

MANAGING DIRECTOR, ROZ BROOME CONSULTING

Roz Broome

BPO, Offshoring & Contact Centre Business Transformation Advisor

BPO & Offshoring

Business Transformation

Due Diligence & Transition

Contact Centre Strategy

Leadership & Team Alignment



How I help clients

Roz helps organisations navigate contact centre and BPO transformation, particularly where offshoring, outsourcing or international growth introduces operational and transition risk. She brings a client and customer lens to strategy, due diligence and transition planning, helping leadership teams align people, processes and business objectives so that transformation can be understood and executed across the organisation.

Relevant sectors / geographies

BPO, outsourced customer operations, contact centres and offshore service delivery, with international client and provider experience.

Selected experience / impact

- Has worked with global outsourcing providers and understands the operational complexity and risk involved in moving work offshore.
- Experienced in international due diligence and in supporting clients and outsourcing providers through successful business transition.
- Has supported a South African business in positioning itself to enter the international BPO market.
- Brings senior operator experience, including a previous COO role within the BPO sector.
- Previously owned her own BPO Company and has 24 years of experience in the Call Centre and BPO industry.

Credentials & affiliations

Managing Director, Roz Broome Consulting (Pty) Ltd. MBA through Henley Business School, United Kingdom. Member of industry Networking Groups, BPESA, CCX Consult and Interconnected Contact Centre Consultants (ICCCA).

Project examples

- Assisted Lumen BPO in defining a strategy to establish themselves in the BPO Industry where they now compete internationally.
- An initiative to establish an operating rhythm within one of Afrizan's BPO operations through tailored training, mentoring and guidance of the Team Leaders and Management.

- Worked with Amandla, an NPO to create awareness of the potential of the BPO Industry in creating meaningful jobs. Worked with the Safe-Hub Teams to educate the on-site teams through workshops and industry related training.

Quantifiable outcomes

Worked with the Safe-Hub to establish a Peer Support Centre in Jabulani that has given 30 young unemployed people skills, confidence and knowledge to enter the job market. This is through Psychosocial training, practical work experience, Customer Service and BPO awareness training. A second cohort of 30 young people is now set to enter the program.

Concept, funding, planning, construction, infrastructure and furnishing project was completed within 4 months.

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