

The Andante Advantage



What we do for you and your team

Our professional advisers are committed to enhancing your customer's journey through your people, your processes and systems. Specialists in best practice, enhancing performance & implementing change. **Independent, Objective, Effective**

Why we are different

We are committed to listening to your needs, providing advice in plain English then delivering simple, practical and effective solutions, that meet your requirements

A safe pair of hands

A wide range of skills will be at your disposal. All of our business advisers are mature former directors and senior managers with many years of experience and the highest qualifications. Armed with best practice and specialist knowledge

Not just talk - ACTION

You will receive documented reports, findings and recommendations for corrective action, your staff will receive training for new processes. We will enhance your teams performance, leaving them wiser and more motivated

Your guarantee

As members of the Institute of Business Consultants we are bound by a code of practice that guarantees the quality of service you would expect from a professional organisation

Confidentiality

We ask all of our clients to sign a "none disclosure agreement". Our advisers will respect your intellectual property (IPR), business practice, the security and the well being of your staff

Dean Baldwin, Head Of Technical Support said:-

"The Andante consultant provided a clear and methodical approach to investigations and process recommendations. This was important to the team and the business as this, in turn, increased the performance and quality of service seen by our customers".

Providing specialist assistance for your organisation

- Grants and Funding
- Sales Execution
- Your Customers Journey
- Support with Employment Law
- Contact Centres
- Marketing & Communications
- Service/Product Delivery
- Customer Care
- Product Development
- e-Commerce Strategy
- Leadership & Motivation
- Interim Management
- Mergers and Acquisitions
- Business Transformation
- Risk Assessment & ISO9000
- Telecommunications Planning



None of our advisers are generalists each one specialises in their own particular discipline

**Serving both the
Private & Public Sectors**

Five Star Quality
Assurance Rating on the
East Midlands Service
Provider register

CALL US now on 0115 952 3016 or email

business.solutions@andanteuk.com

www.andanteuk.com



You are in control, we help you identify and document the challenges, validate them, compare with best practice, make recommendations and help you develop an action plan.

HOW WE HELP YOU

- Documented scope of works – *you know exactly what to expect*
- Weekly project reporting – *puts you in control at every step*
- Three stage standard process – *discovery, planning and implementation*
- Ongoing project review – *at the end of each stage ensures you stay on time and within budget*
- Independent programme management - *ensures business as usual from your team*
- Scalable process – *to meet the needs of your business*
- Validated findings – *proven issues not suspicion or guess work*
- Documented findings, written reports and training – *we will leave a record of all we do*

CORE BUSINESS VALUES

- Always give priority to tasks that contribute to your bottom line
- You will always be in control, at every stage
- We are committed to following the IBC code of practice
- We will base all recommendations on solid validated evidence
- We will never over promise and always find an adviser with the appropriate relevant skills
- Always respect your confidentiality and Intellectual Property (IPR)
- Our advisers will always recognise and respect the fact that we are there to support your business, your staff and your customers
- We are not generalists or academics. We will deliver pragmatic solutions by utilising the appropriate mature experienced advisers

Patrick A. Lorenz, Owner, PGK Software & Communication GmbH said:-

"I worked with the consultant from Andante on a couple of projects. He made things easy for all of us. He knows how to deal with people, to organize them and to translate between technical and executive stuff even if it gets complicated. He can handle complex projects in political scenarios and is able to mediate through his calm and always solution oriented manner."

Five Star Quality
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RECOGNISED PRACTICE