

## Case Study

# Improving processes and understanding the data

### SUMMARY

ConnXess, has improved the systems and processes that supported the back office functions of FIS Loveday Ltd. Through a bespoke programme of business support, ConnXess has not only saved time and money by streamlining and automating current processes but they have also improved the workforce culture and communications bringing about a proactive approach from all staff.

### SOLUTIONS

ConnXess looked at all the current systems and evaluated where the biggest impact could be made and set in place an action plan to improve each one over time. The areas covered were finance, HR and Marketing. Finance was targeted first by overhauling the quoting process and assessing current production times to ensure all products were making the required profit margins. This allowed the leadership team to hold conversations with customers armed with accurate data. ConnXess then brought all contracts and staff handbooks up to date working with employees to ensure their ambitions for personal growth were considered.

### BENEFITS

#### Benefit One

Moving many of the systems to online tools improved efficiencies and reduced overheads.

#### Benefit Two

The reworking of the quoting process to ensure a sustainable profit margin allowed for more robust conversations with customers strengthening relationships and improving the bottom line.

#### Benefit Three

By supporting the team to upskill members of the workforce and put in place transparent processes the workforce culture improved which in turn increase output.



### Challenges

As a business nearing its 50th birthday many of the processes were dated using manual systems and paper trails. This not only took up valuable time and resources but this left the company open to errors and inefficiencies which were not supportive of the companies outstanding quality rating and accreditations in place for the products it produced.



Juli came into the organisation with a proactive approach that supported the vision we shared. She worked seamlessly within the business and moved us forward in many ways.



**Chris Forrest**  
Managing Director