

**GROW YOUR BUSINESS
NOT YOUR BACK-OFFICE**

YOURS FAITHFULLY ADVISORS LLP

Consulting & Outsourcing

*Talk on Customer Experience
Mapping*



Problem

- Business owners can quickly become overwhelmed
- Domain expertise of the auditors (experience with similar organizations)
- You may become distracted
- Human error is common
- Need employees to focus on core business instead of fulfillment

Solution



- Allows for more efficient and flexible staffing
- Eliminates employee carrying costs
- Enhanced efficiency and productivity
- Access to a diverse bench of audit expertise
- Skilled resources and latest technology
- Higher audit productivity

CUSTOMER EXPERIENCE MAPPING

Mystery Calls

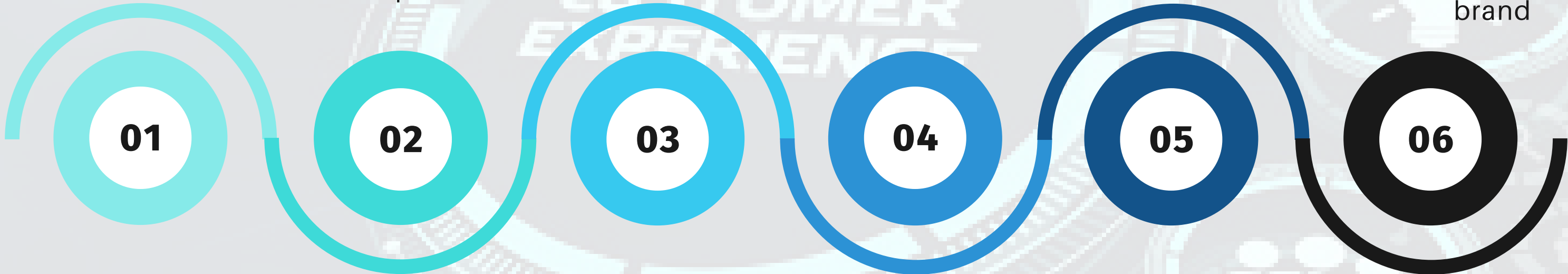
Evaluate the SOP's and customer experience by calling at the location as per the client requirement

Mystery Emails

Evaluate the response time and communication experience via email.

Product Placement Audits

Checks the placement of the product at the store to assess the visibility of the brand



Mystery Visits

The evaluation parameters of customer experience can be Store Ambience, Staff Grooming, Product Knowledge, Communication Skills, Selling Skills, Cashier Interaction etc

Price Check Audits

Evaluate the price at which the product is being sold at the store and ensure that it is not being offered below the market price

Integrity Check Audits

Perform an integrity check for a person/store in which issues of passing important leads and other malpractices can be highlighted

REPRESENTATIVE EXPERIENCES

Client profile: Germany based **\$23.5B** leading manufacturers of chemicals and consumer based products

Project Overview: Client worked with YF Advisors to successfully migrate their logistics headache from a highly decentralized operating environment to a more cost-effective, efficient outsourcing model. Reduced operating costs by **46%**.

Client profile: **\$52B** multinational pharmaceutical company whose primary operations are in the New York, United States

Project Overview: As a result of significant control issues and the need to reduce costs, client engaged YF Advisors to define a Shared Services for Stock Transition Governance across locations in India. Achieved **40%** cost reduction plus enhanced process efficiencies, automation and internal controls

Client profile: **\$25.89B** multinational pharmaceutical and biotechnology company whose primary operations are in the Cambridge United Kingdom

Project Overview: Migrated a wide range of back-office functions to YF Advisors including accounts reconciliations, hospital conferences mystery checks, 3rd party process checks, Transitions Governance etc.

Client profile: **\$19M** real estate company providing premium residential housing solutions

Project Overview: Client worked with YF Advisors to successfully outsource its Accounts Payable, Employee Payroll, General Accounting, Audit Readiness, Financial Reporting & Taxation. Total expected labor cost reductions realized will be at least **50%** over the current cost model

CONTACT



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