

ethos

# Let's talk Customer Experience



Think Unified  
Voice, Document & Data

# Your Partners in Growth and Change

## Who We Are

Ethos Consultancy are part of the Ethos Group of Companies. Headquartered in London, the United Kingdom, we are focused on providing a range of management consulting services to customer-facing businesses, locally and internationally.

Our approach comprises a combination of proven technologies and methodologies, as well as significant industry and technology expertise - enabling us to help clients discover opportunities for business transformation success.

It should come as no surprise to learn that most companies want to improve and succeed, to keep pace with technology change and customer demand - to differentiate from, and stay ahead of - the competition. However, sometimes the biggest barrier to achieve this is time and skilled resource.

We can be there at the start of the journey, or we can help clients to realise the business benefits identified during the initial discovery stage, by assisting them to drive improvement and introduce change that delivers meaningful, measurable and sustainable results.



Customers  
Worldwide



Years of  
Experience



Dedicated  
Workforce





## What We Do

We offer a wide range of consulting services and solutions to organisations across various industries. Our core capability stems from our ability to help businesses improve customer experience and employee engagement, increase operating profits and generate growth, improve process and performance and develop a sustainable competitive edge.

Our approach to learning and discovery is conducted through a series of on-site assessments and interviews which are supported by our client's key business stakeholders, and is aimed at changing the way in which organisations think about customer experience and business process change.

We help clients to identify real challenges facing their business today and provide them with the support needed to help their company make decisions that will enable them to yield significant business benefits in the short and long term.

The initial on-site discovery is carried out over one or two days, where our consultants will meet with multiple people in our client's company. This will enable Ethos to understand in detail how a client's business works, and to help us gather all pertinent information, allowing us to provide technical expertise that will deliver high-level recommendations on the benefits of progressing with a change to business process.



## Our People

Ethos Consultancy provide access to professional consultants with specific expertise in a variety of areas. As we are only as good as our people, we are committed to hiring the best. Our consultants are certified in Lean Six Sigma, they have worked in operational environments, led operational teams and have extensive experience managing a wide variety of successful transformation projects across different industries and regions.

Our team of expert business consultants enable success through strategic business planning, creative problem-solving and aligning business process with technology. We believe that by helping our clients introduce a culture where they consistently apply this, is what enables us to help them create valuable business benefits.

Our Consultants will do more than just leave a client with recommendations. Our consultants also work with our clients as a partner, helping them to take the crucial next step in assisting the implementation of those recommendations. As a fresh pair of eyes, we generally see what our clients can't, thus enabling us to discover opportunities, solve problems and develop robust business plans.



Our consultants are experts in other categories, which include:

- **Communications Strategy – Internal and External**
- **Business Strategy, Sales, Marketing and Product Planning**
- **Business Process Development**
- **Automation and Orchestration of Mobile and Digital Customer Journeys**
- **Customer Profiling**
- **System Integration**
- **Mobile Marketing**
- **Content Management Services**
- **Multi-Channel Chat, AI and Chat Bots**
- **Business Process Outsourcing**
- **Contact Centre Infrastructure, Architecture and Service Delivery**
- **Strategic Alliance, Distribution and Channel Partnerships**
- **Cross-Cultural Communications and Integration**
- **Unified Communications, Telecoms, SaaS, CPaaS, CCaaS**

## Our Objective

We are committed to helping our clients make distinctive and substantial improvements in their process and performance, identify opportunities for growth, create a competitive edge and increase operating profits and shareholder value.

Ethos Consultancy focuses on a business management model that embeds Lean Six Sigma tools and methodologies within your organisation to help introduce a culture of continuous improvement.

# What is Lean Six Sigma

What we now call Lean is derived from the Toyota Production System (TPS) which was initiated in the late 1940's. Toyota could not use the mass production systems practiced by the major car manufacturers as they did not have the resources - so they came up with the philosophy of "doing more with less". The term *Lean* was first coined by John Krafcik in his 1988 article "Triumph of the Lean Production System", based on his master's thesis on the MIT Sloan School of Management.



Lean Thinking consists of three aspects:

1. **A Philosophy** which states that removing waste from a process is desirable and good business sense because:
  - You can lower the service delivery cost without sacrificing quality
  - You can deliver products or services quicker
  - Provide a flexible response to customers
  - Give customers just what they need at the best price
2. **An extensive set of tools & techniques** to support the philosophy (*DMAIC, Poke a Yoke, SIPOC, Kaizen etc.*)
3. **A methodology** to allow you to deploy the tools to remove waste.

Six Sigma was developed by Motorola to improve processes by reducing variation and avoid giving the customer defective products or services. Many of the tools are statistical in nature and Six Sigma emphasises taking action which is based on fact, rather than opinion or common belief.

## Benefits of Using Ethos' Lean Six Sigma

- Elimination of Waste
- Visible information
- High quality customers
- Happier customers
- Reduced customer churn
- Professional workplace
- Functional workplace
- Increased operating profit
- Decreases costs
- Improved efficiency
- Improved effectiveness
- Improved staff development
- Solves problems
- Risk prevention
- Operational improvements
- Improved employee engagement
- Reduced staff churn
- Introduce a culture of continuous improvement



Anyone with a problem to solve, regardless of the size of their business will benefit from using Ethos' Lean Six Sigma.

# Discovery



## Discovery Benefits

Following completion of the discovery sessions, our clients will receive structured feedback which provides an opportunity for everyone involved to raise questions and agree next steps. This feedback will be documented in a written report which will be made available within 10 working days of the initial on-site discovery.

This report will include:

- A high-level solution recommendation that will help you to identify opportunities to improve business process and customer experience
- Identification of quantifiable benefit
- Identification of risks and issues
- A benchmarking summary based upon your current capability and where you need to be, based on your own business objectives
- A recommendation on how to proceed based upon factual information including business and technical readiness, financial analysis and benefit realisation opportunity



Whether an SME or an international corporation, Ethos Consultancy can help your business get to the next level and beyond.

# Businesses today are faced with an unprecedented array of technology and vendors.

What differentiates successful organisations from the competition is their ability to deploy technology to solve identifiable business challenges and create new opportunities for efficiency and growth.

## **That's where we come in.**

At Ethos, we have a customer first approach. We get to the heart of our customers' business objectives and our bespoke service transforms technology into real world solutions that really deliver. This independent and customer-led approach allows us to create unified solutions that ensure you get the greatest possible value from any technology deployed.

Technology won't help you win.

Our Solutions will.

We work with the all the leading technology providers to create solutions that are tailored to business' unique requirements, including:

### **Voice and Data**

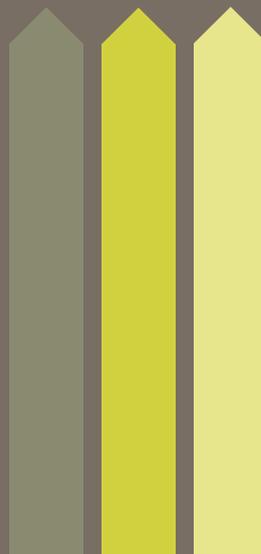
- > Fixed Line and Call Charge Estate Management
- > Connectivity Solutions
- > Mobile Solutions
- > Mobile Print
- > Telephony Solutions

### **Documents**

- > Document Scanning
- > Document Management
- > Cost Control, Security and Authentication
- > Faxing

### **Other Services**

- > Visual Stationery
- > Template Printing
- > Trans-Promo Marketing
- > Personalised (1-2-1) Marketing
- > Professional Services and Support
- > Technology Transformation



# Make a difference to your business today

With offices in the heart of the City and across the UK, we've helped thousands of businesses like yours take control of their communications infrastructure and save money.

Talk to one of our team to arrange on-site discovery, discuss Ethos Consultancy or secure a Lean Six Sigma contractor.

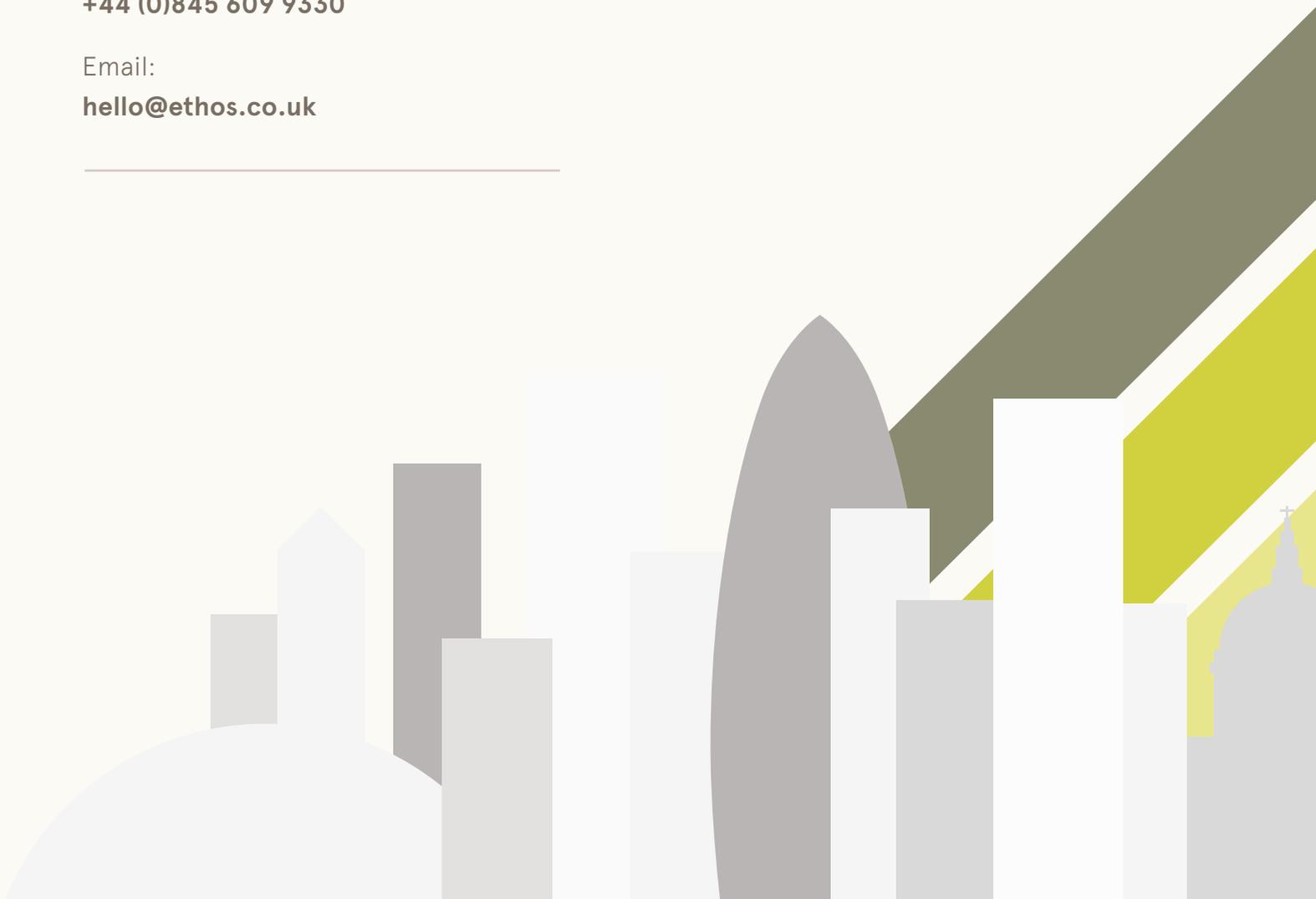
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# Talk to us



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