

Company Profile
ANKAM TELECONSULTANTS
&
TRAINERS LIMITED



www.ankamug.com

Our Vision

To be your preferred HR Solutions Partner in East Africa

Our Mission

To be a leading brand in HR Solutions that ensures that clients have the right people in the right roles at the right time to deliver results



“The Customer, Our Heart Beat”

About Us



ANKAM Consult Ltd herein referred to as ANKAM is fully incorporated under the Companies Act, under section 16 (1) of the Republic of Uganda. It was founded in 2010 by a team of industry professionals working together to provide strategic customer centric business solutions.

We bring with us a wealth of experience in global business practices that fit in any kind of setting with the aim of improving performance in all areas of our specialty. Our expertise lies in being able to put together a customized concept of processes that help our customer achieve their strategic goals.

Our core strategy is to standardize business processes to foster company efficiency. In turn, this will ultimately convert all facets of the business into a customer centric culture that serves as a strategic asset of the business. With a solid customer service background and proven hands on management style, we pride in improving business performance from an: Operational management, People Management, Innovation and Strategic Value approach. We also play a key role at both strategic and tactical levels on all phases of the project serving on the core leadership team to provide insight and professional advice.

We are passionately committed to supporting our customers to meet their business goals and realize their potential by challenging existing processes creatively and constantly seeking better working methods while building sustainable relationships with all our business partners.

ANKAM's key objective with each customer engagement is to help them achieve their most important business goal - protecting the customer experience and thus becoming your partner of choice.

Values

People

People are the reason our business exists and are thus our most valued asset. Equity and fairness guide all our relationships.

Innovation

Because we understand that delivering a next-generation customer experience requires boundless creativity, we constantly seek new ideas in order to keep abreast with new business needs beforehand.

Ethics

We are transparent in all our business engagements and integrity is our blue print.

Efficiency

We seek to optimally use resources available to us and our customers, understanding that time and money are not infinite.



Our Commitments

We live our mission.

We grow customer experience in all our engagements ANKAM approaches all engagements with a spirit of cooperation and collaboration.

We provide exceptional solutions based on real business drivers.

We are dynamic – we can meet all client needs or participate in specific initiatives.

We maintain a consistent professional and ethical loyalty to our customers and staff.

Our guaranteed Output

Unmatched and consistent customer experience.

Efficient business processes aligned to key business drivers

Increased operational efficiency

Best utilization of technology



OUR SERVICES

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Human Resource Consultancy

- ◆ Online CV banking –We understand that applying for a job should be a hustle free and less costly for both the applicant and your business. Our automated CV banking process effectively supports this objective.
- ◆ Recruitment– Our team of experienced HR professionals support in hiring people with the right competencies and attitude.
- ◆ Headhunting – We belong to an extensive network of professionals in and around the region. As such, we are better suited to recommend or recruit people with specific skills through head hunting.
- ◆ Employee Risk Assessment – We understand that businesses need to trust their Human Resources to carry out activities on their behalf; we strive to ensure that only those with integrity and right qualifications are recruited through our screening process and background checks.

Core HR Consultancy

We offer support in carrying out surveys, performance management, Job evaluations etc. Outsourcing Management; Our unique outsourcing models are a sure way to enabling our customers provide new services and as excess capacity drives down operational costs, we recognize new opportunities to expand their offerings.

Customized Training Services

ANKAM designs and implements customized training programs that are tailored to your culture, business goals, people, and brand. We offer single experiences or entire programs built around your company's unique drivers to reflect your spirit and energy. As appropriate, we invent existing client training and job support material for suitability, relevance, and potential inclusion. Our training program is aligned within the broader context of client's performance improvement needs. Our palette includes but not limited to a complete call center new-hire programs, general customer service training, supervisor and management training and any other training needs as may be identified during implementation.

Our Flexible Learning Model

Our flexible learning model expands choice on what, when, where and how people learn. It supports different styles of learning. Selection of an appropriate mix of training approaches is a function of;

- ◆ The types of participants (e.g., customer facing vs. Back Office agents, supervisors vs. workforce analysts etc.)
- ◆ Budget (some cost more than others)
- ◆ The environment of the organization
- ◆ The depth of learning desired

Depending upon your internal resources combine multiple media of learning approaches such as hands-on, classroom, focus groups, role plays, case studies, audio visuals, video and online tools to create a memorable learning experience.

Contact/Call Centre Design Assesments& Solutions

Structural and operational planning and implementation – We review your organizational structure and then develop a human resource model for all functional areas, recommend efficient recruiting strategies based on best practices, forecast workload and workforce needs, develop functional processes and train staff to meet competency requirements.

We support the business in providing a full definition of skill types, design technology infra-structure plans and costs, identify facility requirements, and make recommendations on the best migration approach where applicable based on best practices.

Strategic Planning and Contact Center Operational Management

Pre project strategic planning – we strategically engage the client’s executive management to do a critical analysis of the current state and operating model of all business functions. Using the above analysis we then determine the feasibility of either consolidation or decentralization of the customer care function and thereafter, provide a roadmap for a new customer care and technology model that will serve as a baseline and context for the project that ensures business continuity.

Contact Centre Operational Management

We review automated and manual processes to identify opportunities for streamlining and standardization. A careful analysis and interpretation of intra-day performance data at specific time periods is conducted to identify trends and facilitate process optimization activities. This involves but not limited to Process and performance Management. Performance management strategy Quality program optimization Process Optimization Reward and recognition program.

Staff Outsourcing Management

Our unique outsourcing models enable our clients to concentrate on the core of their businesses by outsourcing non-core functions to us. We relieve you the burden of managing staff hence saving you both time and money. We take care of the staff from end to end, that is Recruitment to payroll.

Team-Build Facilitation

Our team building concepts are built on addressing key issues like staff engagement, motivation teamwork, attitude, trust and communication

Improvement in levels of creativity and initiative- A well trained team is likely to have higher levels of ability to “think out of the box” which translates into improved levels of creativity and initiative as the team executes their roles.

SOME OF OUR CLIENTS



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