

Making People Impact Through Digital Change

Company Profile
October 2021

GLOBAL CONTEXT

In a world of chaos, uncertainty, and turbulence - one that is experiencing unprecedented and profound change, human performance is the one element that rises above all else to sustain improvement and growth.

With a world accelerating towards artificial intelligence, pandemics, climate change, financial uncertainty - the world needs to have connectivity - human connectivity to solve the most complex problems, to raise and sustain human performance.

To find and fulfil our purpose. As humans helping humans. That is where our mission starts.

OUR MISSION

We enable humans to help humans. We enable people to realise their potential.

We enable professionals to realise their dreams. Our mission is to impact the lives of 1,000,000 people directly and positively around the world by 2030.

To raise the human performance of this million to profoundly impact the performance of the rest of humanity.

OUR BUSINESS

Coachfluence is a business coaching and consulting solutions services, provider. We offer these solutions to corporates, non-profits, and individuals in the market who are seeking performance improvement and growth solutions to take their performance to the next level.

We are enabled by the usage of technology to develop and deliver value-adding performance improvement and growth solutions. Our team is an experienced group of professionals with expertise across business strategy, organization development, business coaching, and growth.

All connected to the mission. All focused on catalysing performance.

We are Coachfluence.

Connect. Coach. Catalyze

Making People Impact through Digital Change

-  Coachfluence is a professional coaching and consulting services solution provider.
-  We help clients impact their productivity and performance of their employees. We are enabled by the usage of technology to develop and deliver value adding performance improvement and growth solutions.
-  Our team is an experienced group of professionals with expertise across business strategy, organization development, business coaching and growth.
-  Our commitment is to deliver high quality solutions that will create sustainable value for our clients.
-  We are 100% Black Woman Owned

Our Services

Our solutions

Performance

- Strategic planning
- Strategy implementation
- Revenue Enhancement
- Coaching solutions
- Talent development

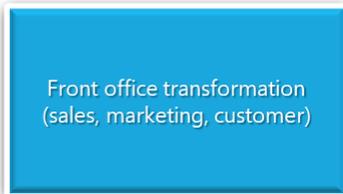


Productivity

- Cost reduction
- Operating model optimization and implementation
- Workforce optimization

Impact

Enterprise Productivity and Performance Improvement



- 5-15% topline growth
- 30% productivity improvement



- 5-20% productivity growth

- 5-50% productivity improvement

Solution partners

Mobile workforce management/ERP
Leading workforce management solution, suited to driving operational effectiveness and productivity in organisations with a distributed workforce. Tailored solutions for the Power Sector, Facilities and Infrastructure Management; and smart city application.



AI Sales Coach
Using nudge theory, worxogo's globally award winning solution improves sales force effectiveness and productivity with direct top line impact.

OKR Platform/Strategy execution
Gtmhub is a global leader with an OKR platform that enables and catalyses strategy and impact for organisations. A cloud platform that makes the strategic mission easier to achieve by refocusing, aligning, and creating transparency in results management.



Robotic process automation
Global leader in robotic process automation and innovation. They have proven use cases and an AI platform that can rapidly deploy solutions to unlock productivity and efficiency in organisations.



Bringing together a multi-disciplinary team to create value for our clients



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**Bronze
PARTNER**

OKR Platform/Strategy execution

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Strategic Planning Projects

Global NGO

Ocean Economy Program Strategy and Visioning Project for a Country

Construction

Developed 3-year strategy plan for a leading Construction Company

Professional Services

Developed a growth and sales strategy for a large professional services firm

Local NGO

Developed a sustainability and funding strategy for a local, front-line NGO

Productivity & Growth Projects

Construction

Finance organisation and business performance review for a large Construction Company

Local NGO

Commercialisation of a coding academy for a local NGO

Startup Tech Business

Developed a digital marketing strategy for a start up digital services business

Research Organisation

Developed a revised operating model for a research based organisation

Construction

Assisted a large Construction Company to select an ERP system

People & Performance Projects

Construction

Designed and mobilised a graduate development programme

Training Services Company

Coaching of graduates as part of graduate development programme

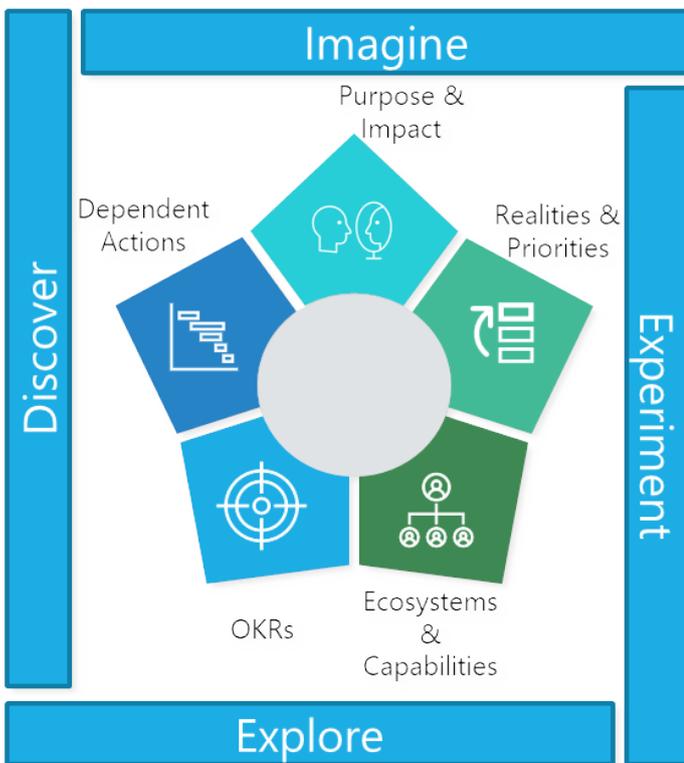
Construction

Coaching of graduates as part of graduate development programme

Discovering Clarity in a Noisy World.

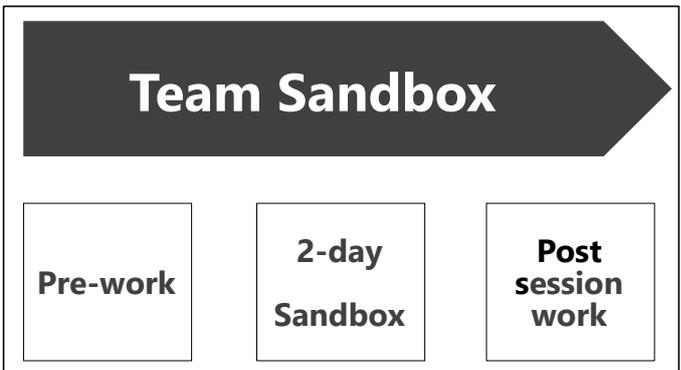
Executives spend too much time on processing, reaction, and execution, and not enough on slow, deliberative, reflective thinking.

A **sandbox** is an exploratory engagement that engenders creativity and experimentation of the real-life executive environment. It allows the executive and team to test their hypotheses and shift their **thinking with purpose** from uncertainty to **clarity on their strategies, plans or most severe risks and issues**.



Outcomes:

- Lead with purpose
- Objectives with impact
- Action with clarity



A company’s strategy should harness the creativity of the organisation, stimulate innovation and inspire the team collectively

With over 22 years of strategy development and strategic planning experience, we understand the art of developing a strategy that is pragmatic, results orientated and connects with a company’s stakeholders

Customised strategy planning processes to suit your needs

- We bring the best of breed approach to your business requirements, along with planning best practices.
- Combining deep analysis and insights, together with experienced strategy facilitation we are able to translate your strategy narrative into an impactful strategy

Our suite of approaches and methods



Purpose-led Strategy



Play-to-win Strategy



Classical Strategy



Granularity of Growth Strategy



Operational Strategy

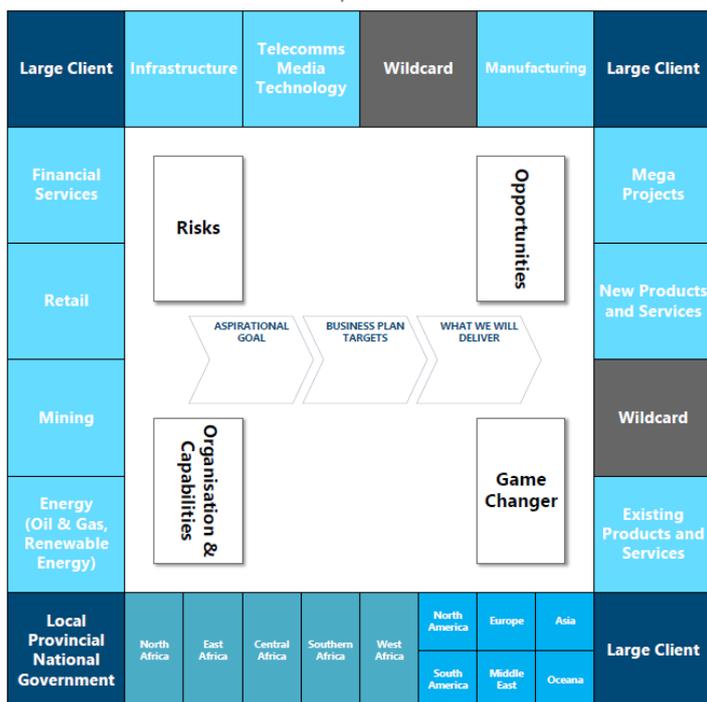


Organisation Strategy

Delivered using:

- Analytical insights (market, financial, operational)
- Storytelling to share the perspectives of different stakeholders
- Strategy theatre and improvisation to build the narrative
- Collaborative tools and techniques using technology

STRATAGEM MAP



Offering business simulation

Immersive experience in strategy sessions

Risk modelling

High level of interaction with participants

Focus on strategy implementation, strategy management processes and Impact Management/Strategy Delivery Offices establishment and operations

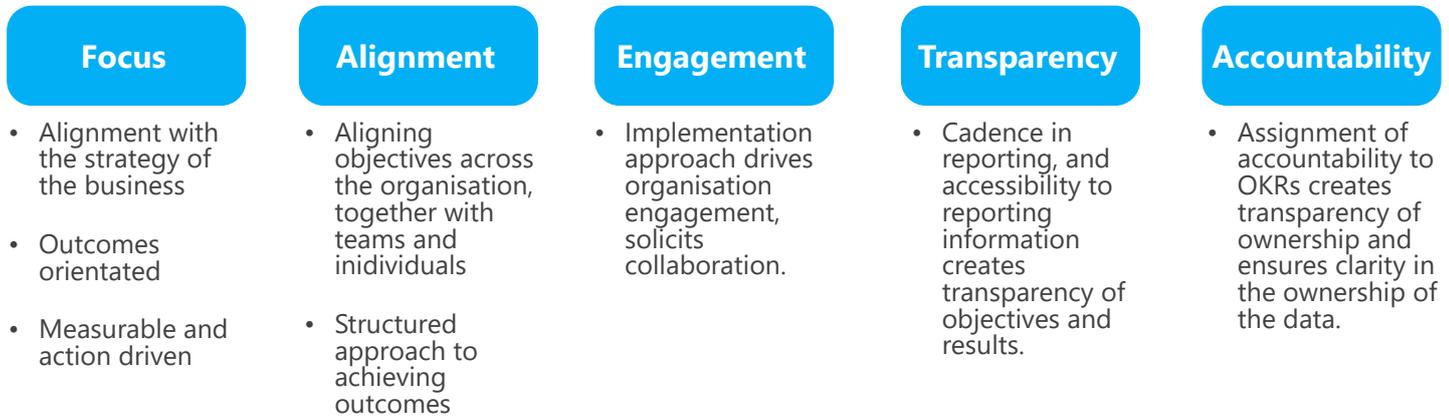
Strategies fail to make the desired impact because of misplaced focus

- Strategic plans fail to achieve their objectives because of ambiguities, lack of follow through and opacity in underlying data reporting.
- Consequently, the reallocation of resources to compensate for these strategic planning shortcomings results in misplaced focus in terms of implementation.
- Strategy execution in the digital era demands enterprise agility.

Coachfluence’s experience in mobilising large scale transformation focuses on three steps:-

- Define the objectives, ensuring alignment with the strategic mission of the organisation.
- Build alignment and organisation consensus.
- Create data transparency on the results to achieve the strategy and its objectives. This informs agile decision making.

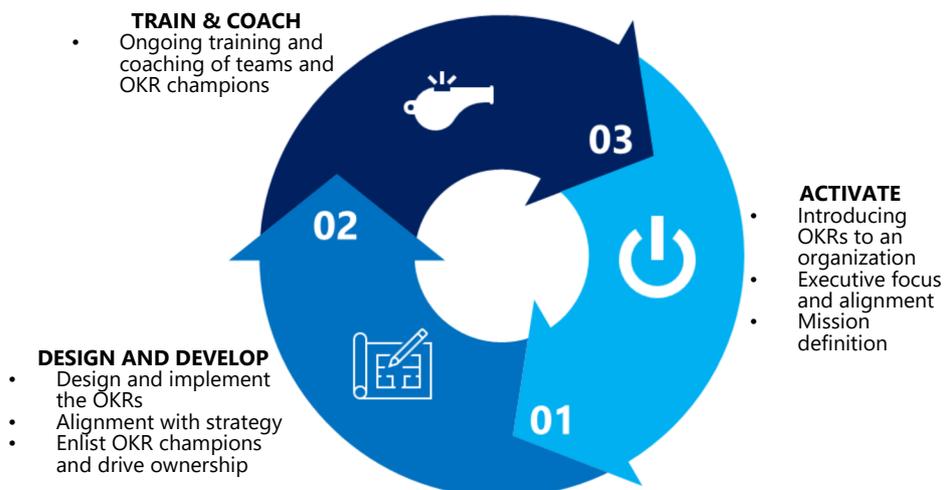
The Objective Key Result (OKR) approach shifts the focus to implementing the strategy, making an impact and remaining focused on the mission.



Multi-disciplinary approach to executing strategy



Catalysing the impact of a traditional Transformation/Results Management Office



Some of the toughest problems sales organisations are trying to solve...

- Meeting sales targets
- Motivating and energizing the sales force
- Changing sales force behaviour
- Slow procurement cycles
- Poor new customer acquisition
- Sales process compliance
- Differentiating on customer experience

We address through sales force performance coaching

- Motivating and re-energizing sales teams
- Introducing sales process excellence
- Re-enforcing good behaviour, calling out bad habits
- Driving sales team cohesion (collective pursuit of sales)
- Getting results

“Humans are not completely rational... A nudge is any aspect of choice architecture that alters people’s behavior in a predictable way without forbidding any options or significantly changing their economic incentives.”

Thaler & Sunstein
2017 Nobel memorial prize winners in behavioural economics

We combine performance coaching with an AI coach to deliver mass customised coaching

- We bring together a combination of coaching, consulting and technology to enhance sales productivity
- Your sales and customer teams and managers will have a customised AI coach
- Our human coaches unlock the human potential where required
- Mia delivers customised nudges to motivate and support the employee in a mass customised approach

IMPACT

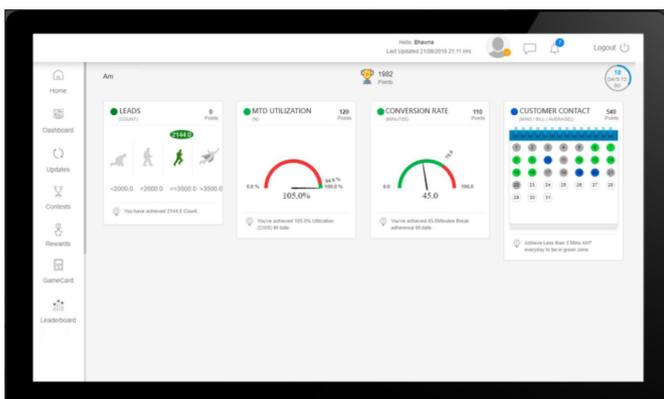


Powered by Mia by



- Leading startup, bringing together artificial intelligence and neuro-economics solutions to improve throughput and driving employee behaviour
- Mia is the **flagship digital AI sales coach**
- Bringing understanding as to what motivates your sales team
- 100,000 users across 40 enterprises globally and scaling
- Emerge50 2019 award winner under #Enterprise category
- Partnering with Coachfluence across Africa

Typical program approach



Automation is emerging as the digital transformation solution to drive business transformation

- Companies pursuing cost reduction savings are implementing robotic process automation for back office processes (Finance, HR, IT, Procurement, Real Estate, etc).
- Significant productivity improvements
- Shifting focus from transaction processing to quality of decision taking

Our services helps the business to identify the business case for cost reduction

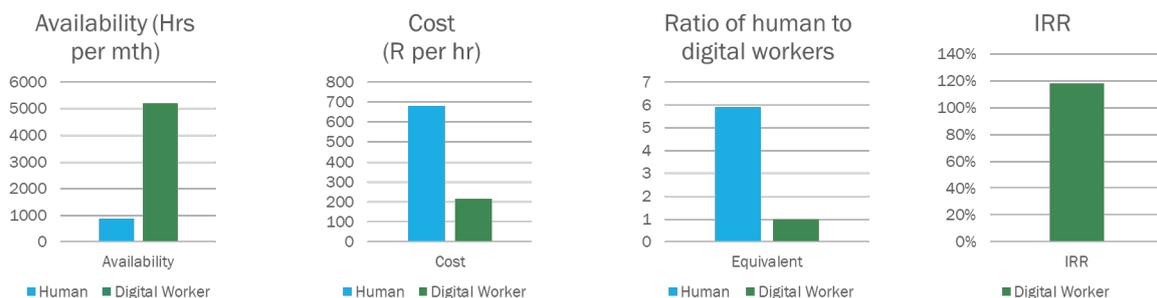
- Cost reduction and process productivity improvements
- Investment case for using RPA
- Change management with the workforce
- Implementation of the solution and realisation of savings.
- We drive the transformation program for the business

Typical use cases for the back office

FINANCE: RECORD TO REPORT	ACCTS PAYABLE: PROCURE TO PAY	ACCTS RCVBLE: ORDER TO CASH	SUPPLY CHAIN MANAGEMENT	INFORMATION TECHNOLOGY	HUMAN RESOURCES
General Ledger Close	Vendor Master	Customer Master	CRM & Customer Service	Datacenter	Recruiting
Reconciliations	Sourcing / Contract	Credit / Contract	Demand Management	Network Operations	Compensation & Benefits
Manual Journal Entries	PO Process	Order Process	Materials Management	Security Administration	Performance Management
Treasury Operations	Goods Receipt	Logistics / Delivery	Capacity Flow Management	Service Desk	Training & Development
Tax Operations	Invoice Process	Billing / Dispute Resolution	Transport & Logistics	Desktop Support	Payroll
Financial Planning & Analysis	Payment Process	Collections	Carrier Management	Database Administration	Lifecycle Management
External Reporting	Travel & Expense Reimbursements	Cash Application	Returns Management	Applications	Organizational Management

Source: Automation Anywhere

The business case for automation



Proven benefits:

Optimize labor costs, increase capacity, Increase speed, accuracy (100%) and availability (24x365), Improve compliance, controls and auditability, Deliver business intelligence, Enable digital transformation, Enhance employee morale



Coachfluence is a registered partner to Automation Anywhere

Post Pandemic Pressures on the Facilities Management organisation

- Seeking better shareholder returns as the market returns
- Finding differentiated service advantages in a market that is highly competitive
- Improving resource utilisation
- Embracing a digital future with smart infrastructure and connected employees and customers
- Work from home becomes a common practice - impacting site maintenance requirements

Our services helps the facility manager to shift the dial on productivity and profit

- Optimisation of resources
- Mobility solutions to realise faster outcomes
- Best practices in management of resources
- Significant productivity improvement
- Bottom line impact

The benefits of the ForceLink solution are significant ...

<p>Reduce Audit Timeframe ↓ Up to 66% decrease in time to complete asset/facilities audits.</p>	<p>Increase in Productivity ↑ Up to 30% increase in productivity.</p>	<p>Diagnosis & Repair Time ↑ Up to 50% improvement in issue Call logging & the diagnosis & repairing of assets/facilities.</p>	<p>Improve Sub-Contractor Productivity ↑ Resulting in a 30% improvement in production.</p>	<p>Optimise Fault Analysis ↑ Up to 70% improvement in fault analysis using machine learning.</p>	<p>Increase Response Time ↑ Up to 40% improvement in time & attendance functionality.</p>
<p>Reduce the time to complete asset/facilities audits by 66% (set-up of the audits, conducting the audits, preparation of audit report) takes a 3rd of the time using Forcelink. Configuring a new audit or changing an audit is very easy, capturing all of the information on the mobile from the field is easy and intuitive, the final audit report is created immediately after the audit is completed in the field.</p>	<p>Productivity is improved by 30% by getting the right person with the right skills to the right location quicker to resolve issues quicker. In Forcelink you can track resources, monitor availability, workload, skills, and monitor historical experience to ensure the correct resource (internal or sub-contractor is used).</p>	<p>Improve Customer/Tenant Service (using the customer/tenant portal). Customer/tenants can log issues/problems directly via a mobile app or web app portal, improving the issue call logging by 50% and the diagnose and repair time is also improved by 50%, and keeping customers fully informed of progress, resulting in a substantial improvement of customer satisfaction.</p>	<p>Improve sub-contractor productivity & management, which contributes to a 30% improvement in production, by connecting your sub-contractors on Forcelink mobile and by connecting the bigger sub-contractors via our Master/sub-schema configuration, making them directly part of your field force.</p>	<p>Improve fault analysis by as much as 70%. Forcelink has machine learning capabilities to learn fault patterns and root causes. This information is then used to diagnose probable cause, also by providing the proper select options on the customer portals. Forcelink guides customers/tenants to better diagnose faults.</p>	<p>Increase Response Time by as much as 40% by using Forcelink's time and attendance functionality, dispatching and scheduling modules.</p>

ForceLink is the platform to enable this value for the business

 Field Service Scheduling Software	 Field Service Dispatch Software	 Field Service Work Order Software	 Mobile Field Service Work Order Software	 Sub-Contractor Management Software	<ul style="list-style-type: none"> ⇒ Work Management <ul style="list-style-type: none"> ▪ Work Planning, Scheduling, Dispatching, Monitoring ⇒ Field Resource Management <ul style="list-style-type: none"> ▪ Availability – Time / Attendance ▪ Skills, Accreditations ▪ Productivity Assessment ⇒ SLA Management <ul style="list-style-type: none"> ▪ Commitment standards ▪ Alerts, Escalations ⇒ Extensive Auditability <ul style="list-style-type: none"> ▪ Proof of Work done ▪ Proof of Delivery ⇒ Workflow Automation <ul style="list-style-type: none"> ▪ Paperless Auditable processes ▪ Business Rules ⇒ Integrated Reporting <ul style="list-style-type: none"> ▪ Dashboards ▪ Scheduled Reports
 Field Service Maintenance Software	 Field Service Reporting Software	 Business Management Process Flow	 Customer Relationship Management	 Asset Management For Field Services	
 Field Service Resource Management	 Field Service Materials Management	 Field Service Administration Management	 Additional Bespoke Modules		



Coachfluence is a registered global partner to Acumen Software.

The world of work has evolved out of necessity in the last year...

SIX KEY THEMES EMERGING FROM THE PANDEMIC



"Leaders sought out 2x more learning and development at the onset of the COVID-19 crisis... more than anything, leaders wanted outside coaching ... to help them grow their skills outside of their day-to-day work"

DDI World
Global Leadership World
Forecast 2021

Business coaching has become a leading method to help transition individuals and organisations

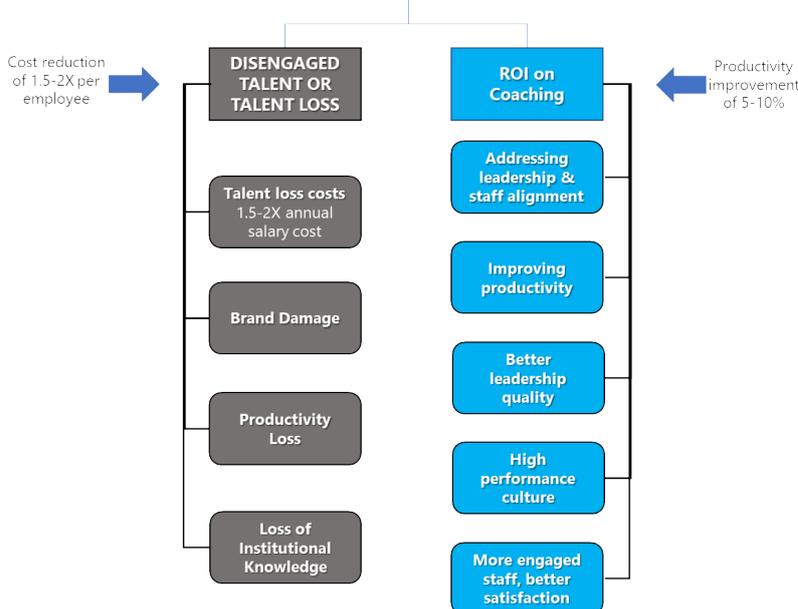
- Unlocking the potential of individuals.
- Business driven, outcome orientated intervention to deliver performance results.
- Helping employees transition into new roles or impact on career inertia
- Impacting team performance
- Building organisation culture
- Real return on people investment

IMPACT

↑ **5-10%**
Productivity improvement

↑ **1.5-2X**
Employee cost reduction

INVESTMENT IN EMPLOYEES



The Coachfluence Way of coaching



We bring a blend of disciplines to lift the game of our clients

- Coaching to help with work force behavior
- Bringing in coaching methodologies to motivate, improve awareness and change habits
- Technology to extract data supporting performance
- Supporting the coaching process and creating enablement efficiencies
- Consulting to advise on strategies, effectiveness and workforce productivity

Coachfluence has a network of coaches that are all professionally qualified and experienced

- Professionally qualified with Coaching qualifications
- Accredited with ICF, and COMENSA
- Each coach has a minimum of 100 hours coaching experience to be accredited
- Executive coaches who are experienced and well published
- Industry experience



Our Coaching Solutions



Business leadership diagnostic

- Leadership diagnostic to unpack the current leadership challenges
- High level business assessment to unpack the key business constraints
- 5 day intensive intervention to pin point where your leadership and business opportunities reside to improve performance.



Leadership Meditor immersive experience

- Meditor means to “reflect upon” in Latin
- Our guided Meditor process is a full day immersive experience to help you as a leader reflect on the current state of your business in a safe environment
- It affords you the opportunity to pause, reflect, and re-engage with the business
- Very effective in helping leaders reframe intent, actions and strategy
- The process is a full day and can be run in person or remotely
- It is done as a follow up to the business leadership diagnostic



Leadership synchronisation process

- Getting the leadership team aligned to the plan and strategy is not always the easiest actions to achieve.
- With our experience team coaching, we will bring the team in-sync with your strategy and intentions as a leader using a facilitated workshop session.
- The outcomes of this is a delivery plan with alignment on the core strategy for the company, along with clarity of purpose and responsibilities as to whom will deliver (we use the ‘OKR approach – Objectives and Key Results).
- A 1-2-day experience with your leadership team that is an immersive experience and delivered either virtually or physically.



Performance Coaching (Executives, Management, Experienced Employees, Grads)

- Outcomes driven coaching using data from assessments.
- Delivered with with sprints and milestones
- Each coaching session is delivered with a specific goal/objective
- Action planning to bring the coaching to realisation



Sales Performance Coaching

- Outcomes driven coaching using data from assessments.
- Delivered with with sprints and milestones
- Focus on personal strategy and structure
- Deal coaching
- Sales process coaching
- Supporting tools to improve conversion
- Strategic deal analysis
- Account management coaching
- Supported with digital AI coach for large sales forces

OUR TEAM

The Coachfluence team is made up of professionally qualified business coaches and management consultants. Our network brings together an experienced group of professionals who are passionate about the mission and proficient at delivering a world class coaching experience.

All our coaches are professionally qualified coaches and have accreditation or in process of being accredited to a professional organisation such as the International Coaching Federation (ICF).

Coupled with deep expertise in strategy consulting, organisation development, technology strategy and business development, this team is a winning team.

OUR NETWORK OF COACHES AND CONSULTANTS IS GROWING

- All our coaches have business experience
- Professionally qualified with Coaching qualifications
- Accredited with ICF, and COMENSA
- Each coach has a minimum of 100 hours coaching experience to be accredited
- Executive coaches who are experienced and well published
- Industry experience
 - Financial services
 - Retail
 - Telecommunications
 - Infrastructure



Contact Us



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Neshica Bheem is the founder and director of Coachfluence, a startup coaching and consulting services firm (launched in 2020) that concentrates on performance improvement and personal growth.

With over 20 years' experience in business analysis, coaching, and learning consulting, she has served many clients in her capacity as leader, coach, and consultant.

Neshica spent 10 years at a telecommunications service provider, where she led the business analysis team. Prior to that she worked at a retail bank, within its products and marketing team, and at a boutique consulting firm as a learning consultant. She began her career as a secondary school science teacher.

She is a qualified business performance coach, with International Coaching Federation Associate Certified Coach accreditation currently in progress.

Neshica has a bachelor of science with honours in science education and a master's in coaching and behavioural change.



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Shamal Sivasanker is the Chief Executive Officer of Coachfluence, focused on performance improvement and growth solutions.

With 22 years of experience in strategy and innovation, and technology consulting, he has been at the forefront of consulting to several blue-chip clients globally. Shamal was a Director at Deloitte Africa's Strategy and Innovation business for 12 years and spent 22 years at Deloitte Consulting.

Prior to that he started his career at BMW South Africa as a quality planning engineer in the Engine Plant where he led the ISO 9001 accreditation project for the plant.

Shamal has delivered corporate strategy, growth and transformation projects to clients in the Professional Services, Non-profit sector, Power and Utilities, Oil & Gas, Construction, and Automotive Manufacturing industries globally.

Shamal has a degree in Mechanical Engineering and his masters in Industrial Engineering, with a focus on Business Strategy.

