

Company profile | 2023.

Accelerating your business through change

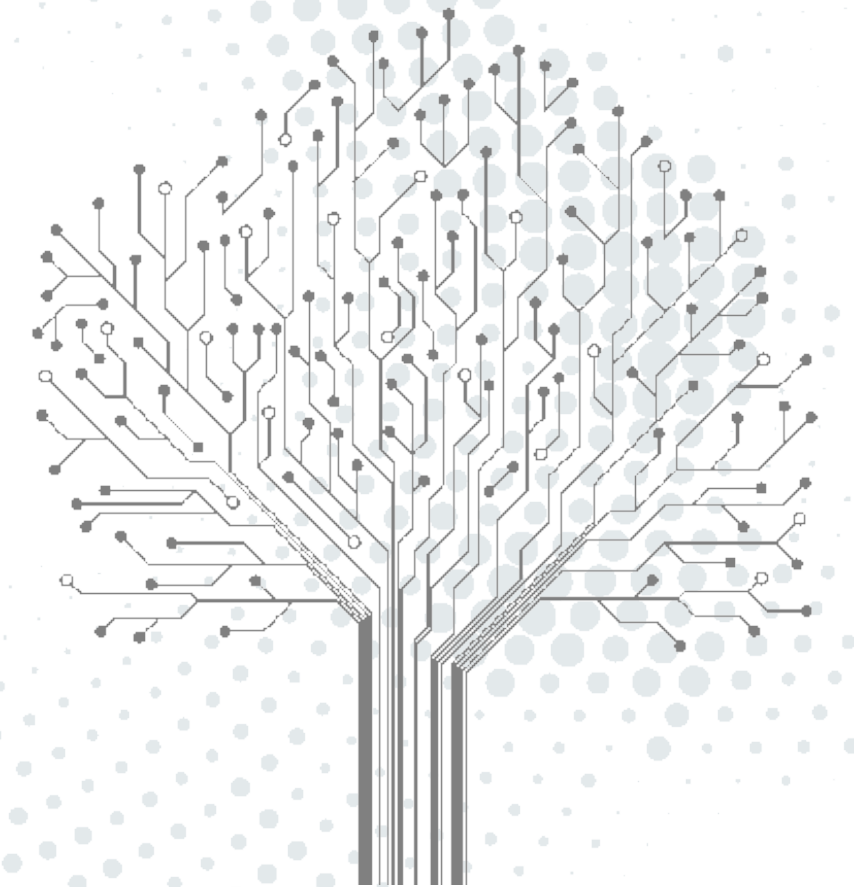
Paladin

Company overview.

Paladin Consulting is a niche consulting company focused on the local and international Global Business Services Sector since 2003. Over the past 18 years our management consultants and strategists have worked in industries including: Corporate Education; Sports, FMCG, Financial Services, IT, Transport, and across numerous other industry verticals in the Global Business Services Sector. Our predominant focus has been in operational performance optimization and skills development.

Since inception, Paladin Consulting has been extensively involved in the formulation, implementation and review of various aspects of the South African GBS strategy thereby gaining exposure to and experience in the many strategic and functional aspects of this industry. During this time our consultancy has: benchmarked industry and company performance; developed market entry strategies for new entrants to the GBS Sector; conducted feasibility studies and due diligence exercises on behalf of local and international clients; managed large RFI / RFP processes for outsourcing / offshoring; defined and implemented performance improvement projects across multi-channel environments; designed business operating models and structures; designed and implemented industry skills strategies and curricula, and rolled out large scale skills development programmes across the country.

The company has worked closely with Harambee Youth Employment Accelerator and the National Department of Trade, Industry and Competition to drive a growth strategy for the GBS sector to create hundreds of thousands of new jobs, mostly for unemployed youth, to re-skill and upskill the GBS workforce, and to mobilise South African companies to participate and contribute to transforming the GBS sector and ensuring it makes a significant social and economic impact in the country and contributes to a better society.



GBS experience - highlights.

- Delivered the CSP Detailed Analysis Report: Research study into the BPO&O Contact Centre Sector in South Africa: November 2004.
- Participated in the formulation of the Sector Development Strategy: Business Process Outsourcing and Off-Shoring: which was signed off by the dti EXBO in 2005.
- Conducted detailed feasibility studies and business cases for international companies seeking to locate in RSA.
- Developed scorecards for location and capability assessments for BPO&O.
- Conducted technical review of the 2nd Economy Programme for the BPO& O Sector, on behalf of the Business Trust.
- Conducted RFI / RFP process on behalf of leading corporates for the outsourcing of their Call Centres – designed and conducted technical and commercial evaluation, assessing responses from top providers in the country.
- Conducted an Independent Technical and Market Review for a Call Centre business case for the Kwa-Zulu Natal Growth Fund.
- Participated in the dti Investment Promotion trip to USA in March 2007: to promote BPO&O.
- Travelled to UK, Egypt, Western Europe, USA, East Africa to research and promote BPO&O.
- Managed the implementation of the Monyetla Work Readiness Programme™, on behalf of the dti; this involved engaging with 70 of the leading captive and 3rd party outsources across the country, working with most of the key training providers and staffing companies, and training 6,500 unemployed youth to enter the sector with employment.
- Provided expert input to the evaluation of the dti incentive scheme for the BPO Sector.
- Formulated the BPO Virtual Skills Academy Model for BPeSA.
- Managing the implementation of the BPO Skills strategy in the Western Cape on behalf of BPeSA.
- Providing SME input to the latest review of the dti Sector Development Strategy for BPO&O.
- Leading BPeSA in marketing and investment promotion trips to the UK, Australia, the USA, India and Rwanda; establishing new partner networks in South Africa and offshore to enhance the growth of the GBS Sector; formulating a supply side strategy and implementing it to re-skill and upskill the GBS workforce for the future; building BPeSA into a credible industry body and menagingful role player in the South Africa economy.



- Co-authored a concept solution, specified business requirements, designed and solutioned a future skills platform for the GBS, Digital and ICT Sectors to address upskilling, cross-skilling and future-skilling requirements from 2020/21-2030.
- Currently implementing the BPESA Future Skills Platform with core responsibilities including Program Director, Program Manager, Demand Stimulation Lead and Platform Manager.

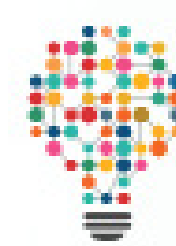
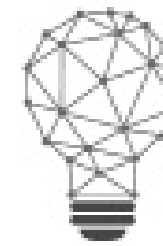
Business performance consulting experience - highlights •

- Accredited three companies in the FMCG Sector to the ISO 9001 Certification scheme.
- Participated in the re-engineering of Absa bank's commercial and retail credit function.
- Programme managed the design, build and implementation of a Single Customer Front End Solution at FNB Contact Centres.
- Formulated Business Operating Models for Telesure Sales and Policy Services, BankservAfrica, uBank, FNB Home Loans.
- Designed and implemented channel management and economics projects at various Financial Services clients.
- Designed and implemented operational optimisation projects for various Financial Services, Logistics, BPO clients.
- Designed and co-solutioned a replicable call centre optimisation model for a social enterprise and social funder to support a seamless end-to-end user experience for disadvantaged young women and children across the Eastern Cape accessing services for Education, Health, Gender-Based Violence, and Economic Opportunities.



Corporate education experience - highlights •

- Designed and implemented a Management Development Programme, a Bank SETA NQF Level 5 Qualification that has been delivered to more than 1,500 team leaders in South Africa in a traditional delivery model and more recently over 300 team leaders in an online delivery model.
- Jointly designed and implemented the first framework-based simulation software for contact centres in South Africa and used it to train sales, service and collections functional skills at NQF Level 4 across the country.
- Designed and programme managed the implementation of the Corporate Academy for one of the top four Banks in South Africa.
- Designed and implemented a re-engineered Induction Programme for a leading Retail Insurance Company in South Africa.
- Designed and implemented a co-sourced Corporate Academy for an emerging Retail Insurance company in South Africa.
- Participated in the formulation and implementation of the GBS Sector Skills Strategy.
- Designed, developed and rolled out pioneering online learning content and processes for a Metropolitan Municipality required to demonstrate compliance with Municipal financial regulatory training in parallel with the implementation of a new ERP system.
- Designed and implemented a digital learning strategy for one of the largest outbound sales organisations in South Africa assisting the organisation to transition from a traditional Learning & Development model to a redesigned digitized model including the evaluation and implementation of a leading Learning Experience Platform.
- Managed comprehensive RFI / RFP processes for the evaluation of learning platforms as a part of digital transformation processes within the Learning & Development Department.
- Extensively contributed into skills policy and planning research and feedback to the Department of Higher Education and Training, the Department of Communications and Digital Technologies, and the Department of Home Affairs to support skilling requirements for the GBS Sector over the 2020/21 national feedback cycles.
- Designed and currently implementing a Corporate Capability Academy for a leading international BPO provider specialising in customer experience.





clients



Let's partner to create brilliance .

www.paladin-consulting.co.za

