

The Envisago Holistic Management System

'Do what works, do what matters!'



IMPROVE YOUR OPERATIONAL PERFORMANCE!

The Envisago Holistic Management System was developed based on global performance excellence standards and on what we see working in the organisations we have worked with. It takes a holistic and systems view of your service business or function. We believe that by understanding and optimising each of the 7 areas or components of your business operation, it has a compound effect which will dramatically improve your overall business performance.

Organisations and service functions can be viewed as living, breathing organisms with moving component parts and constituents. The Envisago System provides a holistic evaluation and continuous performance improvement tool to take your service business to the next level!

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SELF ASSESS YOUR BUSINESS OPERATION

Where do you believe there are problems in your business operation. Are you not hitting your sales targets? Are your customers or clients dissatisfied? This system allows you to assess your current status and improve across multiple fronts.

For example, not hitting sales targets could have a variety of input factors across multiple areas;

Component 1 ‘Our Big Why’: You may not have defined the right sales goals up front, or there is a lack of robust governance and reporting in place to manage this consistently.

Action: Define clear smart goals. Ensure there is a governance structure in place.

Component 2 ‘Our Customer’: You may not be clear on your ideal customer and their needs and wants so your results are hit and miss and inconsistent at best.

Action: Get clear on your customer and their wants and needs. Talk to your Ideal Customer Profile to understand them better.

Component 3 ‘Our Process’: There may be no clear documented process to support the sales team on how to increase conversion and how to deal with objections. The sales cycle may not be defined for how many contacts to initiate and when to move on.

Action: Provide your sales team with the documentation and support they need to convert.

Component 4 'Our Metrics'. The sales goals may have not been properly defined (see Component 1) and because they are unrealistic, the sales team are not motivated and not managing to their metrics.

Action: Set more realistic sales goals that are motivating to the sales team.

Component 5 'Our Tech'. Your lead generation process is not automated so you are reliant on a lot of outbound cold calling which has low results.

Action: Work with marketing to fully automate the lead generation process so that the sales team are just handling warm leads.

Component 6 'Our People'. You may not be recruiting the right calibre of sales staff and your onboarding and training program may not be fit for purpose which is affecting the sales performance.

Action: Review your sales staff candidate profile and update if necessary to recruit better fit applicants. Ensure your onboarding and training program equips them to perform successfully on the job.

Component 7 'Our Results'. Not hitting sales targets was the trigger for you to look across your organisation to see what gaps you could address to improve for the future.

Action: Create an action plan with specific actions, owners and milestones to ensure sales results improve in the next cycle.

SUMMARY

With the sales example above, you can see how useful this system can be useful in helping you quickly highlight and address problem areas in your business operation, but don't just take my word for it. See some of the feedback below with clients we have worked with!

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With Envisago's very active involvement, we achieved enormous progress in all areas of performance, allowing us ultimately to handle customer contact volumes 2 or 3 times as great as when we started with similar staffing levels, much improved quality and significantly higher client and partner satisfaction.

Staff engagement and performance is significantly improved and, from being perceived at one point as one of the problem areas in the business, the frontline team is now seen clearly as one of our highest performing.

Customer Experience Director,

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What we value most about working with Clia and the Envisago Team is their honesty, enthusiasm and passion for what they do.

Envisago doesn't operate in a 'stuffy', 'corporate' way; they work with flair and honesty, with a tremendous amount of knowledge and experience thrown in too.

EMEA Marketing Director,

Global Brand

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We contacted Clia at Envisago at a very important period of transition and growth for our company. We knew that we needed more structure and processes in place, however as a business that had grown organically and creatively for over a decade, we were unsure of where to start.

Clia and her team were thorough, direct and innovative in their assessment and provided invaluable support. Staff engagement is now stronger than it has ever been, and our senior team is now poised and ready for a significant period of growth ahead.

UK Legal Services Team

Founder, London Based

Creative Agency

WHY DOES OPERATIONAL EXCELLENCE MATTER NOW?

Well, if you've been watching the headlines lately we are told we are heading for a global recession. Whether that materialises or not, executing strategy through effective operational management is a **must** for any organisation who wants to stand the test of time. While marketing and innovation are what will keep you competitive in the market, if you don't have the infrastructure in place to deliver on your promise, you'll face many challenges and the more you continue with operational gaps, it will feel like you're turning the titanic when you try to address them. So don't wait. Get your ship in order! Why not book a **free no obligation consultation** with me to discuss your needs and see how we can help.

[Schedule a free consultation call with me today!](#)

Speak Soon.

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