



## Sustained success with Connect360.

In today's fast-paced business landscape, success hinges on adaptability, collaboration, innovation and a relentless dedication to customer satisfaction. The solution, Connect360 - a suite of integrated services designed to empower your organisation to excel in an ever-evolving market.

Through our Connect360 services, we're committed to delivering value every step of the way, ensuring that every interaction with your customers leaves a lasting impact. Our integrated approach to customer experience provides tailored solutions that evolve with your business needs, addressing your challenges, developing strategies, and optimising performance.

### **The Connect360 advantage.**

Connect360 isn't just a suite of services; it's a philosophy - a commitment to prioritising customer outcomes and fostering collaboration. Here's what you will experience:

#### **Customer-centric interface.**

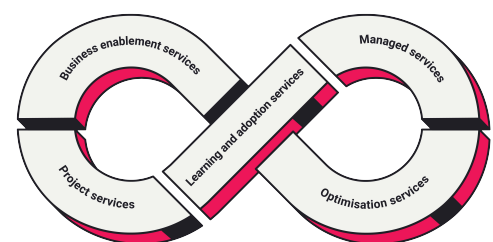
Every interaction is personalised to meet your specific needs, ensuring a seamless and satisfying experience at every touchpoint.

#### **Continuous evolution.**

Our services evolve in real-time, adapting to changing customer preferences and market dynamics, ensuring you stay ahead of the curve.

#### **Competitive edge.**

By embracing a culture of continuous learning and collaboration, Connect360 empowers your organisation to innovate and adapt, giving you a competitive edge that transcends traditional competition.



# Everything you need, when you need it.

With Connect360, you gain access to a diverse array of specialised advisory, technical, and service expertise tailored to enhance your customer experience. We provide valuable insights to analyse, design, implement, and optimise your CX technologies. Our data-driven insights empower you to continually refine and elevate your customer interactions.

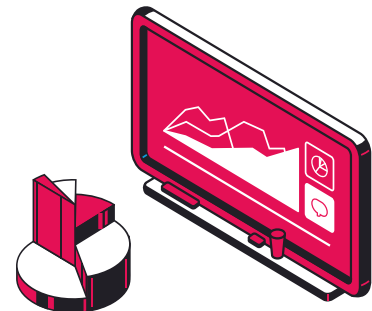
Connect360 encompasses a series of distinct yet interconnected elements, including:

## 1 Business enablement services

Our team of experienced business analysts and application consultants deliver a consultative engagement process where we listen, we learn and we plan. This in-depth analysis empowers us to understand your unique business needs, challenges and opportunities. Our advisory service maps your path to success by producing data-driven recommendations to enhance your operations and customer service through innovation.

Connect's business enablement service includes:

- Technology enabled business strategy
- Data-driven business analysis
- Application consultancy services
- Business process analysis and outcome design
- Application innovation
- Business case development



## 2 Project services

Discover our tailored solutions from design to engineering support and project management, addressing your unique challenges head-on.

Partner with our accredited programme and project managers, scrum masters, technical consultants, and engineers to streamline the delivery, integration, migration, and testing of customer experience solutions within your business.

Choose your preferred approach:

- Opt for a resources-based time and materials approach for personalised support.
- Embrace clarity and predictability with our fixed-cost outcomes model for waterfall-based projects.
- Dive into agile services for rapid deployment and optimisation through iterative sprints.



## Learning and adoption services

Discover our comprehensive learning and adoption services tailored to enhance the integration and utilisation of new solutions within your operations, ensuring maximum ROI.

Our expertise in change management goes beyond traditional training. We facilitate seamless transitions, drive user engagement, and optimise operational efficiencies. The outcome? Elevated customer experiences and sustainable business growth for our clients.

**Explore our comprehensive learning and adoption services tailored to your needs:**

### **Foundational learning.**

Establish a solid foundation with our extensive foundational learning services. Tailored to cultivate a robust understanding of our solutions, empowering your teams with the confidence to excel in their roles.

### **Advanced learning.**

Take your skills to new heights with our advanced learning programmes. Tailored for experienced users, we dive deeper into complex concepts and advanced functionalities, empowering your teams to maximise the value of our solutions and stay ahead of the curve.

### **Strategic and tactical learning.**

Gain a competitive edge with our strategic and tactical learning services. Through our consultative approach, we align our learning initiatives with your long term business objectives, equipping you with the knowledge and skills to tackle immediate challenges and drive operational efficiency. Our goal is to not only enhance individual capabilities but also enable your organisation to achieve sustainable success.



## Managed services

Connect managed services keep your technology investments running effectively, adapting to change, and continually improving - allowing you to focus on your core business.

### **Support services.**

Count on us to manage your environment effectively. With our support services, we are here to promptly address any issues you encounter.

### **Managed services.**

Streamline your cloud operations effortlessly with our comprehensive managed services. From service operations to transitions, we proactively manage your environment end-to-end, ensuring seamless performance.

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### Optimisation services

Utilise our expertise and analytical pro prowess to streamline processes and systems, minimise risks, enhance security, and add value across your operations.

Our portfolio includes a selection of services that leverage AI insights for optimisation. These services encompass health checks, feature recommendations, vulnerability assessments, and architecture reviews, ensuring your operations are efficient, resilient, and secure.

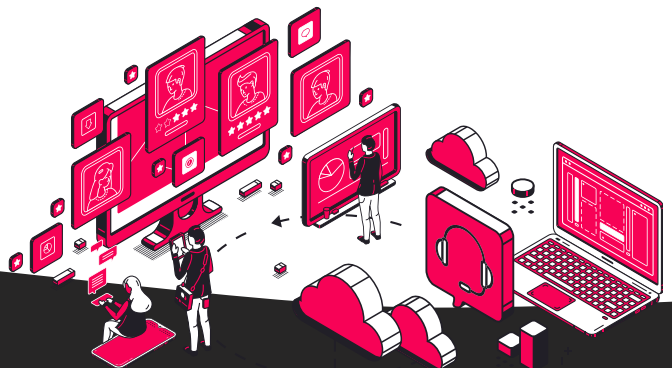
Connect optimisation services are available as a one-time implementation or through regular intervals, to ensure that your environment continuously benefits from the latest advancements.

Discover the full suite of Connect360. Consume individually for targeted solutions or integrate our Connect360 service continuum seamlessly for a comprehensive customer experience upgrade.

## Customer experience experts.

At Connect, customer experience isn't just a priority - it's our passion. It fuels our drive to innovate, exceed expectations, and create lasting connections with our clients. We believe exceptional experiences are the foundation of strong relationships and business growth.

Unlike other providers, we don't limit you to specific technology partners. Instead, we focus solely on your unique business needs. Our vendor-independent approach allows us to offer tailored recommendations and services designed to optimise your customer experience journey. With Connect, you can trust that your success is our sole focus, every step of the way.



## Let's chat.

Make sure every customer interaction leaves a lasting impact with Connect360.



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