

Accredited member



Bryan Schneider is the founder of Enhance Consulting, a CX business partner that helps organisations deliver their CX strategies and build more loyal and expanded customer bases.

He has vast experience in the contact centre industry, at all levels, including improving existing Operations and Project Managing the Build, Operation and Transfer of new Centres. In addition, he has many years Operations and Project Management experience, both nationally and internationally, in such companies as Zurich Financial Services and Sainsburys in the UK, and Medihelp in SA. His experience includes the expansion of centre operations, design and implementation of behaviour change projects and the optimisation of CX processes.

Bryan has often been a member of the team in the setting up and managing both Private and Public organisations contact centres. His methodology includes the successful development of the structures in respect of governance, audit, succession planning, staff development, performance management and customer relationship management, but mainly it's about actual making and delivering measurable improvement.

Bryan delivers significant, tangible and lasting improvements in operational performance and service delivery to customers; he has worked recently with the following clients; Health Ministry Botswana, Bata Shoe Corporation, Medihelp, City of Windhoek, City of Dubai.

His clients include:

- Financial Services Companies
- Medical Aids
- Energy Suppliers
- Retailers
- Cities, Local and national Government
- Government Departments

His Values are

- Integrity
- Independent and impartial
- Focus on quality
- Delivering real improvement for clients
- Innovation
- Being different

His core skills are

- Gap Analysis
 - Evaluate the Customer Service function of the organisation in terms of internal KPIs and Best Practice
- Process Management
 - Ensure that the Business Processes are optimised to deliver consistent Service Excellence
- Behaviour Change and Performance Management
 - Develop the core skills and behaviours in the Management and Supervisory Team to deliver sustained improvement in performance
- Process Mining and Automation
 - Mine the organisations data to identify the true As-Is procedures and determine the real opportunities for automation, not only by volume but by impact.
- Metrics/KPI/SLA
 - Partner with the organisation to identify the key, metrics the customer “will pay for” or “matter to them” and set up the measures and reports to measure performance.

Achievements

Bryan has delivered significant, sustainable improvement within his client’s businesses in terms of both process and behaviour.

Contact details

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