

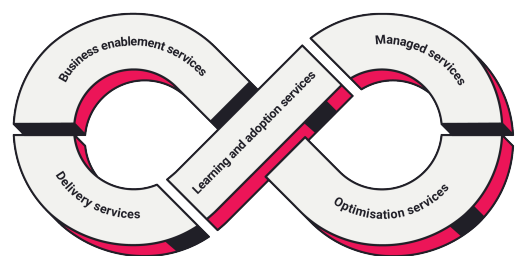
Expertise that powers your business forward.

Connect360 is more than a portfolio of services; it's a strategic framework built on Connect's extensive expertise, designed to **drive meaningful business outcomes in partnership with our clients.**

From strategy to execution, learning to optimisation, our expertise meets you where you are in your journey, ensuring your solution investments deliver measurable value to your business. Whether it's refining business strategies, enabling seamless delivery, driving user adoption, managing critical operations, or optimising performance, Connect360 services, **bridge the gap between your goals and the solutions that power them.**

With a vendor-independent approach, we focus on what truly matters; maximising the value of your investments, enhancing agility, and driving continuous innovation to keep your business competitive and move your business forward.

Connect360: Our comprehensive service portfolio



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Connect360 Business Enablement Services

Connect360 Business Enablement Services provide expert guidance to help businesses make smarter decisions, streamline operations, and drive sustainable growth. We offer business consultancy to refine strategies, business case development to justify and prioritise investments, and customer journey mapping to enhance user experiences and engagement.

Our AI cyber advisory services and security assessments enable businesses to operate with confidence, mitigating risks and strengthening resilience. By combining industry knowledge with actionable insights, we help our clients to navigate challenges, seize new opportunities, and achieve their long term goals.

2**Connect360 Delivery Services**

Our Connect360 Delivery Services ensure that every solution is implemented with precision, care, and alignment to our clients' business needs. With tailored delivery methodologies designed to match the unique requirements of each organisation, we provide technical design, engineering and PMO services to guarantee seamless execution. Our professional delivery teams are committed to excellence, ensuring that every initiative is managed efficiently, risks are mitigated, and outcomes are delivered successfully.

3**Connect360 Learning and Adoption Services**

We are committed to ensuring our clients maximise the value of their solution investments. Connect360 Learning and Adoption Services are designed to build the skills and knowledge needed for effective utilisation. Our learning and adoption experts work closely with clients to align solution features and functionalities with their strategic objectives, ensuring teams are equipped to use the tools efficiently and with confidence.

Through our Learning, Adoption and Communication Programme Development and Knowledge Transfer Services, we provide structured guidance that fosters engagement and long-term capability building. By focusing on adoption, continuous learning, and effective communication, we help businesses integrate and optimise their solutions to meet evolving operational goals, ensuring sustained impact and a strong return on investment.

4**Connect360 Managed Services**

Connect360 Managed Services provide ongoing support to ensure our clients' solutions remain dependable, scalable, and optimised for performance. Through proactive maintenance, operational support, and continuous monitoring, we help maintain the stability and reliability of critical systems, reducing risks and minimising disruptions. Our services enable clients to focus on their strategic priorities, confident that their technology foundation is secure, resilient, and performing at its best.

5**Connect360 Optimisation Services**

We believe that optimisation is key to any business for long term success. Connect360 Optimisation Services are designed to enhance and streamline contact centre operations, enabling businesses to run efficiently, intelligently and with a customer-first approach. By harnessing advanced technologies like artificial intelligence, automation, and intelligent analytics and the advanced expertise of our Conversational Services Team, we help organisations optimise their operations for peak performance and seamless customer experiences.

Our comprehensive services include Performance monitoring, Optimisation Insights Service, AI Data-Driven Insights Service, Data-Driven Insights Service, Innovation sessions, and AI Optimisation services. These solutions provide real-time insights, boost workforce efficiency, and support data-driven decision-making, enabling our clients to cut costs while improving overall operational performance.

With a proactive approach to innovation and continuous improvement, we help our clients to stay ahead of the competition and adapt effortlessly to changing business demands.

Why choose Connect?

- **Innovation and independence**

We have strong relationships with leading technology providers, but we remain proudly vendor-independent. That means we have the freedom to craft the best-fit solution - whether optimising your existing systems, migrating to the cloud, or blending on-premise and cloud technologies.

- **Industry expertise with a global reach**

With a footprint in key markets in the United Kingdom, South Africa, India, and North America, we bring global expertise to organisations seeking transformative solutions.

- **The Connect360 approach**

Our Connect360 framework ensures our clients are equipped with the expertise needed to achieve meaningful business outcomes, foster innovation, and deliver sustainable growth. At its core, Connect360 represents a commitment to surrounding our clients with the right support and solutions, enabling success throughout the lifecycle of our partnership.

- **Proven excellence and industry recognition**

Our track record of success speaks for itself, with solutions that consistently earn industry recognition and accolades, showcasing our commitment to excellence and innovation.

- **Driving business impact**

Harnessing the power of AI, data-driven insights, predictive analytics, and automation, we create intelligent, proactive applications that enhance operational agility. Whether your focus is improving customer satisfaction, streamlining operations, reducing costs, or an AI-powered approach to supercharge your agents, our consultants, data scientists, and technology specialists will guide you every step of the way.

The Connect360 advantage

Our Connect360 framework ensures our clients are equipped with the expertise needed to achieve meaningful business outcomes, foster innovation, and deliver sustainable growth. At its core, Connect360, represents a commitment to surrounding our clients with the right support and solutions, enabling success throughout the lifecycle of our partnership.



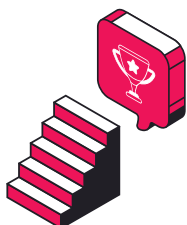
Customer-centric approach

We design our interactions around your unique needs, ensuring a seamless, personalised experience that maximises value and efficiency.



Agility and continuous evolution

Our solutions enable businesses to adapt to shifting customer demands, market trends, and emerging technologies, ensuring sustainable growth and long-term success.



Innovation and business growth

Through collaboration, intelligent insights, and proactive support, we empower organisations to drive innovation, enhance operational efficiency, and maintain a competitive edge.

Connect360: Expertise that drives your success

Success isn't just about having the right solutions, **it's about understanding how to make them work smarter, evolve with your business, and drive measurable outcomes.** With Connect360, you gain access to our expertise and gain a trusted partner committed to moving your business forward. Our strategic, vendor-independent approach ensures that every investment, every innovation, and every decision contributes to your long-term success.

Wherever you are in your journey, Connect360 services can help you go further.

Connect with an expert.

To find out more about our Connect360 services, contact us today.



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