

# Profile: inContact Pty Limited



**inContact is a knowledge management consultancy specialising in intelligent business solutions. We optimise customer and partner-orientated activities by help you to answer questions, solve problems and communicate ideas.**

**We see this as knowledge management, a sustained business initiative focused on capturing and using business, customer and process knowledge to add value to and competitively differentiate product and service offerings.**



## Knowledge and it's management

These and other tasks and processes require understanding and expertise, they require knowledge. Not the same knowledge, knowledge of different types.

And as knowledge has different functions, it exists in different forms and must be communicated and stored in different ways. No one single technology or approach will solve every business problem in every business model.

inContact can help you knowledge-enable your business through a variety of distinct knowledge management products and services.

## How?

inContact has over 35 years of Business and IT Systems development know-how and we offer the market a comprehensive range of knowledge management services running from assessment and strategy, through to design, hands-on implementation and training.

We work with industry leading technology solutions and introduce you to innovative practices that allow you to utilise and share knowledge, irrespective of its form or function.

We are well positioned to provide you with a platform to compete effectively in the markets that you operate.

## New business environment

The business environment in which we operate is changing, and changing rapidly. Customers and partners are more demanding than ever. They desire faster, personalised service and almost instant resolution of their information, sales and servicing requests.

Communication and technology advances have lead to a multichannel, multimedia business environment where, as companies, we now compete on our ability to engage customers and partners and interact in an efficient and effective manner.

## Inner reflection

Facing with such a challenging landscape, forward-thinking companies are looking inward and trying to harness employee creativity, problem solving and communication skills – the building blocks of competitive advantage.

When put into play, these can positively impact business operations through things such as creating and delivering innovative products and services, managing and enhancing relationships with existing and new customers, partners and suppliers or administering and improving work practices and processes to reduce costs.



## Giving you the answers

InContact can help you to address the tough issues you face today. Below are some that we have seen recently:

- Why does our call centre handle so many calls about our website?
- Training is so hard to co-ordinate. Is there a better way?
- We had exactly the same problem last year - if only we could remember how we solved it then!?!
- How can we ensure we are complying with this legislation?
- Our level of service depends on who you talk to – how can we fix this?
- We need to drive costs out of supporting our customers, how can we do that?

## Benefits of Choosing inContact

- Access to industry leading strategies and techniques
- Enhance internal capabilities with additional resources
- Quantifiable improvements
- Defined timeframes for service delivery
- Accountability
- "Quick wins"

**For more information,  
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