



dhp

Fast track your success

"Operations can always improve, whatever the starting point, and regardless of improvement programmes already undertaken.

dhp bring proven methodology and a hugely experienced fresh set of eyes.

In every case, I used a dhp diagnostic to understand what was possible. It is a fast simple way to clearly see improvements that can be delivered in a very few weeks and months."

CAPITA

Peter Thomas, Regional Managing Director
Capita Life and Pensions



Success is **driven and sustained**
by strong, efficient, agile operations



Your fast track is accessing **two decades** of experience
improving operations for the UK's leading organisations

The starting point

An evidence based diagnostic of your operations provided by an experienced external partner to gain buy in from the board and satisfy the due diligence required for an investment decision.

"Its ethical, transparent and efficient for everyone involved to have the facts, details and data to make informed decisions for the future."

A handwritten signature in blue ink, appearing to read 'David Scott', is positioned to the left of the main text.

David Scott
Founder, dhp



Key benefits of diagnostics

Understand your current position

Benchmarking against dhp standards positions you in relation to the rest of the industry. It shows where you are now and where you have the potential to be.

Gain valuable outside perspective

Clearly see what is possible, in a simple easy to understand format, pinpoint where there is the greatest scope for improvement in operational efficiency.

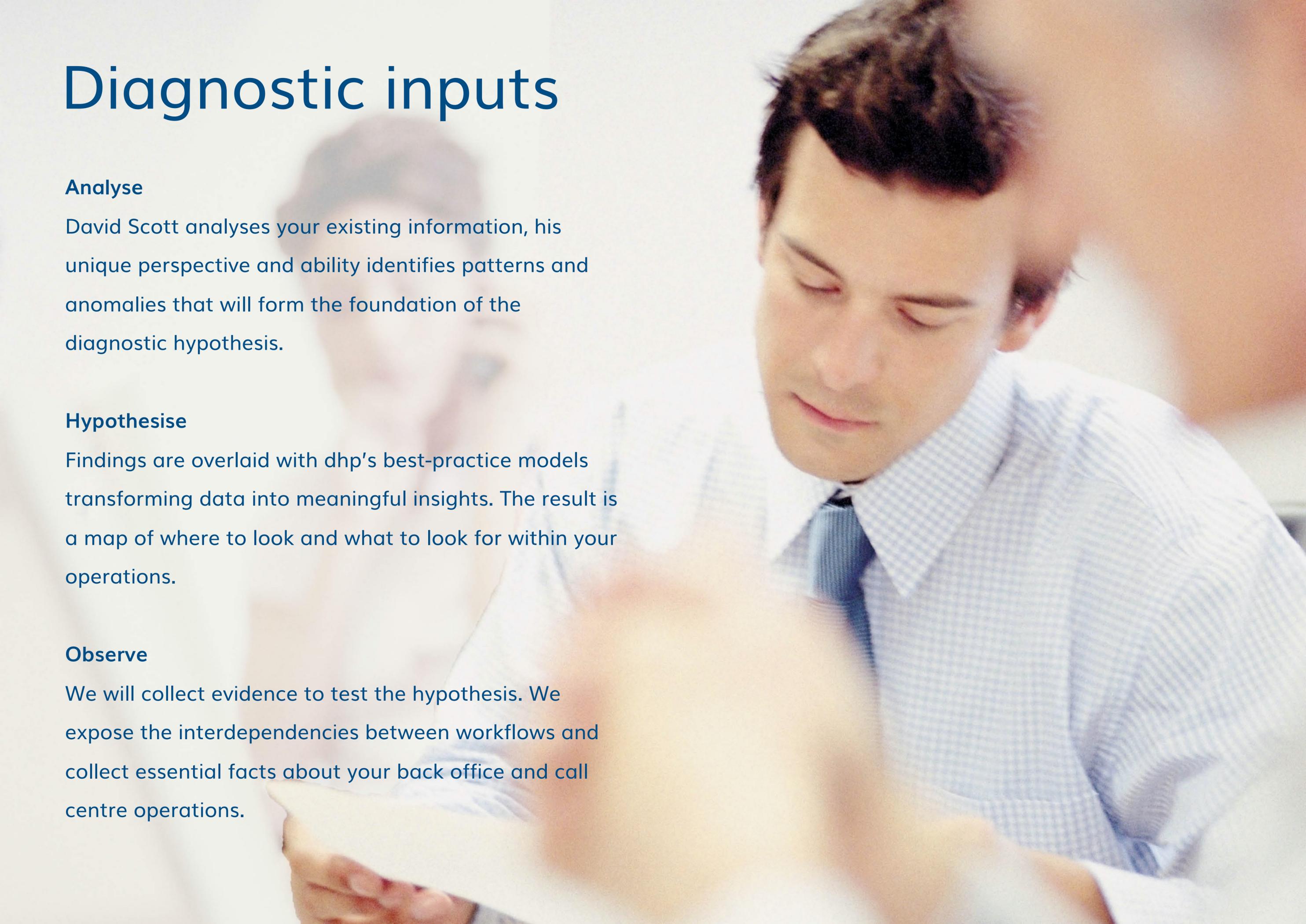
An evidence based business case

Commissioning diagnostics, in one action, provides you with the all of the data, facts and evidence you need to initiate change and achieve company wide buy-in.

Your reputation **protected**; company-wide buy-in **achieved**; complete **confidence** in the changes ahead.



Diagnostic inputs



Analyse

David Scott analyses your existing information, his unique perspective and ability identifies patterns and anomalies that will form the foundation of the diagnostic hypothesis.

Hypothesise

Findings are overlaid with dhp's best-practice models transforming data into meaningful insights. The result is a map of where to look and what to look for within your operations.

Observe

We will collect evidence to test the hypothesis. We expose the interdependencies between workflows and collect essential facts about your back office and call centre operations.

Diagnostic outputs

Interpretation

The dhp data team identifies the factors and complexities that are limiting your capacity or creating waste. Our consultants add the human factor from what they feel and see within your operation.

Validation

The dhp team returns on-site, collecting evidence to verify findings and presenting real life examples of opportunities to improve productivity and service quality.

High Level Replay

We will deliver a high level presentation and detail report of the findings, proposed solutions and assessments of the efficiency and quality gains they will deliver.



Interested?

We have an extensive track record of successful delivery for leading companies, savings achieved are in excess of £100m.

Key financial benefits

- In-year ROI in the range 110% - 400%
- 30% increased capacity to enable growth
- Claims elapsed time reduced by 50%
- 20% - 40% reduction in cost bases

CAPITA

e-on

PRUDENTIAL



equity
INSURANCE PARTNERSHIPS

ROYAL
LONDON
FINANCIAL SENSE

Scottish
Provident



QUANTUM
MARKETING

RIAS

Hastings
DIRECT

Teachers'
Pensions

firstassist

MetLife

PHOENIX LIFE

IRON MOUNTAIN



How to begin

A person in a dark suit is seated at a light-colored table. Their right hand is visible, holding a silver pen. To the left of the hand is a clear glass filled with water. In front of the person are several sheets of paper. The background is softly blurred, showing what appears to be a window or a bright light source.

Meet David Scott

There is no better way to understand what dhp can do for you, book an introductory meeting with David and discuss the potential of a diagnostic.

Speak to a previous client

Hear a first-hand account of dhp's unique ability to identify issues and devise solutions that significantly increase efficiency, capacity and service quality.

Request a diagnostic

This action is the first step into gaining a new insight into the true potential you have. Get the facts, build the case, fast track your success



dhp is an agile digital partner for back-office workflow optimisation Nexus omni-channel workforce optimisation by dhp enables efficient back office operations for the worlds leading companies, utilities and authorities

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