

SHARED SERVICE CONTACT CENTRE

Improve Service Delivery...Increase Productivity

Shared Services enables organisations to consolidate functions, processes and resources, which were previously spread across business units or legal entities, into a strategic platform, to provide defined services to internal or external customers with a specified quality for a competitive price.

However, Shared Service Organisations are often plagued by Poor Quality of Service, Lack of Control and Accountability and Slow Response Times.



Our Solution

CONSNET's Shared Service Contact Centre, delivered on SAP's CRM platform, enables organizations to **quickly establish a Contact Centre** which:

- **Provides A Single Point of Contact** for Shared Services
- **Enables Management and Control** of Service Delivery
- **Increases the Speed of Processing Requests, Queries and Cases**

Control and Accountability

Consnet Shared Service Contact Centre (SSCC) provides full Case Management and Service Level management, which enables your Shared Service Organisation to identify and manage:

- Business Process Bottlenecks
- Non-performing employees and departments
- Volumes and Types of Request received

The Consnet SSCC acts as the front door through which all interactions are channelled. Once in the system, these **requests, queries or cases can be tracked, managed and completed** on time. The system includes the following features:

- **Case Management** - Allows agents to open, edit, and close requests, queries and cases.
- **Service Level Management** - Defines different service levels, such as ensured response times or service hours
- **Escalation Management** - Monitors service levels and triggers escalation
- **Auto Acknowledge & Auto Response** - Automatically sends an e-mail to acknowledge the customer's request and/or provides an automatic response e-mail generated based on the content of request
- **Multi-level Categorization** - Uses predefined codes to help qualify problems, requests, reasons, tasks, etc. These are used in reporting, routing and escalation
- **Interaction Record** - Logs customer interactions across all channels and scenarios.

consnet SSCC

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Leverage your existing SAP infrastructure

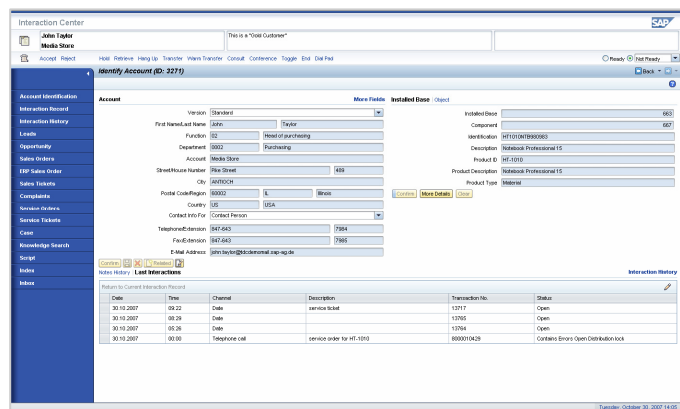
The Consnet Shared Service Contact Centre enables the seamless Integration to your existing HR and Accounts Payable in SAP ERP Systems by providing:

- **Employee and Vendor Identification**
- 360° view of **Interaction History** with Vendor or Employee, including **Purchase Orders** or **Vendor Invoices**
- Direct access any **HR or Vendor Information** in **SAP ERP**
- Processing of **FI or HR work items**

SAP CRM is built on the powerful NetWeaver platform, which **greatly reduces integration and support costs** when compared to the competition.

Simplified User Interface

SAP CRM's User Interface was built with **usability in mind**. And in a Contact Centre **usability means speed**. The browser based interface is **radically different from SAPGui** and allows for **personalization, drag-and-drop and easy customizing**. Adding or removing fields, rearranging screen sequences is a breeze, and all of these enables you to **save those critical seconds off your average interaction time**.



Multichannel Integration¹

The Shared Service Contact Centre **unifies all communication channels** and enables the efficient processing of phone calls, e-mails, faxes and web requests from a central point. The solution also provides the platform for delivering the following **self-service applications** that reduces time required by employees for servicing request. The following functions are possible:

- **Multichannel Integration** to enable handling of Phone, Fax, E-mail and SMS interactions
- Interfaces to your existing Interactive Voice Response(IVR) System to provide self service **voice applications**(e.g. Leave Balance Enquiry or Invoice Payment Date) that will provide basic information to employees and vendors over the phone
- **Automated SMS** requests for Information
- **Web Based Query Logging** and Monitoring

¹ Provided SAP BCM and/or suitable 3rd Party Contact Centre Infrastructure is installed

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Implementation by Consnet

Shared Services Contact Centre is implemented on a scenario specific basis to deliver the **maximum value in the shortest possible time.**

On average the proposed solution will include **3 months implementation and 1 month support.** The phases are as follows:

- **Blueprint** – Involves the validation of requirements against the predefined solution and limited adjustment to customer specific needs.
- **Implementation** - Activation, Adjusting, Integration and Testing of the solution according to your organization's specific requirements
- **Training and Preparation** – Training of your Contact Centre Agents to use the system and deployment within your productive environment
- **Go-live and Support** – Ensuring that you receive maximum benefit from the Shared Service Centre

Consnet is SAP South Africa's special expertise partner for CRM and has already implemented successful Shared Service Contact Centres at **AngloPlatinum** and **Sasol Secunda Shared Services.**

Next Steps

We would like to invite you to a **meeting with Consnet's CRM experts**, where we can work with you to understand your requirements and how our solution can add value to your Shared Services Organization.

As part of this initiative Consnet will offer **2-3 days On-site Business Consulting at no charge** to conduct meetings and workshops in order to perform a requirement's verification and develop a detailed proposal on how this solution can fit your business.

To start the process of **improving service delivery and increasing productivity** in your Shared Services Organisation, please contact:

Dion Kalicharan

Tel: 082 783 9388

E-mail: solutions@consnet.co.za

Johan van Zijl

Tel: 082 589 6072



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