



## Our Vision

Without doubt, the world has changed. The way we do business and the way we all interact has become a major focal point.

The customer journey along with the business stability and sustainability make the conundrum real.

- \* Generate income
- \* Protect revenue
- \* Nurture customer data base

## Business conundrum solutions



## Making business work

INVEST IN YOUR FUTURE

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## ETHOS

“It is our aim to deliver sustainable customer satisfaction through enthusiastic and focused endeavour”



INVEST IN YOUR FUTURE

## Ahead of the curve

Taking business seriously was never in doubt, but as we move through new and varied challenges it is vital to have a firm grip on the activity globally termed “business”



## Introduction

Of course business attitudes change over the years and new theory and flavour take on the imagination. Here at UCA Digital , we are dedicated to not only the customer journey and the impact this can clearly have but also the structure of the business and in particular the digital revolution and the relationship technology blend has on the result..

We have partnered with some of the worlds leading AI and performance management software providers in the world to create revolutionary, business changing solutions to the ever increasing business conundrums.

To be forward thinking is now not an option, it is a given, and as we move into a post covid world, KPI and strategic “What if” management take centre stage.



## The Digital Revolution

The fast pace of  
world events and  
business change  
make flair and  
imagination a new  
prerequisite



## The Digital Revolution

In the past 100 years or so, the world has changed in so many ways, and a good many are attributed to technological gains and shifts. It is also the result of individual dreams and attitudes. Taking on difficult problems of the time and the results have seen some incredible changes and the changes just keep coming with gasps of amazement when they arrive.

The digital stage is by far the most wide and varied to give business the edge. The manipulation of data is nothing new, but the incredible flexibility and power of instant data sets is now proving to be the difference when it comes to profitability and growth.

To replace the human element in any business is not going to solve the business conundrum but with the aide of affordable cutting edge technology it will give you and your clientele the edge.

## REAL SOLUTIONS FOR REAL PROBLEMS

In the fast paced world that we live in, it is now more important than ever that your business is connected, and not only to the Web. Your customers are the lifeblood of your business and if you have any other view, then we probably need to chat sooner rather than later.



## AI Solutions that take on the business conundrum

Trying to focus on all the key elements of business is tough, but this structured conundrum that is without doubt evolving within business is here and here to stay. Getting the basics right with the help of AI implementation is an important key to future success.

- Income generation
- Revenue protection
- Nurture customer loyalty

Efficiency has always been a fundamental requirement but now more than ever there is a need for the use of technology to make customer centric activity and business basics work harder and smarter together. It is not about replacing human interaction but simply enhancing the customer journey and making interactions between you and your customers a simple and pleasurable activity.



## Our Focus

We don't just have clients, we have partnerships based on a desire to make customer interaction, profitability and stability a priority. We have a varied portfolio of solutions to give complete control that are not simply off the shelf. Your business is unique and we treat it this way.



## Our Services

- Interactive call centre
- Multiple language functionality
- CRM creation & integration
- Website automation
- Email automation
- Social media collaboration
- App creation
- Voice automation
- Dashboard matrix & analytics
- Profit analytics
- On hand business consultancy



Our team of experts are here to help you develop successful strategies today for a financially secure tomorrow.





# Customer Accessibility

**“The customer is the most important visitor on our premises. They are not dependent on us. We are dependent on him. They are not an interruption in our work. They are the purpose of it. They are not an outsider in our business. They are part of it. We are not doing them a favour by serving them. They are doing us a favour by giving us an opportunity to do so”**



**Business is great at opening its doors to new customers and not so great at nurturing loyalty. As part of the business conundrum and through discovery there are amazing digital business solutions. As we have said, we are more than just a software company.**



# Care is a strong word

**We are part of your story and we would not have it any other way. To make sure that your journey matches your customers will ensure the sustainability of your vision.**

**We take a cradle to grave attitude and firmly have within our ethos a belief that helping your business will make our business strong also.**



## CPM

Having the ability to cut and slice data to create real-time game changing financials is the difference between being ahead of the curve, being able to make an impact and having to rely on events to plan ahead and hope the reaction is timely.



## What if management

The reality is that no one can see into the future but as we have realised with recent events, it really does pay to be ahead of the game with planning, budgeting, consolidation and rescores planning at your fingertips. Sales, supply chain, financials and business modelling are all controls that are now more important than ever.



Every business has its own pain points, and with a profit clinic mentality it makes the picture much clearer and allows focus on the main events.



## EPM

Knowing where each and every player sits in the whole enterprise has never been as vital to the overall plan. Partial data is now outdated and the whole picture is very relevant.



## Real time analytics

Taking a snapshot of your business last week and working with this for long periods of time is now very outdated and could be very costly. Pulling together all departments and KPIs is now at your fingertips and from anywhere in the world. It is not just about the financials, it is now a collaboration of the whole, allowing the business to shift and move in the right direction.



Efficiency can be the difference between success and failure and although it can not be relied on in its entirety it is the start of the whole picture.

## Call centre and CRM

One of the greatest challenges is to hold onto the customers as they approach your business and surprisingly the correlation between contact and CRM are a little misunderstood.



## Nurture contact

Having the ability and functionality to hold onto this precious commodity is no longer a mystery. Creating the right automation and customer relationship is easier than you may think. It is a fact that you will not instantly connect with every customer, but if the journey is a pleasant experience you will have the opportunity at some point.



Efficiency can be the difference between success and failure and although it can not be relied on in its entirety it is the start of the whole picture.

## UCA Profit clinic

Stripping back to the wall will give you a drones eye view of the whole operation.

Working the key stakeholders within the business and developing a bespoke programme will give a pinpoint focus to develop and enhance key areas.



## Making detail work

Looking at a set of accounts does not always tell the whole story. Taking a closer look at the pain points with some meaningful data is a management tool that gives the day by day answers and takes away all the guess work. Sharing industry specific data and ideas will allow for better decisions and certainly focusing on the profit element of the business



Sharing your great Ideas with your competition is not what this is about. Being able to drill down on customer centric experience gives us all the edge .





## What we provide

Budgeting your business is one thing, keeping on point throughout your journey is quite another. Profit clinic is a complete analytic, training and business focus programme that will take the business journey to a whole new level. The programme takes on the whole business and not just small sections. This in turn gives a daily focus on the areas that matter most. Proactive management has become a very important discipline and one that will help to secure the future.

## Profit clinic programme

- Full business review
- Profit clinic software implementation
- Full training programme
- Tailor made clinics to take business forward
- Live support with dedicated team allocation



3/5/9 day programme



## • KPI Collaboration

Making the most of the resource that is available in a business is not just understanding the physical elements. Taking care of the numbers allows you to make the decisions that ultimately give you the winning edge and allows control of the decisions that take care of the business in its day to day form.



Business rarely stays the same

The key performance indicators are the moving feast of business. One of the huge challenges faced by any business is the recognition and realisation that there is precious data in the first place. We are not replacing the human element of control, simply putting the data to work to make the business more effective and efficient





On the journey  
together

engagely.ai



Our Partnerships mean  
a great deal to us. That  
is why we are so proud  
to be associated with  
these guys.



Project management,  
Implementation  
ground breaking  
software. We know  
we have the back up.





Automation  
Profit Clinic

CPM

EPM

Business  
consultants

Recruitment

Project management

Share your ideas and  
outline your  
challenges. Every  
project is bespoke and  
unique,



Sales training and  
development



## Lets learn

It is recognised that any change will bring its own challenges and with this in the forefront of thinking we are here to help.

The team at Universal Coaching Academy will plug your teams into the most relevant understanding mechanisms and refresh the sales arena within your organisation.



We consistently speak of our relationships with our clients and the full support offering is not just confined to software

implementation. Having many decades of sales and management experience we are well placed to offer a robust support mechanism through our coaching academy.

Attitudes change over time and the customer centric focus of most business is now a major part of the conundrum.

## Your training partner

Supporting your digital experience is only a very small part of the picture. We aim to provide first class innovative training to meet all your business activity and all part of our commitment to you. Software support, sales training, customer services coaching and much more.





Talking through  
your needs is easy  
and we have a  
dedicated team of  
consultants able  
to walk you  
through the  
possibilities

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