

# Consulting Services

## CCM Performance Audit

If you need, create, manage, or deliver high-volume customer communication, you need to understand the waste across your business and the awareness levels of your staff and other stakeholders across the Document Production Workflow. Report and presentation includes recommendations for key strategic changes and projects.

## CCM Advisory Services

Independent and objective advice in the specialist area of hardware & software technology and suppliers to create, manage, and deliver high-volume personalised customer communication.

## Mentoring

Advise, coach, and guide staff in person or remotely. A great way to extend and expand existing capabilities by using their projects, in their work setting, with their resources.

## Strategic Consulting

Right hand man to the visionary CEO or other Senior Executive/Manager. This is typically focused around strategic business projects & planning for major business changes around customer communication and document production.

## Information & Knowledge Management

Ensuring that information within the organisation is managed correctly - whether found on documents or not - is extremely important, but one thing that is often overlooked, is Knowledge Management

## Effective Data Analysis & Usage

Analysing and utilising existing data, as well as determining what data could be obtained, is crucial for creating relevance and value of all data-driven documents

## Industry Research & Think Tank

The Electronic Document Systems industry and the greater Printing industry have many intricate niches and complexities that can be best researched, discussed, and navigated by experts

## Logistics & Mail

How documents are created and delivered is different throughout the world, whether within country or cross border, physical or electronic

## Hybrid Mail

There are two basic models, both keeping documents that are to be printed - and typically mailed - in an electronic format closer to the point of destination; saving both money and time around the logistics of delivering documents.

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Whether it is one of these or other Consulting needs you feel our knowledge and experience may be able to assist you with, please [Contact us](#) about your Personalised Customer Communication needs.