



In an era of technology-driven innovation, companies need to make quick decisions in order to gain a competitive edge. Access to the right information allows business leaders to reduce costs, make measurable improvements in customer service, productivity, and communication, and quickly identify and resolve problem areas.

Novum, powered by South African redPanda Software, provides businesses with a central hub for operations management, internal IT support, and customer service, giving managers access to real-time data to not only be able to better manage tasks and processes, but also implement continuous, trackable improvements and better manage client expectations.

Powered by



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CUSTOMER SERVICE



76% of consumers switch service providers due to bad customer service.

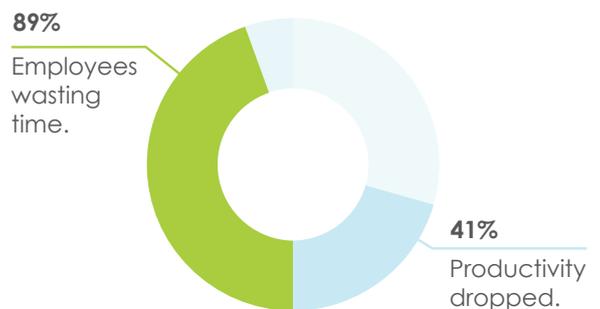


Up to **5** times more expensive to buy a new customer than to retain existing ones.



1% cut in customer service problems could generate an extra R200 million in profits for a medium sized company over five years.

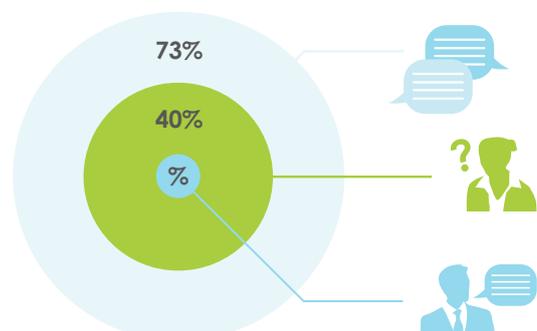
PRODUCTIVITY



89% of employees admit to wasting time every day at work.

Productivity has fallen by **41%** since 1993, lowest in forty-six years.

COMMUNICATION



73% of ordinary workforce is looking for better communication from their managers.

40% of employees do not know what is expected of them.

A **small** percentage of managers believe that improved communication is required.

A DAY IN THE OFFICE

BEFORE

You said it would be ready by now!



I did e-mail them, I think we are waiting on processing.

Communication
With untracked informal systems, poor services and delivery results.

Management
Challenges to manage workload, quality and feedback from staff.

I don't know where to start. I'm so overloaded.



Yes, but your quality is bad!



I'm doing the most volumes!



Why has our productivity dropped? Who is to blame?



Task Management
Processes require clear collaboration with multiple suppliers/parties.

What changes???



Didn't you get the updated changes?



AFTER



Central Repository of all relevant information.

Manages workload and engages responsibility.

I can see this task needs to be prioritised, and Jane's responsible for that.



Through Novum I can see all of the communication and documentation associated with a task.

Visible Task Flow

Visibility builds confidence in delivering according to expectation.



I can see via Novum that delivery will be as expected, so there's no need to waste time following up.

Productivity

Time and costs reduced with efficient process management.



The Novum performance monitor shows that John's productivity is the highest.