



Customer Centric Process Design

Transform your customers' experience

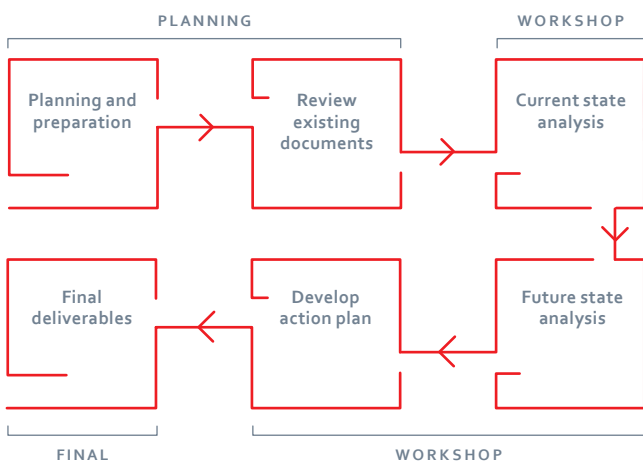


Your organisation delivers experiences to your customers every day, through a carefully crafted combination of people, processes and systems.

This eco-system must be designed holistically and in a deliberate manner, in order to achieve a successful outcome.

Our rapid approach is highly participative, and will guide your team through a facilitated process to diagnose, ideate and design customer experiences that balance business and customer objectives.

Design an improved and differentiated customer experience in less than seven days



IQ Business has partnered with a global thought leader in Business Process and Customer Experience Management. The BP Group have accredited IQ Business to utilise their CEMMethod™ to rapidly uncover design improvements that enhance your customer experience.

Why CEM@IQ?

We offer a rapid and holistic improvement methodology developed globally and implemented locally.



FAST



COLLABORATIVE



OUTCOMES FOCUSED



ADAPTIVE



ENABLES INNOVATION



CEMMETHOD*

How does CEM help you?

By redesigning processes around your customer, you will drastically improve their experience with your brand giving you:



INCREASED REVENUE



IMPROVED SERVICE



REDUCED COST



ORGANISATION CHANGE



GROWING MARKET SHARE



INCREASED EMPLOYEE ENGAGEMENT