

## CLIENT REFERENCES

In well over three decades practicing exclusively as a Call Centre, Contact Centre CRM, BPO, and Customer Management strategic and operational consultant, Rod Jones has provided extensive strategic and tactical consulting management development and training services to a wide range of international and national clients in both the private and public sector through Rod Jones Contact Centre Consulting and through his previous company, C3Africa Group (2007-2011). Further information about individual projects is available on request.

Updated May 2019

NAME OF CLIENT	CLIENT LOGO	DELIVERY OF WORK REQUIRED / WORK TYPE	REFERENCES
<b>Medihelp Medical Aid Scheme</b>		<ul style="list-style-type: none"> <li>Intermediate assessment of customer interaction centre</li> <li>Detailed report on Observations and Findings &amp; Recommendations</li> <li>Preparation &amp; Project Management of new technology RFI/RFP</li> </ul>	<b>Reinette Fourie</b> Executive Manager: IT Mobile: +27 82 454 5126   Landline: +27 12 334 2165   Email: rfourie@medihelp.co.za
<b>Momentum Transactional Banking</b>		<ul style="list-style-type: none"> <li>Intermediate assessment of customer interaction centre</li> <li>Detailed report on Observations and Findings</li> <li>Recommendations</li> </ul>	<b>Shubashna Singh.</b> Head of Product Enablement Shumashna.singh@momentum.co.za 082-805-7699
<b>Zimnat Life</b>		<ul style="list-style-type: none"> <li>Assessment of overall customer engagement operations</li> <li>Evaluation of processes</li> <li>Evaluation and recommendations for development of customer contact technologies</li> </ul>	<b>Lenon Magwenjere</b> Programme Manager magwenjere@zimnat.co.zw
<b>South African Institute of Chartered Accountants</b>		<ul style="list-style-type: none"> <li>Contact Centre Assessment</li> <li>Development of process and procedures documentation</li> <li>Development of Job Descriptions and Performance Management models</li> <li>Management and staff training, development, and mentoring</li> </ul>	<b>Nazeer Patel</b> Regional Executive: International Members CPD and Contact Centre <a href="mailto:Nazeerp@saica.co.za">Nazeerp@saica.co.za</a> 011-621-6862
<b>Danone South Africa</b>		<ul style="list-style-type: none"> <li>Assessment of contact centre operations</li> <li>Knowledge and Skills development and mentoring of Supervisors</li> <li>Motivational talks</li> </ul>	<b>Lesego Zuma</b> Customer Service Manager <a href="mailto:Lesego.Zuma@danone.com">Lesego.Zuma@danone.com</a> 087-351-2493

<b>Ethiopian Airlines</b>	<p><b>Ethiopian</b> የኢትዮጵያ THE NEW SPIRIT OF AFRICA</p>	<ul style="list-style-type: none"> <li>Internal MasterClass seminars.</li> <li>On-going Management development and Mentoring</li> <li>Provision of Strategic Advisory and Consulting Services</li> <li>Assessment of the contact centre using the Snapshotz methodology. 2015 and 2018</li> </ul>	<b>Mr Lemma Gudeta</b> <b>Director: Global Customer Interaction Centre</b> <a href="mailto:Lemmay@ethiopianairlines.com">Lemmay@ethiopianairlines.com</a> and <a href="mailto:MesfinB@ethiopianairlines.com">MesfinB@ethiopianairlines.com</a>
<b>Kansai Plascon</b>	<p><b>KANSAI PLASCON</b></p>	<ul style="list-style-type: none"> <li>Assessment of contact centre operations, reporting and recommendations using the Snapshotz methodology</li> </ul>	<b>Gavin Moodley</b> <b>Key Accounts Project Manager</b> <a href="mailto:gmoodley@kansaiplascon.co.za">gmoodley@kansaiplascon.co.za</a> 076-245-4990
<b>Virgin Active Gyms</b>	<p><b>Virgin ACTIVE</b></p>	<ul style="list-style-type: none"> <li>Internal MasterClass seminars. Management Development &amp; Mentoring</li> </ul>	<b>Joseph Motswai</b> <b>Head of Contact Centre</b> VIRGIN ACTIVE HEALTH CLUBS - SOUTH AFRICA Telephone: +27 (0)21 684 3686 Mobile: +27 (0)83 212 7891 <a href="mailto:joseph.motswai@virginactive.co.za">joseph.motswai@virginactive.co.za</a>
<b>FNB Life</b>	<p><b>FNB</b> First National Bank</p>	<ul style="list-style-type: none"> <li>Audit and Assessment of Call Centre / Contact Centre operations and crafting of development and optimisation recommendations.</li> </ul>	<b>Lindile Manzingana</b> <b>Project Leader. FNB Life</b> <a href="mailto:Lindile.Manzingana@fnb.co.za">Lindile.Manzingana@fnb.co.za</a> 072-679-1959
<b>Impak Innovative Education</b>	<p><b>impak</b> INNOVATIVE EDUCATION   BAAMBHEFER-ONDERWYS</p>	<ul style="list-style-type: none"> <li>Development of Request for Information/Quotation (RFI/P) for new contact centre and unified communications technology platform</li> </ul>	<b>Ms Reani Fouché</b> <b>Project Manager</b> <a href="mailto:reani.fouche@impak.co.za">reani.fouche@impak.co.za</a> T: 087 150 2233/2244   C: 082 888 3145
<b>Liquid Capital Group</b>	<p><b>LIQUIDCAPITAL</b> Your trusted financial services partner.</p>	<ul style="list-style-type: none"> <li>Assessment, auditing and benchmarking of four call centres.</li> <li>Development of strategic and tactical recommendations.</li> <li>Development of TeleMarketing and outsource strategies.</li> </ul>	<b>Joe Nolan</b> <b>Sales Director</b> Liquid Capital <a href="mailto:joen@liquidcapital.co.za">joen@liquidcapital.co.za</a> 011-663-7000 Cell 083-230-2566
<b>Oaksure Insurance Brokers</b>	<p><b>Oaksure</b> insurance brokers</p>	<ul style="list-style-type: none"> <li>Assessment, Auditing and Benchmarking of call centre (2012 and 2014).</li> <li>Development of business development strategies.</li> <li>Management Development and Mentoring.</li> <li>Staff motivation.</li> </ul>	<b>Llewellyn Naidoo. CEO</b> Oaksure Insurance Brokers Email: <a href="mailto:llewellyn@oaksure.co.za">llewellyn@oaksure.co.za</a> Telephone 084-433-1227
<b>Webhelp</b>	<p><b>webhelp</b></p>	<ul style="list-style-type: none"> <li>Agent Motivational Talks</li> </ul>	<b>Marco Rihm</b> <a href="mailto:marco.rihm@za.webhelp.com">marco.rihm@za.webhelp.com</a>



<b>iChoices Call Centre Outsourcing</b> (Acquired by Bankserv Africa)	 	<ul style="list-style-type: none"> <li>Contact Centre audit.</li> <li>Internal MasterClass Seminars</li> <li>Agent Motivational Talks and Lectures</li> </ul>	<b>Mr. Gavin Atkinson</b> iChoices Call Centre Outsourcing Managing Director Direct: +27 82 829 2769 (W): +27 11 716 7002 E-mail: <a href="mailto:gavin@ICCCO.co.za">gavin@ICCCO.co.za</a>
<b>Capitec Bank</b>		<ul style="list-style-type: none"> <li>Internal MasterClass seminars and</li> <li>Management Mentoring and Development.</li> </ul>	<b>Arie Hazekamp</b> <b>Project Leader. Contact Centres</b> Tel +27 21 941-0770 <a href="mailto:hazekampA@capitecbank.co.za">hazekampA@capitecbank.co.za</a>
<b>WNS Outsourcing</b>		<ul style="list-style-type: none"> <li>Agent Motivational Talks / Seminars</li> <li>MasterClass Management development seminars (Internal)</li> </ul>	<b>Melanie Botes</b> <b>General Manager - Ops - WNS Global Services SA Pty Ltd</b> Direct: 0218196282   Mobile: 082 338 2941   Email: <a href="mailto:Melanie.Botes@wns.com">Melanie.Botes@wns.com</a>
<b>Sasol</b>		<ul style="list-style-type: none"> <li>Agent Motivational Talks / Seminars</li> </ul>	<b>Estelle van Zyl</b> <b>Contact Centre Manager</b> Mobile +27 (82) 554 3502 E-mail <a href="mailto:estelle.vanzyl@sasol.com">estelle.vanzyl@sasol.com</a>
<b>Distell</b>		<ul style="list-style-type: none"> <li>Agent Motivational Talks / Seminars</li> </ul>	<b>Marina Jansen Van Rensburg</b> <b>Head of Training and Development</b> <a href="mailto:MJVReensburg@distell.co.za">MJVReensburg@distell.co.za</a>
<b>Botswana Life</b>		<ul style="list-style-type: none"> <li>Internal MasterClass seminars and Management Mentoring and Development.</li> </ul>	<b>Ms Reason Nyamambi</b> <b>Contact Centre Manager</b> <a href="mailto:rnyamambi@blil.co.bw">rnyamambi@blil.co.bw</a> 00 267 71300790
<b>Mango5</b>		<ul style="list-style-type: none"> <li>Executive Workshop / Strategic Planning</li> </ul>	<b>Eben Louw</b> <b>CEO. Mango5</b> Mobile: +2774 190 6159 Email: <a href="mailto:eben@mango5.co.za">eben@mango5.co.za</a> Website: <a href="http://www.mango5.co.za">www.mango5.co.za</a>
<b>Real People</b>		<ul style="list-style-type: none"> <li>Internal MasterClass seminars (2 x) and Management Development and Mentoring</li> </ul>	<b>Fred Bergsteedt</b> <b>Customer Services Manager</b> <a href="mailto:fbergsteedt@dmc.co.za">fbergsteedt@dmc.co.za</a> 072-783-5621
<b>Industrial Development Corporation</b>		<ul style="list-style-type: none"> <li>Assessment, Auditing and Benchmarking of IDC Call Centre and development of recommendations and "quick win" solutions.</li> </ul>	<b>Ms.Sonia Keulder</b> General Manager Telephone: +27 011-269-3698 Email: <a href="mailto:soniak@idc.co.za">soniak@idc.co.za</a>
<b>Consumer Goods Council of SA</b>		<ul style="list-style-type: none"> <li>Audit and Assessment of Call Centre / Contact Centre operations and crafting of development and optimisation recommendations.</li> </ul>	<b>Chris Havenga</b> Consumer Goods Council <a href="mailto:ch@cgcsa.co.za">ch@cgcsa.co.za</a>

			+27 0861-2420000
<b>Consulta Research</b>		<ul style="list-style-type: none"> <li>Audit, Assessment and Benchmarking of existing contact centre operations. Writing of reports and crafting remedial interventions.</li> </ul>	<b>George Kirk</b> Contact Centre Executive Consulta Research george@consulta.co.za +27 0861-304-100 082-578-9402
<b>Naspers. LeisureBooks Division</b>		<ul style="list-style-type: none"> <li>Assessment, auditing and benchmarking of call centre. Development of remedial interventions and strategic recommendations.</li> </ul>	<b>Shereen Martin</b> Contact Centre manager SMartin@leserskring.com (021) 4697536
<b>Department of Trade and Industry (the dti)</b>		<ul style="list-style-type: none"> <li>Development of strategies for outsourcing of contact centre operations.</li> <li>Member of tender evaluation panel for various public sector contact centre projects.</li> </ul>	<b>Mr. Kobus Pienaar</b> Director: CIPRO Programme and Intellectual Properties (W) 012-310-8769 Mobile: 082-465-5792 kpienaar@cipro.gov.za
<b>The Presidency Department of Performance Monitoring &amp; Evaluation</b>		<ul style="list-style-type: none"> <li>Peer Review of Implementation Evaluation Research relating to BPO / BPS&amp;O, DtI Incentives</li> </ul>	<b>Jabu Mathe (Mr)</b> Director: Evaluation and Research The Presidency - Department of Performance Monitoring and Evaluation Tel: +27 (0)12 308 1466 E-mail: jabu@po-dpme.gov.za
<b>South African Bureau of Standards</b>		<ul style="list-style-type: none"> <li>Member of the project team tasked with the development and maintenance of the SABS National Standards for BPO and Contact centre Operations (SANS 990/1/2/3). Chairman of BPO workstream. Member of TC99 Technical Committee (2010 to 2014) Chairman of Standards Review Committee (2012)</li> </ul>	<b>Traci Freeman</b> Chairperson SABS/TC99 +27 (0) 83 657 3112 traci@believeconsulting.co.za
<b>City of Johannesburg</b>		<ul style="list-style-type: none"> <li>Conducted feasibility study, site location study and developed architectural design, financial models and comprehensive business plan for 3,500 seat, R200 million call centre / BPO Park for City of Johannesburg.2009/10</li> </ul> <p>(In association with the Win-Win Group, AMA Architects, Ascentys and C3Africa)</p>	<b>Ntokozo Mthabela</b> Dept of Economic Development City of Johannesburg Project Manager ntokozomt@joburg.org.za 076 665 0797
<b>Limpopo Province</b>		<ul style="list-style-type: none"> <li>Conducted research and field studies and built the complete BPO/Contact Centre Industry Strategy and Development model for the province. 2009/10 (C3Africa Group Project)</li> </ul>	<b>Tebogo Moshakga</b> Business Development Officer Tel: 015 295 5171 Cell: 083 310 1116 Tebogo@til.co.za www.til.co.za



<b>AIG Life – SA Limited</b>		<ul style="list-style-type: none"> <li>Conducted two call centre audits and engaged with AIG (now Chartis) on a long-term basis to develop the Group’s entire Direct Marketing and call centre strategies, processes and methods. Standard Operating Procedures were designed for implementation to all other call centres. (C3Africa Group Project)</li> </ul>	<b>Mrs. Aruna Singh</b> AIG – South Africa Direct Marketing Manager Direct: +27 11 551 8096 Mobile: +27 84 623 4400 E-mail: <a href="mailto:aruna.singh@aig.com">aruna.singh@aig.com</a>
<b>Private Label Promotions (PLP)</b>		<ul style="list-style-type: none"> <li>Commissioned to complete call centre audit (AA AutoBay) . Including the assessment of current business processes and to recommend improvements for their customer satisfaction index.</li> <li>Quality Assurance, MIS improvements, ergonomics and call centre re-engineering were imperatives.</li> <li>Follow up audit was conducted to measure improvements recommended and to re-evaluate measurements across all strands</li> <li>Agent Motivational Talks</li> </ul>	<b>Mr Lloyd Ball Group MD</b> Direct: +27 11 886 9631 Mobile: +27 82-377-1170 E-mail: <a href="mailto:lloyd@plp.co.za">lloyd@plp.co.za</a>
<b>Brandhouse</b>		One of SA’s largest liquor sales and distribution organisations. Owned by Heineken Breweries International, Diageo International and Namibia Breweries. C3Africa carried out a comprehensive audit of the call centre operations and crafted developmental and remedial action strategies. Completed the most urgent requirement of training across all call centre personnel. (C3Africa Group Project)	<b>Mr. Andre Pasmán</b> Brandhouse National Order To Cash Manager ++27 82 884 8027 (Mobile) ++27 (0)11 250 4200 (Direct) ++27 (0)11 731 6222 (Fax)
<b>Local Enterprise Authority, Botswana (LEA)</b>		Feasibility study for re-development of the existing call centre. Audit and situational analysis of existing business processes and operations. Development of revised call centre strategies. Recommendations for technologies, processes, personnel and systems. Pending approval for the proposal submitted for the strategic recommendations based on the findings of the feasibility study. (C3Africa Group Project)	<b>Dr. Neo P Mokoo</b> LEA. Director Research and Information Management  eMail: <a href="mailto:nmooko@lea.co.bw">nmooko@lea.co.bw</a> (267) 364 4000
<b>Botswana International Financial Service Centre (IFSC)</b>		Conducted a holistic survey on all known contact centre operators in Botswana, to assess the domestic market and to assist Botswana in marketing their Business Process Outsourcing capabilities to an International market. (C3Africa Group Project)	<b>Mr. Alan Boshwaen</b> IFSC CEO (W) +2673605000 (M) +26771305308 alan@ifsc.co.bw
<b>Water Utilities Corporation, Botswana (WUC)</b>		Knowledge development training for the Contact Centre project team. Requirements Definition and Drafting of functional requirements and RFP documentation. Tender evaluation process. Training and mentoring of evaluation panel. Business Process design and mapping. Call centre manger training. Call centre agent training, training of WUC Senior Management and service desk staff, in customer service techniques. (C3Africa Group Project)	<b>Mr. Abednigo Khumalo (deceased) and Ms Samantha Molefe (Project Leader)</b> Water Utilities Corporation, Botswana Customer Services Director Telephone: +26772103300 E-Mail: <a href="mailto:SAKhumalo@wuc.bw">SAKhumalo@wuc.bw</a>

<p><b>Botswana Housing Corporation (BHC)</b></p>		<p>Writing of functional requirements and RFP documentation. Design of Tender evaluation process and procedures according to international procurement standards.</p> <p>Training and mentoring of evaluation panel. Business Process design and mapping. Strategic and practical services to the corporation to establish a call centre. (C3Africa Group Project)</p>	<p><b>Mr Mookodi Seisa</b> Botswana Housing Corporation (W)+267 72300211 (M) +267 (723) 00211 eMail: MSeisa@bhc.bw</p>
<p><b>Ekurhuleni East College (Under Gauteng Department of Education)</b></p>		<p>Rod Jones' company, C3Africa was awarded the tender to develop all call centre training materials, train lecturers and to train first intake of learners. C3Africa also developed the strategies and processes for operationalizing the college's 160 seat AVAYA contact centre.</p> <p>Strategic roll out of recommendations is for on-going training of new student intake per year and the implementation of new technologies, design of business processes, and people development as and when the call centre becomes operational. (C3Africa Group Project)</p>	<p><b>Henrietta Erlank</b> Ekurhuleni East College Project Leader and Call Centre Manager</p> <p>(M) 0822024958 eMail: henreittae@eec.edu.za</p>
<p><b>City of Johannesburg. Emergency Services</b></p>		<p>Comprehensive investigation and audit of EMS strategies, policies, procedures, infrastructure, personnel etc. relating to the emergency call taking and handling for the City of Johannesburg. Development of remedial interventions. Training and management skill development. (C3Africa Group Project)</p>	<p><b>Mrs. Nokuthula Ngwenya</b> CoJ – Emergency Services (W) 011-758-5000 e-mail nokuthula_ngwemya@joburg.gov.za</p>
<p><b>Gauteng Economic Development Agency (GEDA)</b></p>		<p>On-going strategic in-puts and consulting services relating to the development of the contact centre and BPO industry in Gauteng. Provision of strategic information in support of GEDA international marketing initiatives.</p> <p>(C3Africa Group Project)</p>	<p><b>Mrs. Linda Ranieri</b> GEDA (W) 011-833-8750 linda@geda.co.za</p>
<p><b>Vodacom</b></p>		<p>Conducted an in-depth audit and operational assessment of the Vodacom Corporate/ Business contact centre. Constructed and provided strategic direction of remedial interventions.</p> <p>(C3Africa Group Project)</p>	<p><b>Ms Shanitha Selvarajalu</b> Head: Corporate Customer Support Supportshanitha.selvarajaluSingh@vodacom.co.za</p>
<p><b>Coega Development Corporation (CDC)</b></p>		<p>Evaluation of eleven tender responses.</p> <p>Adjudication of final submission. Recommendations for contracting of vendors.</p>	<p><b>Mr. Lionel Billings</b> Coega Development Corporation Project Manager: Investor Services (W) 041-507-9031 (M) 083-651-6994 Lionel.billings@coega.co.za</p>
<p><b>Transtel/Promat</b></p>		<p>Development of Functional Requirements, RFI and RFP Evaluation for call centre/helpdesk and service desk requirements.</p>	<p><b>Mr. Ephraim Lucas</b> Transtel Sales Manager</p>



		Job specifications for call centre manager and staff. (C3Africa Group Project)	(W) 011-359-1613 (M) 083-709-1456 ephraiml@transtel.co.za
<b>MTN</b>		Evaluation of multiple site call centre logistics. Recommendations for re-design and engineering of IVR systems and sub-systems. (C3Africa Group Project)	<b>Mr. Eddie Moyce</b> MTN Moyce_e@mtn.co.za emoyce@mweb.co.za
<b>MultiChoice</b>		Call centre evaluation, benchmarking and technical enhancement recommendations. Business process re-design and engineering within contact centre operating environment. (C3Africa Group Project)	<b>Mr. Tim Fick</b> MultiChoice Manager – Systems and Resources (W) +27 (11) 2896777 (M) +27 (0) 834559604 tfick@multichoice.co.za