



## Know?

### Background

Merchants, established in 1981, is a wholly owned subsidiary of Dimension Data. Merchants began life providing Contact Centre services, so delivering excellent customer experience through skilled and motivated people and improved customer management are some of our core strengths. This approach has contributed to Merchants being one of the most experienced operators in the Contact Centre industry with a successful track record spanning 25 years.

### Challenge

To increase profitability by ensuring a world class client experience through operational excellence using Merchants people and culture.

In order to succeed and continue being a leader in the Contact Centre Industry, Merchants needed to invest in its people. Merchants wanted to equip all roles within the organisation with the Know-How to Perform Every Day and support them to be the best at what they do. Thus was born the concept of a knowledge base and interaction portal named 'Know?' (Know-How). This shared knowledge base would house information related to all business processes for Merchants Contact Centre's and Back Office functions, in effect the entire operating model.

Some challenges faced in achieving this were:

- Creating a shared web based portal
- Defining the structure and workflow of the portal
- Designing the knowledge base
- Obtaining content for each line of business
- Designing the look and feel of the portal in line with the Merchants branding
- Giving everybody in the business access to view and use the shared portal

### Solution Provided

Merchants Consulting were engaged by the business to project manage the creation and implementation of this shared portal.

Using Microsoft SharePoint, a web base portal was created that could be viewed by anyone using the Dimension Data network and who had valid access to the portal. This resolved two of the challenges.

The next challenge was to ensure that the experts in each business area were identified and engaged to contribute IP related to their line of business. Once these individuals were engaged, buy-in to the concept was received. Merchants Consulting then went on to facilitate the delivery of documented processes and other related information by setting up a project plan that had defined clear deliverables to all parties involved. As information started flowing, it was handed to the development team who then converted the information and published it to the website. More content became available and the structure and workflow of the site became more defined.

As the site grew, Merchants Consulting was able to add value by providing advice on the look and feel. In addition, graphic design skills from within the Merchants Consulting team were used.

During the course of the project regular communications were distributed and meetings were held ensuring that everybody was kept well informed of the progress.

## Results

The un-official launch of the Know? Knowledge, Collaboration and Information portal took place on the 10th December 2008 where audiences were impressed by the available content and functionality. The Know? Platform continues to grow on a daily bases with more and more Contact Centre related content becoming available.

Know? is becoming an intrinsic part of the way Merchants Operations work daily. Know? Is being used for training, development, and access to reference material which supports people to undertake their role. It has now become an organic tool which changes and grows with Merchants.