

ENHANCE CONSULTING

Bryan Schneider

CX, Transformation, Operating Model, Strategic Planning, BPM & Operational Improvement Specialist

Operating Model Design

Strategic Planning & Alignment

BPM/BPR

Operational Optimisation

Customer & Employee Experience



How I help clients

Bryan helps executive teams turn strategy into practical operating arrangements and measurable improvements. He assesses and redesigns operating models, capabilities, structures, governance, roles, decision rights and end-to-end processes; removes duplication, delays and rework; and aligns people, controls, technology and performance measures. His collaborative, evidence-led approach combines executive engagement, process discovery, future-state design, change leadership and capability transfer. The result is clearer accountability, more efficient operations, stronger customer and employee experiences, and implementation roadmaps that help organisations sustain improvement.

Relevant sectors / geographies

Central banks and regulators, financial services, mining, rail, utilities, government, retail, education, public services and contact-centre operations across Botswana, South Africa, Namibia, the United Kingdom and Dubai/UAE.

Selected experience / impact

- 35+ years of management, consulting and programme delivery experience across public- and private-sector organisations.
- Currently Lead BPM Architect and Operating Model Lead on the Bank of Botswana and Botswana Oil's BPM-R and Operating Model programs.
- Delivered a 90-day performance improvement programme at a mining operation that reported a 40% improvement within six months for both Collinson Insurance and Northam Platinum.
- Led BPM, process re-design, operating-model enablement and operational-improvement assignments for Morupule Coal Mine, Botswana Railways, ErongoRED and other institutions across Southern Africa.

Credentials & affiliations

Founder and CEO, Enhance Consulting. National Diploma in Business Management, Natal University of Technology. Member of the Interconnected Contact Centre Consultants' Association.

Direct contact

bryan@enhancecall.co.za

+27 84 264 1995

enhancecall.co.za

linkedin.com/in/bryanschneiderbpmoptimize

CCX Consult Network

info@ccxconsult.com

+27 (0)82 568 9976

www.ccxconsult.com