



Training - Health Check - Support Services - Professional Services - Consultancy Services - Operational Review

Consultancy Services

- **Balancing people, processes and technology**
- **Enhancing customer relationships**
- **Evaluating technologies**
- **Increasing return on investment**



Consultancy Services

Enhancing your customer relationships

MX Digital offers strategic consulting services to help you achieve an optimal balance between people, processes and technology – one that translates into enhanced relationships with your valued customers.

We recognise that your technology investment is a critical decision and one that will impact your business for years to come. We maintain long-term customer relationships by delivering a personalised service in a collaborative environment. Working in partnership with your business MX Digital can help you achieve significant productivity gains by maximising your return on investment in technology.

Evaluating evolving technologies

As technologies continue to proliferate and evolve, many companies are finding that they lack the internal resources and expertise necessary to evaluate and implement new technologies effectively.

Our consultants have years of experience in successfully addressing complex business challenges for a diverse customer base. MX Digital is committed to keeping abreast of new developments and applying innovations to our customers' changing strategic and operational needs.

Phased consulting approach

Taking customer contact centres as an example of how we work to leverage technology, our phased consulting approach covers:

- gaining a thorough understanding of a business by analysing and mapping out workflows before determining a solution to fit business requirements
- sitting side by side with a client's staff during system implementation
- reconfiguring the system as the business changes
- making periodic site visits to fine-tune the system and optimise performance

- providing services such as integration with legacy systems, interfacing with industry-standard packages, and custom GUI development
- performance review for benchmarking.

Call now!

Contact MX Digital to hear how our specialised consulting services can help you achieve a greater return on your technology investment. Our customer commitment, experience and extensive resource are at your service and we look forward to hearing from you soon.

For more information

Tel: 0870 777 2008

Fax: 0870 777 2009

Email: sales@mxdigital.co.uk

Web: www.mxdigital.co.uk