



ALTITUDE GROUP

REACH | FEEL | INSPIRE



ABOUT ALTITUDE GROUP

Altitude Group provides tailor-made customer interaction solutions to both the public and private sectors. We implement high-performance strategies that foster business value creation, enhance customer service and create organisational transformation opportunities.

We specialise in all aspects of direct sales, debt collections and business process outsourcing, and deliver superior technology and training capabilities to add maximum value to our clients.

Altitude Group is the outsource service provider of choice for a broad range of clients, ranging from regional service providers to high profile international brands, JSE-listed companies and the public sector.

Altitude Group provides an end-to end-customer interaction solution via on-premise, hosted or as-a-service solutions.

VISUAL COMMUNICATIONS

- eliminate travelling,
- improve interaction,
- reduce process loss,
- transform business operations

MESSAGING

improve productivity and responsiveness with rich messaging capabilities

COLLABORATIVE WORKSPACE

reduce costs and increase agility by integrating communication channels, presence, and content



TELEPHONY AND VOICE

a platform for richer communication and collaboration

SOCIAL COLLABORATION

using social media techniques and user behaviors without compromising enterprise requirements

CONTACT CENTRE

optimised customer interaction through multiple customer touchpoints

THE VALUE WE ADD: SERVICE OPTIMISATION

Customer experience means understanding how to manage customers through quality service, commercially sensible decisions and effective segmentation.

BUSINESS INTELLIGENCE

Business intelligence
Insight drives business
change and improvement



PEOPLE CHANGE

Developing people in line
with your business creates
brand champions and loyalty



BUSINESS IMPROVEMENT

Process, people and product
improvements ensures efficiency,
cost saving and customer
satisfaction improvement



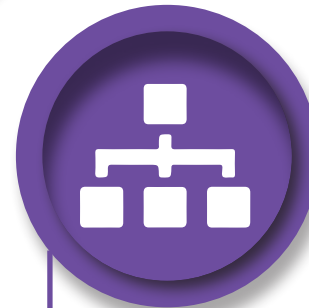
WORKFORCE OPTIMISATION

Running productive, efficient
& cost effective operations
is key to customer and
commercial performance



QUALITY IMPROVEMENT

Compliance and customer
satisfaction protects the
brand and improves sales
and customer perception



INTERIM MANAGEMENT

Focusing on structure,
performance and
engagement



CUSTOMER EXPERIENCE

The key to your brand and
growing your business
and retaining your
customer

OUR SOLUTIONS

OUTCOMES-LED SOLUTIONS



Customer Management
Outsource



DBOT



Consulting



Joint Ventures

FUNCTIONAL SOLUTIONS



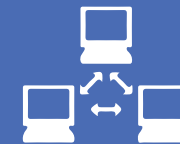
Customer Service



Sales



Back Office



IT service Desk



Retention

INFRASTRUCTURE SOLUTIONS



Technology



Connectivity



Facilities



Business Continuity

SUPPORT SOLUTIONS



Track



Plan to Perform



Improve



Optimise



OUR SERVICES

BUSINESS PROCESS OUTSOURCING SERVICES

Our business process outsourcing services are pivotal in achieving significant risk and cost reductions, while also improving business transparency and efficiency. Our BPO services are outsourced either by way of “purchase of seat” or delivery of service. We have the proven ability to securely transfer and manage large volumes of data, provide regular feedback and meet service level expectations. We have an experienced business process outsourcing team, both in inbound and outbound contact.

OBJECTIVES	EXECUTION
In applying our integrated BPO model, we are able to effectively process and analyse direct sales, leveraging off the customer inflow from our call centre and field agents.	1. Inbound sales & response handling 2. Outbound Telesales & Telemarketing 3. Up-sell & Cross-sell initiatives 4. Lead generation & appointment bookings
Altitude Gorup BPO aims to outline our customers' journey and nurture this experience to align with the overall goal of achieving a successful interaction and transaction. We achieve this by adopting a personalised customer experience.	1. Proactive customer contact 2. Courtesy calls 3. Welcome calls 4. Satisfaction surveys 5. Market research 6. VIP customer programmes
Our BPO customer service team is readily available to support the various stages of a transaction. In doing so, we are able to effectively connect our customers with the services and products to purchase.	1. Help Desk 2. Inquiry Desk 3. Competition Lines 4. Data Cleaning 5. Account Queries 6. Complaint Management & Resolution Management



FINANCIAL SERVICES

Altitude Group Financial Services is South Africa's premier retailer of financial products, funeral, life and legal. We offer our clients customer acquisition programmes and distribution channels, tailor-made to their individual requirements.

We offer sales solutions from our call centres and field network simultaneously, or on a stand-alone basis. Our field agents can distribute products in-store or at events and residential canvassing.

This is supported by an administrative team that undertakes Quality Assurance, Sales Validation and Data Capturing on behalf of our clients. In addition to this, daily sales reporting can be provided from our online sales platform.

COLLECTIONS

Altitude Group Collections specialises in high-volume overdue account collections, servicing some of the largest lenders and financial institutions in South Africa. We understand that not all debts are the same, and therefore require varying collection strategies. As a result, each debt is individually reviewed to determine the most effective collection approach. We are proactive, persistent and result-oriented.

Altitude Group operates a programme of continuous improvement and invests heavily in up-to-date technology.





TECHNOLOGY

Altitude Group Technology provides an online platform for products and services that provide enhanced, bespoke business analytics and customer experience solutions, as well as innovative learning portals and tools.

We offer:

- Business Process Outsourcing
- Learning technologies





TRAINING ACADEMY

At Altitude Group Training Academy, we recognise that your career is a work in progress. As such, we provide an array of training programs centred around building fundamental interpersonal and business skills development.

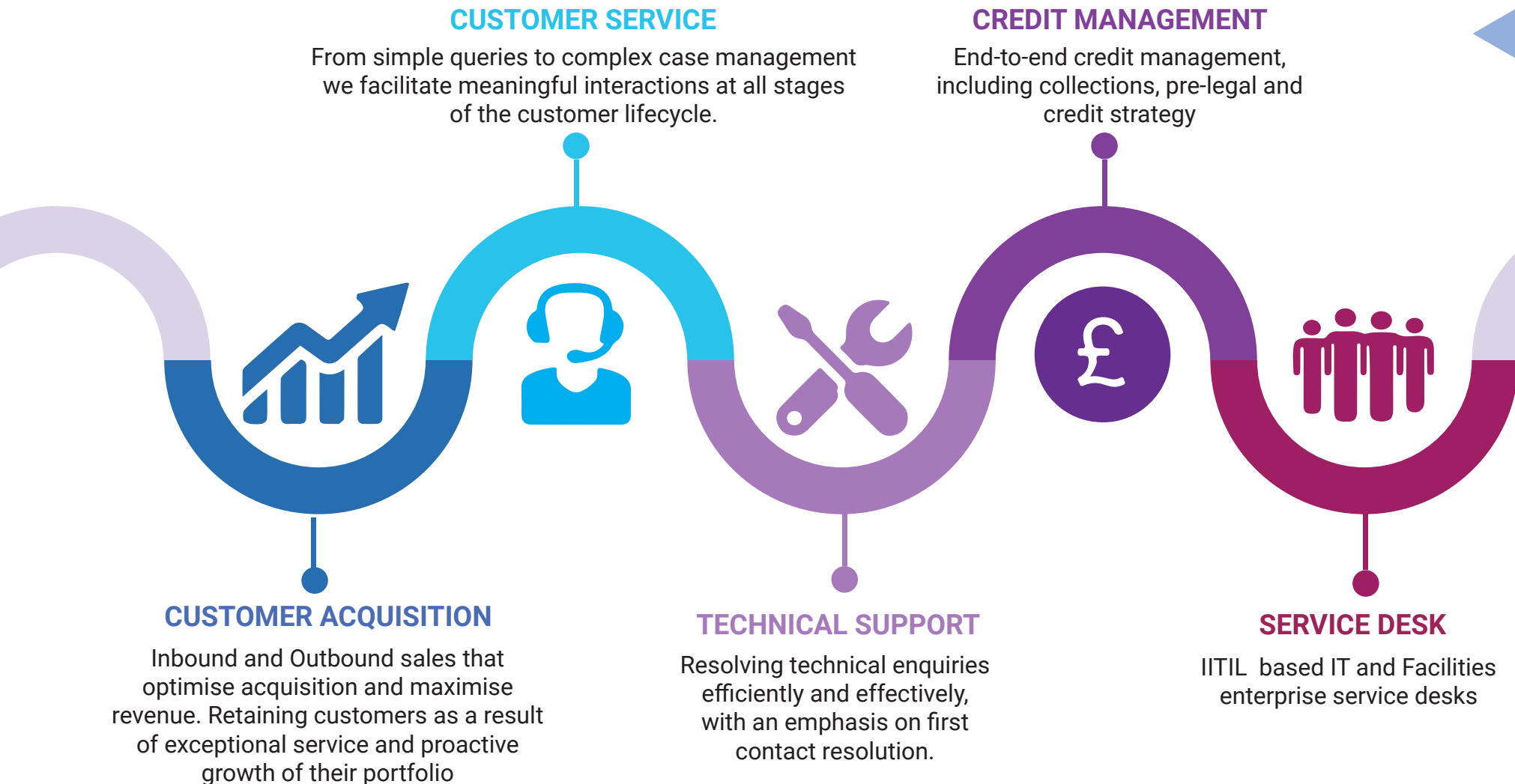
We are SETA accredited.

Our offerings:

- Work integrated learning programmes
- ICT learning solutions
- Vocational training
- Learnerships
- Junior and middle management training programmes
- Industry specific training solutions
- Internships
- Work readiness programmes

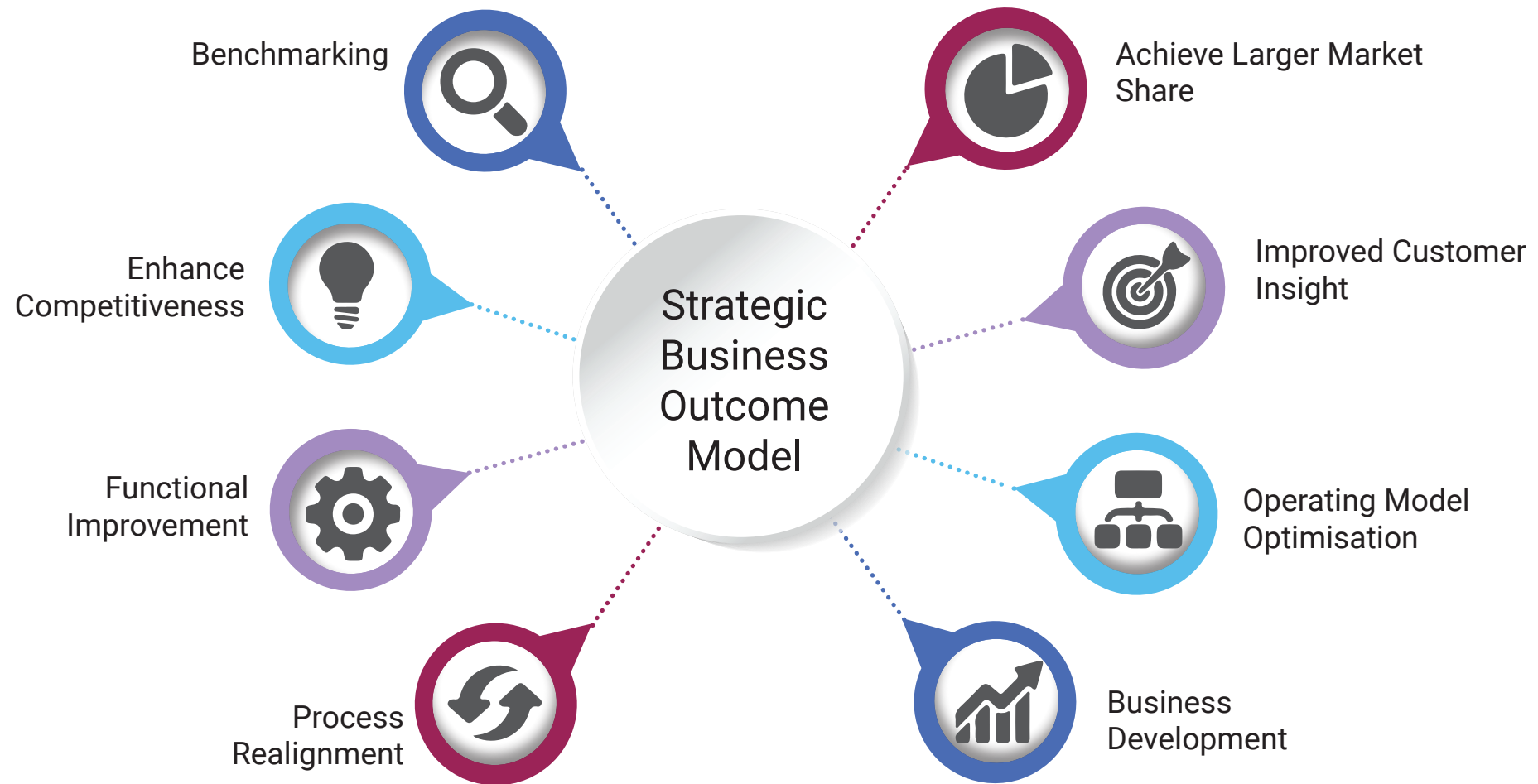
OUR CUSTOMER LIFECYCLE MANAGEMENT PROCESS

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