delivery.



Performance management

Our business solutions drive profitable growth for our clients and apply predictive analytics to optimise business outcomes.



Reduced costs

More enhanced processes and workforce productivity eliminates bottlenecks, trims cost structures related to execution, and creates efficiencies.



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