



All our consultants have delivered large, complex, and difficult projects. We are trusted advisors with the experience and track record to match. We are client focused and conscientious with deep integrity.

We setup transformation programmes to deliver successfully right from the start. We create the best solution for you, and we always deliver on our promises.

Similar projects can have different objectives. We find out what your success looks like, and we use our experience, pragmatism, and flexibility to tailor our approach and style to your specific needs.

Back Office Transformation

Company Overview

At Encordia Consulting, we specialise in back office transformation. Using our expertise and years of experience, we look to strategically overhaul and modernise internal business processes, systems, and operations within client organisation's back-office functions. This transformation aims to enhance efficiency, productivity, and agility by leveraging technology, automation, and process optimisation. To achieve this, we look at process and integration automation, digitalisation of paper-based processes and documentation and standardisation of processes and workflows amongst other areas.

At Encordia Consulting, we are passionate about back office transformation, and we deliver on our promises. Let us help you transform your business through innovative solutions tailored to your needs.

Back office transformation

Encordia Consulting aim to help drive transformation and improve operational efficiency through back office transformation projects to help you deliver on your goals.

Features

- Process automation for efficiency and reduced manual workload.
- Digitalisation of paper-based processes for streamlined documentation management.
- Integration of systems for seamless data flow and communication.
- Data analytics for insights into operational efficiency and decision-making.
- Standardisation of processes for consistency and improved productivity.
- Outsourcing/offshoring for cost reduction and scalability opportunities.
- Compliance measures to ensure adherence to regulatory requirements.
- Risk management practices for mitigation and safeguarding organisational assets.
- Employee training and development for adapting to new technologies.
- Overall optimisation for enhanced agility and responsiveness to market demands.

Benefits

- Enhanced operational efficiency and productivity, driving overall cost reduction.
- Improved scalability to accommodate business growth and changing demands.
- Strengthened compliance measures ensure adherence to regulatory requirements.
- Optimised risk management practices mitigate potential financial and reputational risks.
- Streamlined processes facilitate quicker decision-making and smoother workflows.
- Competitive advantage gained through agility and responsiveness in dynamic markets.
- Better resource allocation and utilisation maximise organisational effectiveness and profitability.
- Enhanced customer satisfaction through quicker service delivery and improved quality.

Planning

Delivering effective back office transformation projects demands meticulous planning to align with business objectives.

Our planning approach includes:

- Conducting a thorough assessment of current back-office processes and systems.
- Identify pain points, inefficiencies, and areas for improvement.
- Define project goals, objectives, and desired outcomes with stakeholders.
- Develop a comprehensive project plan outlining timelines, milestones, and responsibilities.
- Prioritise initiatives based on business impact and feasibility.
- Design tailored solutions leveraging technology, automation, and best practices.
- Implement change management strategies to ensure smooth transition and adoption.
- Monitor progress, track key performance indicators, and adjust as needed.
- Provide ongoing support, training, and optimisation for sustained success.

Training

As part of a back office transformation project, we can undertake training needs analysis and prepare a comprehensive training plan to support the implementation of change within your organisation.

Our preferred approach is, where possible and appropriate, to partner with your business and work closely with the delivery professionals in your organisation, performing on-going knowledge transfer throughout the delivery. This reduces the need to perform end-of-delivery knowledge transfer, thereby reducing the need for training within the delivery and implementation teams.

Quality assurance

At Encordia Consulting, our approach to quality assurance is comprehensive and meticulous. We prioritise ensuring that the end result meets the highest standards of quality, providing you with confidence in its future success.

Our testing process includes:

- Conducting rigorous testing to identify and resolve potential system flaws.
- Ensuring compliance with regulatory requirements and industry standards.
- Validating data integrity and accuracy across back-office systems.

- Testing process automation to guarantee efficiency and reliability.
- Addressing user feedback to fine-tune system functionality and usability.

Our commitment to you

At Encordia Consulting, with a track record of successful back office transformation projects, we look to implement streamlined and effective results for our clients futures.

We serve as trusted advisors to our clients, providing unparalleled expertise and unwavering integrity. From the outset, we focus on setting up programs for success, ensuring that we understand your objectives and deliver on our promises.

Recognising that each project is unique, we tailor our approach to meet your specific needs, leveraging our experience, pragmatism, and flexibility to achieve your desired outcomes efficiently and effectively.

Encordia



www.encordiaconsulting.com