

Speaker Presentation Details

1. PRESENTER'S INFORMATION

NAME	Ernest de Villiers		
DESIGNATION	Senior Manager: Service Centres (Service Management Centre)		
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2. PRESENTER'S BACKGROUND

Senior Manager: Service Centres in the Service Management Centre (SITA). Ernest de Villiers has an Honors degree (B.Inst.Hons) and MBA. In 2001 he established the SITA Service Centre. Initially the focus was to provide a dedicated IT service centre to support SITA's core services. This service was expanded to also provide a BPO "business" service centre service. Some recent achievements were the establishment of a virtual centralised IT Service Centre by integrating all SITA regional IT call centres, which created a call centre presence in each of South Africa's Provinces. He then established dedicated Functional Support and Quality Assurance Teams. The SMC Service Centres focus on performance and a positive customer/user experience.

3. TITLE/TOPIC OF PRESENTATION

Service Centres to support SA Citizens

4. PRESENTATION SYNOPSIS/ABSTRACT

State the focus of the presentation:

This session will present the business case for own vs. outsourced call centre services, touching on the optimisation of resources (people and technology) and performance management. It will take a closer look at the requirements of call centres (incident logging) vs. service centres (first call resolution) vs. shared service centres; sharing details of the shared service centres established by SITA during 2005 – 2007 and achievements to date. It will also review the need for call centres in Provincial and Local Government and the high costs in establishing and operating call centres.

Key points for discussion include:

1. Own vs. outsourced call centre services
2. Call centres (incident logging) vs. service centres (first call resolution) vs. shared service centres
3. Performance management
4. User experience.