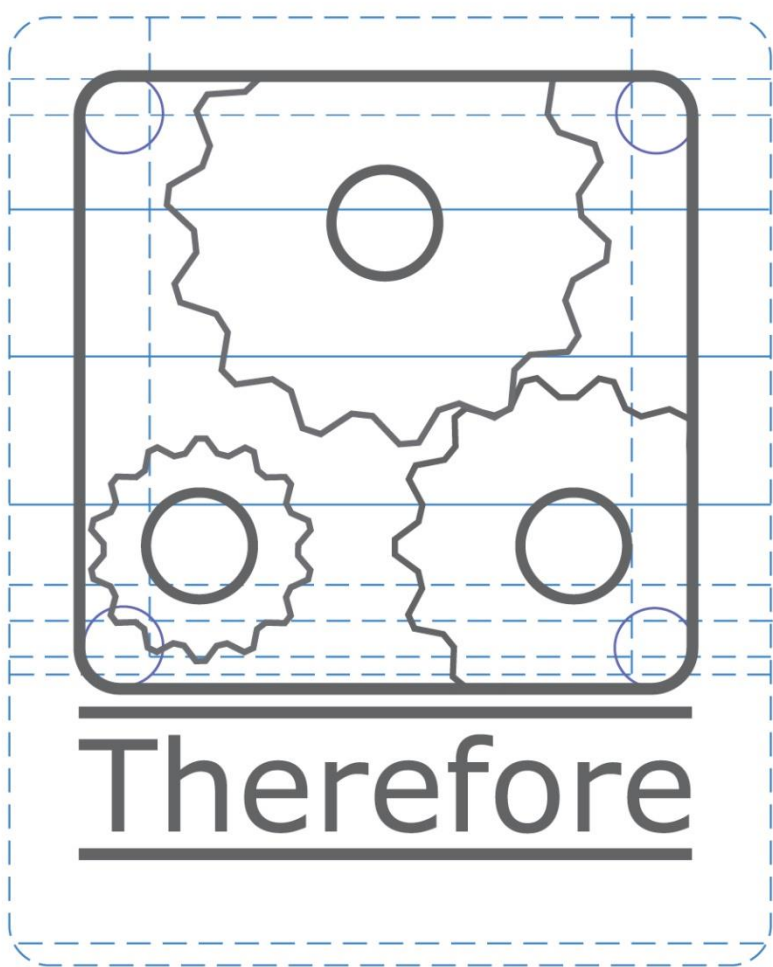
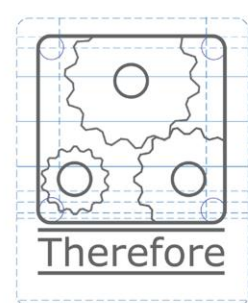
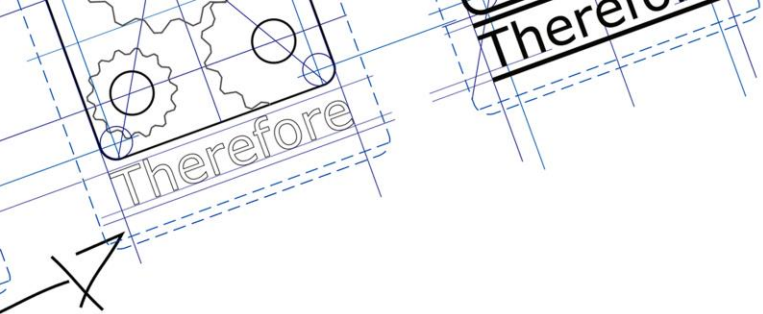


# Introducing Therefore



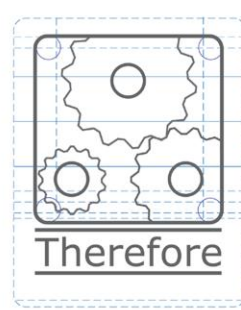
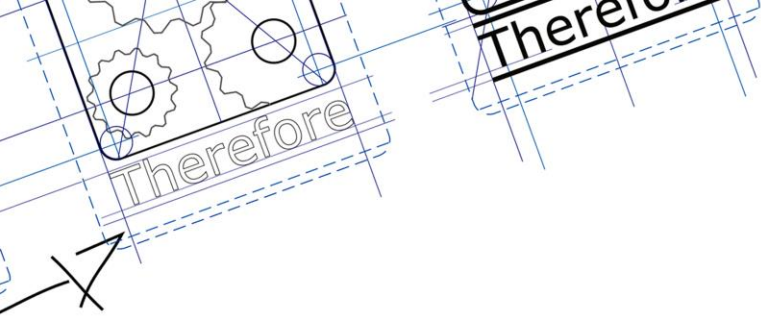


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## ABOUT US

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### Introducing Therefore

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Therefore specialises in developing and implementing Business Process Management (BPM) solutions. We have, over a period of some 10 years, developed our own BPM technology, which we use to assist our Clients to optimally manage their business processes.

We are in a unique position to be able to help our Clients to implement BPM solutions without having to make an extensive upfront investment in technology, given that we bill on a rental basis. Further, we are in a position to offer our Clients a fully outsourced solution, allowing them to retain their focus on what they do best.

Our technology has been developed to allow for rapid deployment, which allows us to add value earlier in the project life cycle.

### Therefore BPM product offering

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We have a number of product variants, which allows us to rapidly deploy niche solutions.

- [Therefore Quantum™](#) - Call Centre Management Suite
- [Therefore StratIQ™](#) - Strategy Management Suite
- [Therefore HelpDesk™](#) - Help Desk Management Suite
- [Therefore FieldTask™](#) - Field Task Management Suite

Further, our BPM technology is easily configured, which allows us to rapidly deploy mature Client specific solutions.

### Consulting services

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Therefore typically consults in areas that relate to the implementation of its BPM technology. We are, however, in a position to offer Clients consulting services of a more general nature, most commonly in the *Information Technology, Supply Chain* and *Project Management* space.

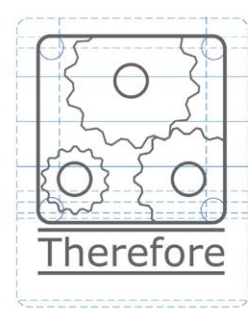
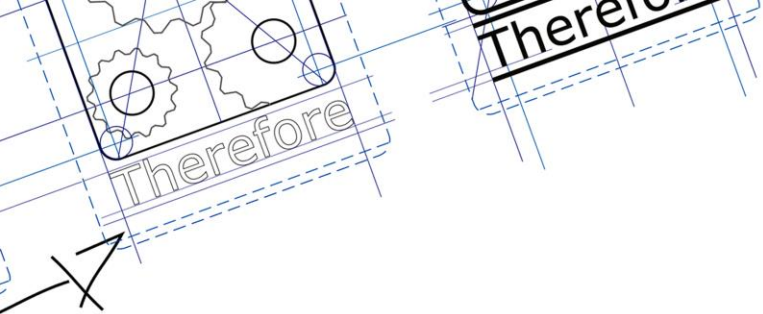
### How can we help you?

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We would appreciate the opportunity to schedule some time to walk you and your team through our product and service offering and to explore how we can unlock value for your organisation.

Feel free to give us a call if you think that we can be of assistance.





## THEREFORE QUANTUM™

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### The need...

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The majority of large companies use Call Centres as the primary means of managing their customer interaction. Given the critical role that Call Centres play as the "face of the company", it's imperative that they operate efficiently (to contain the cost of customer ownership) and offer high levels of customer service (for reasons of customer satisfaction and retention).

The Therefore team has undertaken extensive research to determine the task and query management needs presented by a Call Centre environment. This knowledge has been used as the foundation upon which the Therefore Quantum™ application has been developed.

### Can we help you?

---

The Therefore Quantum™ application is ideally suited for companies that...

- Have high volumes of Customer initiated tasks and queries.
- Want to improve Customer service levels.
- Want to improve levels of Customer satisfaction and as a consequence retention rates.
- Want to be more Customer-centric.
- Are concerned about the high cost of Customer ownership.
- Want to maximise their return on investment for call centre spend.
- Want to improve the ease of management of their Customer facing call centres.
- Want to implement continuous improvement and therefore need access to service failure statistic.
- Want to improve cross functional cooperation / delivery.

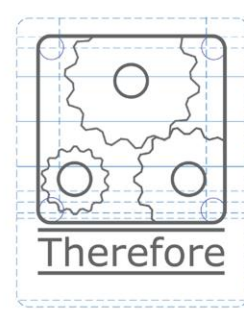
### More...

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For more detail, please visit the Therefore Quantum™ website.

[www.therefore.co.za/quantum](http://www.therefore.co.za/quantum)





## THEREFORE STRATIQ™

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### The need...

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Let's face it, failure to implement business strategy is common, and unimplemented strategy adds no value. Typically, breakdowns in the planning, management and execution of strategy results in only 50 to 60% of the value of a strategy plan being realised.

The Therefore team has undertaken extensive research to determine what it is that makes strategy execution so failure prone. This knowledge has been used as the foundation upon which the Therefore StratIQ™ application has been developed.

### Can we help you?

---

The Therefore StratIQ™ application is ideally suited for companies that...

- Are serious about strategy and its execution.
- Want to avoid the opportunity costs associated with the failure to deliver on strategy plans.
- Want to align strategy plan delivery with performance management.
- Require meaningful data to manage the execution of strategy.
- Want to impose clear lines of accountability for strategy execution.
- Want to facilitate strategy execution where cross functional cooperation is required.
- Want to maintain detailed records of strategic initiatives and progress made in their execution.

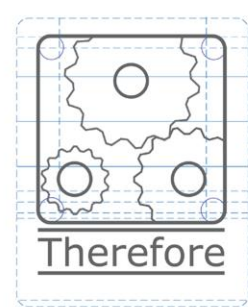
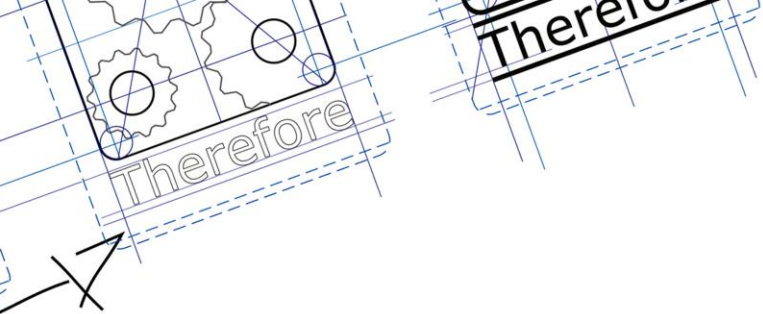
### More...

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For more detail, please visit the Therefore StratIQ™ website.

[www.therefore.co.za/stratiq](http://www.therefore.co.za/stratiq)





## THEREFORE HELPDESK™

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### The need...

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Information Technology (IT) is typically seen as a key strategic enabler. Most medium to large sized companies have found that an efficient and responsive IT function needs to be underpinned by an effective Help Desk application.

The Therefore team has undertaken extensive research to determine what it is that IT management requires from a Help Desk application. This knowledge has been used as the foundation upon which the Therefore HelpDesk™ application has been developed.

### Can we help you?

---

The Therefore HelpDesk™ application is ideally suited for companies that...

- See IT as a strategic enabler.
- Have high volumes of user initiated requests for IT support.
- Want to maximise their return on investment for IT spend.
- Want to impose IT best practice principles.
- Want to reduce levels of IT related risk.
- Want to improve IT service levels.
- Want to improve the ease of management of their IT functions.
- Require access to performance data to support performance management for IT staff.
- Want to implement continuous improvement within their IT functions and therefore need access to service failure statistic to enable them to do so.

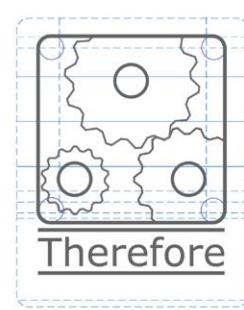
### More...

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For more detail, please visit the Therefore HelpDesk™ website.

[www.therefore.co.za/helpdesk](http://www.therefore.co.za/helpdesk)





## THEREFORE FIELDTASK™

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### The need...

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Managing a field based team is not for the faint hearted. The complexities associated with field task communication, coordination and management often result in field operations that underperform relative to management expectations.

The Therefore team has undertaken extensive research to determine the factors that make managing a field based team so difficult. This knowledge has been used as the foundation upon which the Therefore FieldTask™ application has been developed.

### Can we help you?

---

The Therefore FieldTask™ application is ideally suited for companies that...

- Have a field based operation that is core to their business models.
- Want to maximise their return on investment for field operation spend.
- Want to improve the efficiency of the back-office support structures available to their field operation teams.
- Want to enhance the quality of communication between their back-office and field operations teams.
- Require access to management data to improve the ease of management of their field operations.
- Require access to performance data to support the performance management of their field staff.
- Want to implement continuous improvement within their field based operations and therefore require access to service failure statistic to enable them to do so.

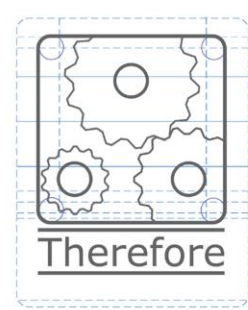
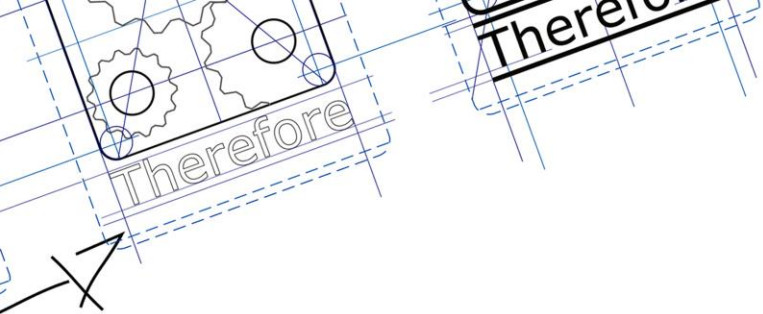
### More...

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For more detail, please visit the Therefore FieldTask™ website.

[www.therefore.co.za/fieldtask](http://www.therefore.co.za/fieldtask)





## CONSULTING SERVICES

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Therefore typically consults in areas that relate to the implementation of its BPM technology. We are, however, in a position to offer Clients consulting services of a more general nature, most commonly in the Information Technology, Supply Chain and Project Management space.

### BPM Consulting Services

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A business' processes constitute one of its most valuable assets, as they are the embodiment of all past learning. The more efficient and effective these processes are, the greater their ability to translate into Customer value, profit and consequently, the greater their asset value.

Therefore understands Business Process Management (BPM). In fact, we understand BPM so well that we have developed our own Business Process Management Suite (BPMS). If you are looking to implement a proven BPMS, give us a call.

### General Consulting Services

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Provided below are examples of the types of interventions that we have undertaken for our Clients. If you think that we may be able to assist you with a focused intervention, please feel free to contact us.

#### Product realization

The process of managing a development initiative through the feasibility, specification, development, testing and change management phases is a complex one.

Therefore believes that a mature set of development process controls will make the development process less frustrating, more productive, less risk prone and ultimately more responsive to business needs.

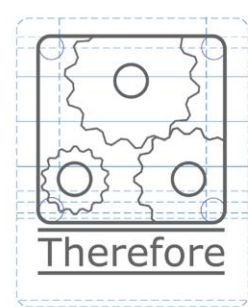
Therefore understands how to design a development methodology that allows you to make the most of the resources available to you.

#### Test script development

Complex IT projects carry an extremely high risk profile. Project failure often results in the extended unavailability of key systems, which in turn causes significant financial losses and compromised Customer service.







To reduce the risk profile associated with complex IT projects, it is imperative that thorough testing be done to identify errors that may be present and to resolve these errors prior to going live.

Therefore can work with your IT team to develop a test script that covers your business' core / risk critical processes. Further, we can assist you to develop the procedural controls that will drive the ongoing use and refinement of your test script.

### **Supply chain optimization**

If your supply chain is sluggish or inefficient, the availability of your product in the trade will invariably be compromised. The consequence ... lost sales. What's more, if your competitors have more efficient supply chains than you do, it's a matter of time before you start losing market share.

Therefore have the skills and methodologies to assist you to perform an end-to-end Supply Chain review and identify areas where refinement will unlock value.

### **Project management**

Initiatives that are supported by effective project management stand a far greater chance of success. A well-managed project will carry a lower risk profile; will be delivered on time and within budget.

Companies often don't have the spare capacity to dedicate to the focused management of projects, leaving projects, and as a consequence the business, compromised. Therefore has extensive experience in the management of complex high risk projects.

### **eCommerce life cycle management**

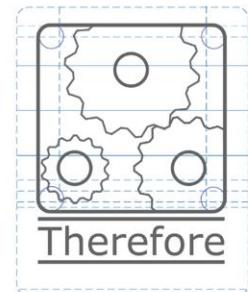
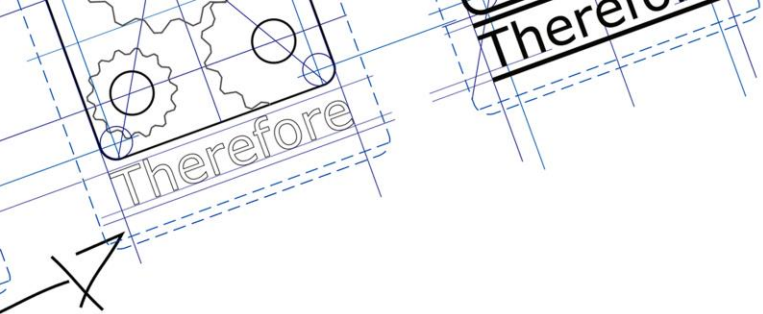
The Internet presents businesses with virtually limitless possibilities. Therefore can help you filter through the myriad of possible applications for Internet technology, select the opportunities that make business sense and act as your guide through to the point of a successful go live.

### **Supply chain transitioning**

For businesses that make use of Distributors, moving Distributor can be a risky exercise.

Therefore has project managed any number of high profile Distributor migrations and has a track record for doing so in a manner where risk is materially mitigated and the flow of product to market is not disrupted.





## Master data review / clean-up

Master data is the invisible life blood of business. As business complexity increases, managing master data becomes exponentially more complex. Poor master data quality works against operational efficiency, customer service and your ability to contain costs.

Therefore has developed proven methodologies for rapidly reviewing master data, identifying errors and driving their correction.

## CLIENTS

Therefore's Clients straddle a broad range of industries.

### Consulting

Colbrad International  
Deltacon Consulting  
FeverTreeConsulting  
PwC  
SCMS

### Cosmetics

Estee Lauder  
L'Oréal

### Food and Beverage

SAB / ABInBev

### Information Technology

Imperial IT  
PCS  
Tarsus SecureData

### Logistics

Fast + Furious  
RTT

### Mining

Mineral Innovative Technologies / MIT

### Pharmaceutical Distribution

Imperial Health Sciences - International  
Imperial Health Sciences - South Africa  
UPD Distribution

### Pharmaceuticals

Bausch + Lomb  
Bayer  
Inova  
Merck  
Novartis  
Sandoz  
Takeda

### Promotions

Primedia Face 2 Face

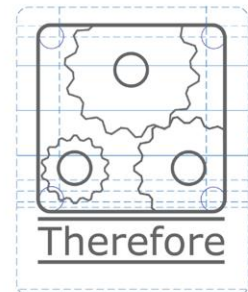
### Renewable Energy

Atlantic Solar

### Travel and Leisure

RCI  
Trade Winds





## CONTACT US

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### Sales contact

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#### **Peter Lever**

Mobile: +27 83 447 4883  
Email: [peter@therefore.co.za](mailto:peter@therefore.co.za)  
Skype: thereforepeterlever

### Websites

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Therefore company: [www.therefore.co.za](http://www.therefore.co.za)  
Therefore StratIQ™: [www.therefore.co.za/StratIQ](http://www.therefore.co.za/StratIQ)  
Therefore HelpDesk™: [www.therefore.co.za/HelpDesk](http://www.therefore.co.za/HelpDesk)  
Therefore FieldTask™: [www.therefore.co.za/FieldTask](http://www.therefore.co.za/FieldTask)  
Therefore Quantum™: [www.therefore.co.za/Quantum](http://www.therefore.co.za/Quantum)

### Social Media

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#### Therefore company



#### Therefore StratIQ™



#### Links

For links to our social media pages please visit the [Social Media](#) page on the Therefore website.

### Address

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PO Box 2471  
Northwold  
2155

