



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.

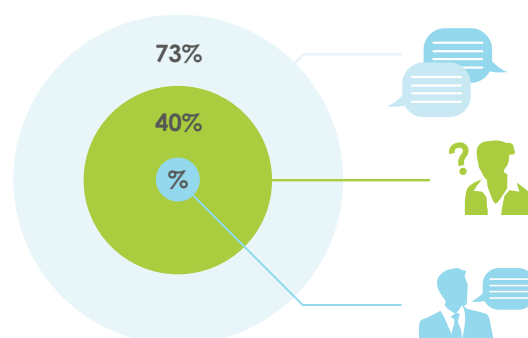
## PRODUCTIVITY



**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.