

Jonathan Harrison works with both public and private organizations that have reached a plateau in growth or are looking to develop a next phase. What he does is use simple processes to review the business, then strategize and deliver technologies, sales and processes to achieve the business ambitions. He can also deliver management tools and reporting to manage costs, revenues and performance. Thus, giving maximum shareholder value, increased customer satisfaction for minimum risk.

As an experienced sales professional and leader of global business teams I can help your business in any one of or any combination of the following competencies.

Business Management Consultancies

Outsource or not

It has always been that businesses need to maximise profits to be successful. As companies today struggle and fight for every ounce of business, competing with an ever Globalizing economic world, this need has resulted in many resorting to outsourcing parts of the business, especially back office processes and ICT or Contact Centres, thus passing on these competencies to organisations whose core business is that function, and hence allowing them to focus on the business. Some have done this badly and paid the price whether done locally (near shore) or in rising economies such as India (off-shore). This has also influenced general public and others' opinions of the value, or lack of BPO.

I shall complement your team to program manage ensuring a full understanding of what, why, how and where, capabilities in different countries and the influence of culture and local economic, infrastructure and financial influencers.

Answering questions like 'Should you outsource any of your business?' If so: What, how, where and with whom? What needs to be in place? What are the risks, and what can be done to mitigate risks? What lessons have been learnt on how NOT to do it and how TO do it right?

For existing outsourced situations; benchmark, review, current levels of performance, scope of service, processes, and required renegotiate.

Right Sourcing. Skills based employment and accountability Vs traditional title based.

International Development and Growth

The challenges of business growth are the same for all organisations today and based on basic, well proven and fundamental key activities: Assessments of markets and methodologies of addressing chosen markets, through partnerships, channels, or direct. The assessment and influence of local legal, regulatory and legislation. Political, commercial and infrastructure resources and local policies. Geographic, cultural and local "values" as influencers. Assessment of International markets for growth and proposition positioning. Market strategy: Market sizing and positioning for the business, product or service. Market directly, or via partner or agent. Partner, agent assessment and management.