



MANAGEMENT CONSULTING AND OUTSOURCING SERVICES

EXPERTS IN MANAGEMENT ADVISORY, TRAINING AND ORGANIZATIONAL DEVELOPMENT IN EAST AND CENTRAL AFRICA

ABOUT US

About Us

[Omnichannel International](#) is a leading provider of Management Consulting, Training and Outsourcing Services, Registered in 2019 (4 years of existence).

[At Omnichannel](#), our commitment is to ensure sustainability of our client's businesses which continue to underpin all our efforts to synergize capabilities with all the stakeholders that we engage from time to time.

Our success is the result of maintaining high ethical standards, providing personalized attention to client's needs, investing extensively in computer technology and ensuring commitment from our team of dedicated and skilled personnel.

Our Vision

Is to bring with us professionalism, efficiency, objectivity and innovativeness in executing productive and agile strategies for your business operations, customer experience management and business process outsourcing.

Our Mission

Is to improve the operational effectiveness of our clients by developing solutions that build their internal capacities and capabilities. This Capability Statements designed to give you a better understanding of what we do and how we can potentially enhance your business success.

OUR PORTFOLIO OF SERVICES INCLUDE:



1. Recruitment Services

- Inception meeting and planning;
- Explore prospective candidates from our database, other sources, and/or headhunt to match the skills and qualifications required by the specific job descriptions.
- Undertake labour market analysis, tap networks of professional affiliations, and leverage social media and other nontraditional methods of candidate sourcing;
- Prepare a shortlist list of selected applicants for in person interviews;
- Carry out interviews and competency assessments for at least the top three candidates per position;
- Discuss and produce a final shortlist report of five (5) suitable candidates for further interviewing by a panel comprising our client and Omnichannel International;
- Conduct reference checks and verification of qualifications of the shortlisted candidates; and
- Prepare and submit the final recruitment report.

Our Value Add in Employee Recruitment

- ✓ Recognized as a leader by independent experts (Global Brands International) across most capabilities and industries of any professional services provider;
- ✓ Committed to being the best, raising the bar higher and setting the pace for others to follow;
- ✓ Committed to delivering against a broad and deep multidisciplinary portfolio of business capabilities that is distinctive in our profession;
- ✓ Redefining how our profession serves clients and the public interest by making an impact that matters

OUR PORTFOLIO OF SERVICES INCLUDE:



2. Human Capital and Management Consultancy Services

Based on our past and current experience, and on our ability to anticipate the future through research and development, we have designed products for various organizations. The products are focused on the following areas that are of great concern to many modern day organizations:

Inception meeting and planning;

- Organization Design and Restructuring
- Human Capital Strategy and Policy Design
- Strategy Development, Planning and Execution/Implementation
- Business Process Re-Engineering
- Employee Engagement/Satisfaction Surveys
- Management Development Audits & Risk Assessments
- Salary Surveys and Job Grading
- Management and Financial Advisory
- Leadership and Management Development
- Product Development and Design
- Organization Development, Performance Management Workforce Planning,
- Job Analysis Evaluation
- Talent Management & Knowledge
- Development/ Management
- Health, Environmental and Safety

OUR PORTFOLIO OF SERVICES INCLUDE:



3. Learning & Organizational Development

Omnichannel International Learning and Development offers both open and in-house training programs specially developed to provide a learning experience that enables delegates from our client organizations develop critical skills and acquire significant industry insights that not only advance the organization's business objectives, but also empower each individual to be more effective both at strategic and operational level. Our programs are anchored on latest research, industry trends, best practices and innovative delivery methods. We aim at designing curricula that will help our client organizations achieve effectiveness, build and sustain competitive advantage, growth and profitability in a rapidly changing business environment.

We seek to add value to individuals and organizations that train with us. We achieve this through the following pillars:

- ✓ A wide pool of qualified and accredited experts contracted as facilitators/ trainers
- ✓ Research-based approach to program design and development
- ✓ Strategy aligned program design, development and rendition.
- ✓ We deliver programs and later on offer ROI reports through post training initiatives
- ✓ Local and international multi-sector training experience spanning over two decades
- ✓ Institutional capacity in terms business portfolio and financial stability
- ✓ Corporate testimonials, endorsements and recommendations of our services
- ✓ Commitment to quality, professionalism and integrity.

OUR PORTFOLIO OF SERVICES INCLUDE:



4. Management of Contracted Staff/ Outsourced Labour

Our human capital outsourced methodology is aligned to the best practices in human resource management. This approach will include the following as required by your organization:

- ❖ Update and reviewing of human resource issues.
- ❖ Preparing formal finding functional reports.
- ❖ HR Quality assurance.
- ❖ Guaranteeing continuity of assigned professional staff to their outsourced functions.
- ❖ Independence and objectivity of assigned staff.

Our reputation as human capital specialist has been built by following a strategy consisting of the following components:

- ❖ Systematic approach
- ❖ Susceptibility to change
- ❖ Focus on HR risks
- ❖ No surprises
- ❖ Continuous Process
- ❖ Less staffing/human resource administration and costs.
- ❖ Our national and international skills and resources
- ❖ Unlimited access to SLMC industry knowledge including insurance organizations
- ❖ Dedicated Managers/Consultants to administer and co-ordinate the HR outsourced functions and responsibilities.
- ❖ Human capital specialists available in our offices and associate networks.
- ❖ Our credibility and credentials

OUR PORTFOLIO OF SERVICES INCLUDE:



4. Employee Background Check

An organization's employees are its greatest asset, often largest cost and pose substantial risks to organizational security and integrity. Finding new employees takes much time and money. Given these significant investments and potential risks, the question employers must ask themselves should not be whether they can afford to do employee background checks but rather whether they can afford not to.

We carry out the whole range of necessary checks to provide you with the right information to help you make better employment decisions. These include;

- ❖ Education Verification
- ❖ Professional Membership or Certificate Verification
- ❖ Employment History Verification
- ❖ Reference Checks
- ❖ Criminal Records Check
- ❖ Identity Check
- ❖ Proof of Residence
- ❖ Social Network Profiling/On-line Reputational Check
- ❖ Credit History Checks
- ❖ Integrity Testing

OUR PORTFOLIO OF SERVICES INCLUDE:



5. Employee Background Check

Payroll management is a method of administering employees' salaries in an organization. The process consists of calculations of employee salaries and tax deductions, administering employee benefits, payment of salaries, filing returns and submitting the statutory deductions, make payment for the other payroll.

Omnichannel International understands that payroll is a time-consuming, non-revenue generating necessity, and our goal is to alleviate our clients of that responsibility by establishing a close working relationship that ultimately saves our clients both time and money.

We work directly with our clients to ensure that the payroll process is catered to their specific needs. Our service takes the time consuming tasks of payroll administration away from the client so that they can get back to business. Omnichannel offers a wide array of integrated products and services guaranteeing a smooth and uncomplicated payroll process.

OUR RECRUITMENT PROCESS IN SUMMARY



QUALIFIED ROLE: Potential Candidate Identified

Understand Client, the position, candidate criteria, selling points & attractions of positions



GENERAL INTERVIEW:

Current situation, reasons for leaving, what are they looking for, other applications, current remuneration



ROLE SPECIFIC INTERVIEW: Outline and Sell Client and Role

Match candidate against role and company substantiating relevance with actual examples



ASSESSMENT: May Include References and Psych Test

Is there a strong possibility of an accurate match on both sides.

OUR BACKGROUND CHECKS (OUR COMPETITIVE ADVANTAGE)

Our objective is to increase your chances of getting the right person for the job. The key steps include:

STEP 1: Order for Background Check

Receiving formal request for background check from client.

STEP 2: Investigation

Gathering information from various sources and institutions.

STEP 3: Writing Report

Compiling information gathered into a report.

STEP 4: Presenting Report

Sending completed report to the client's designated contact person.

STEP 5: Feedback from Client

Receiving any clarification sought by client and respond to the same.

OUR WORK PLAN AND TURNAROUND TIME

Our typical turnaround time from receipt of the job profile(s) to provision of first shortlist is between 7-14 days

Phase 1 (1 Day): Evaluation of the recruitment need

- We understand the position and client; the candidate sourcing and selling points

Phase 2 (7 Days): Candidate sourcing

- We outline and sell the role to the candidate, interest and engage

Phase 3 (3 Days): Preliminary interviews and shortlisting

- We match Candidate against role and company substantiating relevance with actual example. Conduct face to face interviews with involvement of subject matter experts

Phase 4 (3 Days): Recommend for second level interviews at client's

BACKGROUND CHECKS

A quality background check takes some effort and time. Most of our background checks are concluded within 1 week. Whatever the case, we endeavor to conclude our investigations and present the reports within 2 weeks. Below is a brief summary breakdown of timelines for carrying out some of the components of the screenings and investigations.

Nature of Task	Turn Around Time	
	Minimum	Maximum
Identity Verification	1 Day	2 Days
Academic Documentation Verification	2 Days	7 Days
Professional Certificate Verification	1 Day	5 Days
Employment History Verification	1 Day	7 Days
Reference Interviews	1 Day	4 Days
Criminal Record Verification	2 Days	4 Days
Credit History Check	1 Day	1 Day
Social Media Search	1 Day	2 Days
Proof of Residence	1 Day	5 Days

OUR COMMERCIALS

Recruitment (Stand Alone)

Executive recruitment and head hunting (Available as single items and as part of the bundled package however as in the bundled package the recruitment charge is charged) = 1 Months gross salary.

Recruitment (Outsourced staff)

Recruitment of outsourced staff (where the staff is outsourced to Omnichannel International) = Not Billed

COMPLIANCE WITH GOVERNMENT STATUTORY REQUIREMENTS

- ❖ Omnichannel is a Registered under the Companies Act Cap 486
- ❖ Ministry of Labour: Accreditation as Employment Agency
- ❖ KRA TAX Compliant
- ❖ PIN NO. P051836434N
- ❖ VAT NO. 0118935V
- ❖ NSSF EMPLOYER NO. 21964351: NSSF COMPLIANT
- ❖ NHIF EMPLOYER CODE NO. 485474: NHIF COMPLIANT
- ❖ NATIONAL INDUSTRIAL TRAINING AUTHORITY (NITA) No. 3940 – Ministry of Labor Compliant.
- ❖ NATIONAL EMPLOYMENT AUTHORITY REGISTERED
- ❖ MEMBER OF THE FEDERATION OF KENYA EMPLOYERS



STAFF SUPPLY MATRIX



Intra-day demand

- Flex staff roles to correspond to process needs.
- Cross-Skill and Multi-Skill all staff to handle more than all assignments within the operations team.
- Train team leads for orchestration of both process and site operations
- Process and hold a team to cater for spikes
- Study work motions, competencies, supply and demand and build core staff and flexi staff database

Intra-month demand

- Staff take leave during off-peak demand times
- Block off-peak dates from leave and training activities

OUR TALENT STRATEGY

1. STRATEGY

Workforce planning

2. HIRE

Job listings
Assessments Pro Recruit
Executive Recruitment
Advertising
Employer branding Talent search
Head Hunting
Data Base Search

4. RETAIN

Employees value proposition
Salary benchmarking
Outsourcing
Career Development

3. DEVELOP

Training
Performance management



METHODOLOGY – OUR OUTSOURCING MODEL

WORKFORCE MANAGEMENT - WORKFLOW

Stage 1: Order Preparation

- Authority to Recruit
- Profiles & JD's review
- Competitive Salary benefits

Stage 3: HR Admin Escalation Matrix

- Offer & Contract letter
- Induction & Onboarding
- JD & KPI's Setting
- On Job training

Stage 5: Financials & Statutory PAYE, NSSF, NHIF, NITA, Saccos

- Payroll & Billing Advice
- Invoicing & Payments
- SOA's, PoP's & Reports



Stage 2: Candidate sourcing Outline and sell the role to the candidate, interest and engage

- Agree with client on package Establishment
- Recruitment Process
- Buffer Database

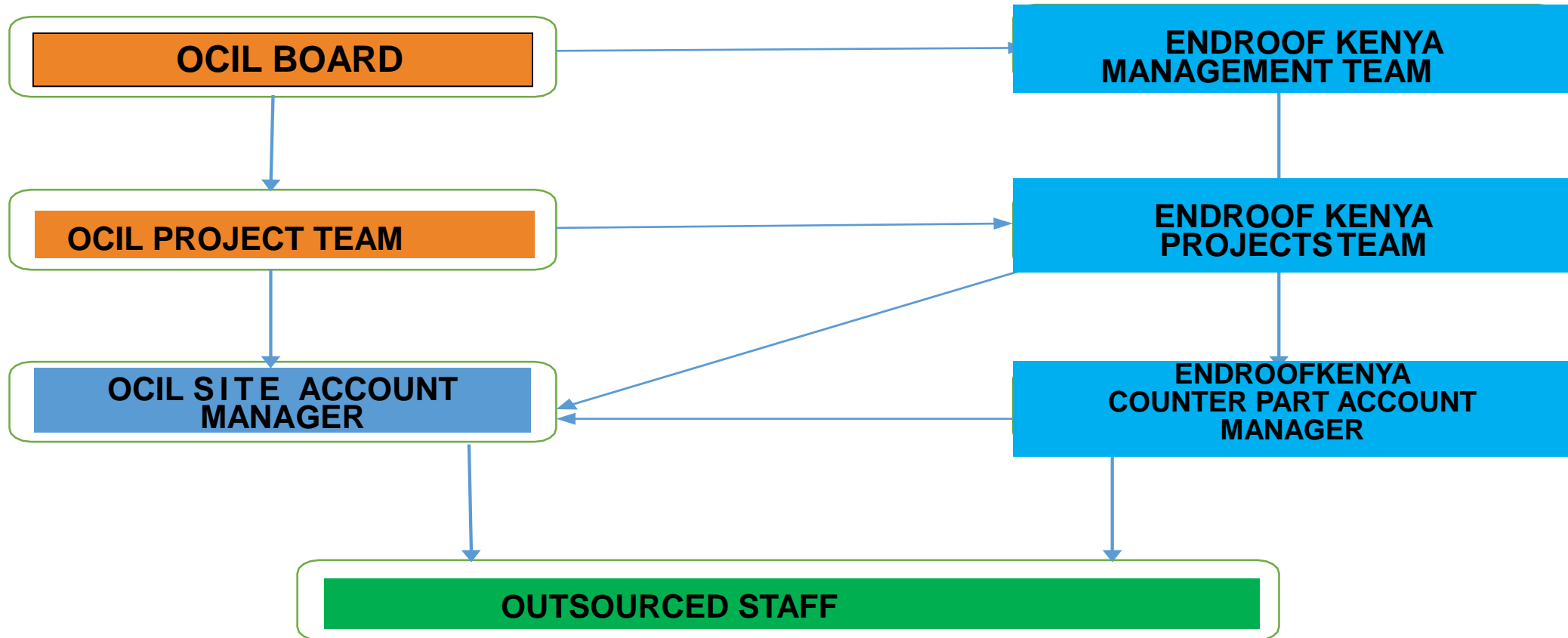
Stage 4: Account Management & Site Supervision

- Insurance's & Tools of Employment
- Time & Attendance
- Leave Management

Stage 6: Quarterly

- Contract Performance Reports
- Contract Review

OUR PROPOSED SITE MANAGEMENT STRUCTURE



OUR QHSE PROCESS

BEFORE ON-BOARDING

Establish client's commitment level in QHSE through background checks

DURING ON-BOARDING

- Evaluation of the clients risk assessment.
- OCIL conducts risk assessment of the operations her employees are engaged in.
- Medical examination is conducted for those employees engaged in high risk activities or food handlers.
- Assessment of the client's past accident/incident records of the specific operation we (OCIL) intend to partake.
- PPE requirement for the specific activity and the collective agreement to manage the same.
- Assessment of the general work environment (Walkabout to give a real time impression of the workplace our employees will be place at)
- Training needs and inductions for the job
- NB: As a good practice, employees absorbed or recruited by us on a mutual agreement, their known medical condition injury & accident claim status reports if any is disclosed in confidentiality.

AFTER ON-BOARDING

- Assessment of the effectiveness of the QHSE system (Audits)
- Evaluation of employee compliance level.
- Monitoring and evaluation of the quality, effectiveness, efficiency and use of PPES.
- Accident/incident investigation and reporting.
- Workplace inspections(Planned and unplanned)
- Continual improvement of the system as a liaison activity between the client's employee immediate supervisor, client's appointed QHSE person and OCIL.

SKILLS DEVELOPMENT: TRAINING

1. Leadership and Management
2. Organizational and Personal Effectiveness
3. Employee Wellness Programs
4. Financial Management Programs
5. Preparation for Retirement
6. Team Building

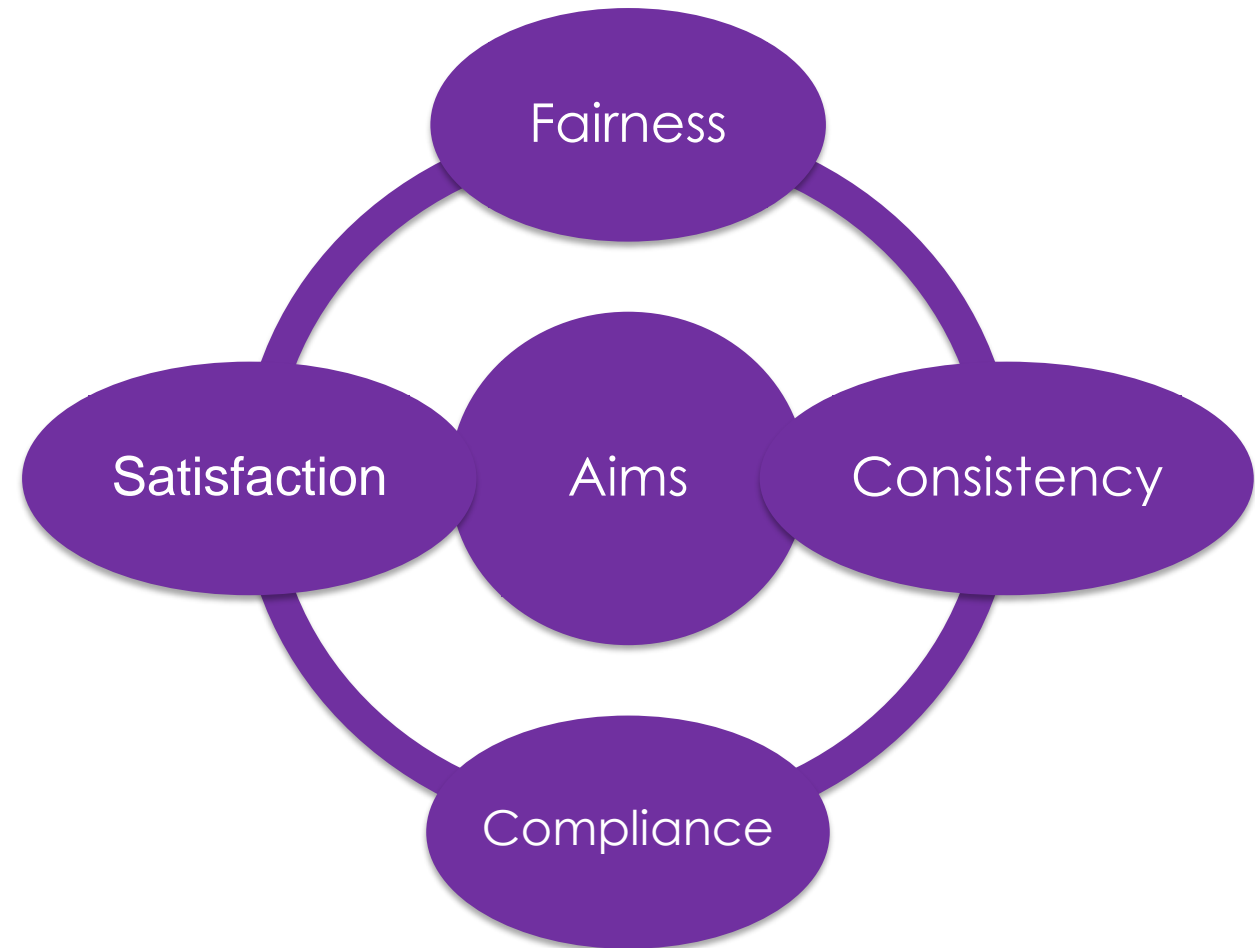
ORDER OF TRAINING PROGRAM

- ❖ Induction
- ❖ Technical /Functional Training
- ❖ Onsite & Offsite training
- ❖ Continuous Coaching & Improvement

EMPLOYEE RELATIONS



We strive to promote a conducive work environment that conforms to best practices, internal policies, operational procedures and existing labor laws to minimize conflicts and employee dissatisfaction.



COMPLAINTS & GRIEVANCE PROCEDURE

It is the policy of OCIL that all employees and by extension our clients have a right to raise their complaints (Grievance Policy)

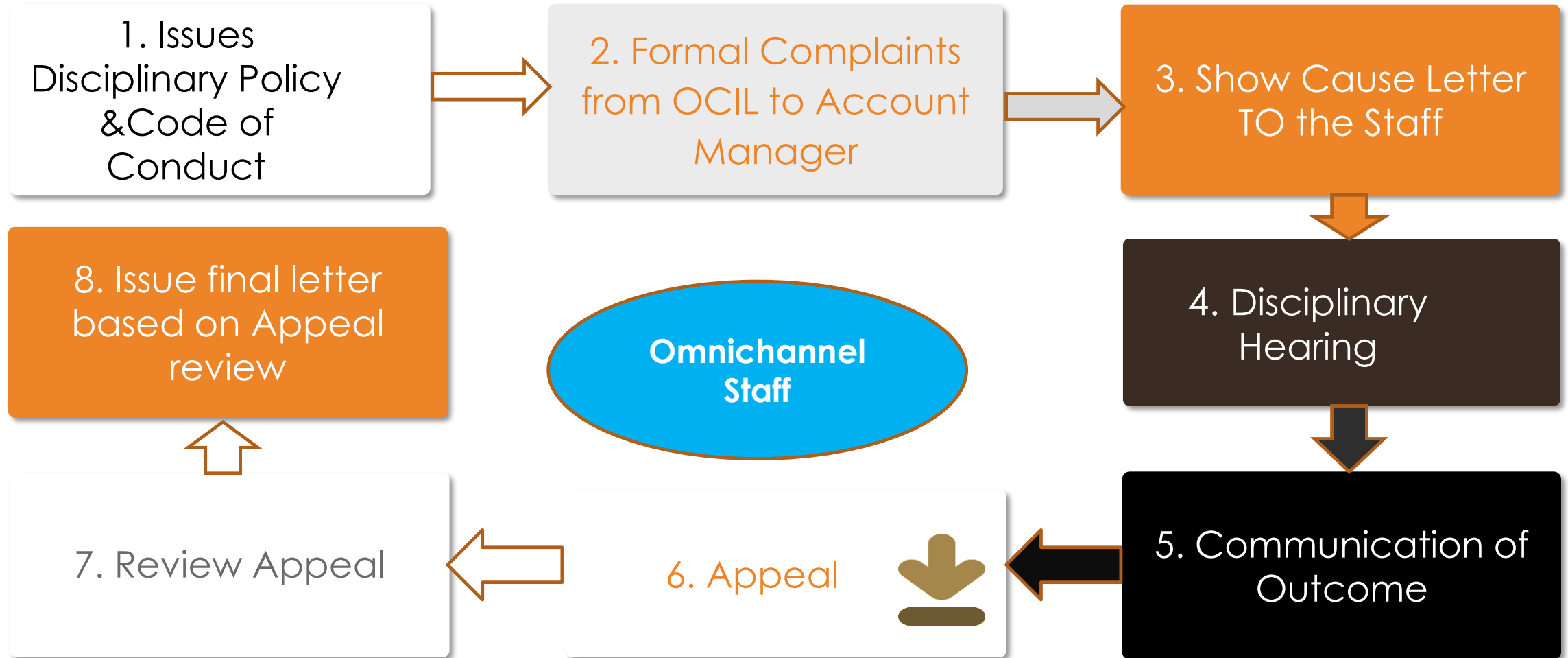
Verbal Discussion

Written Grievance

Grievance Hearing

Decision and Conclusion

DISCIPLINARY POLICY & PROCESS



OUR TECHNOLOGY AND INFRASTRUCTURE



TECHNOLOGIES

- Robust ERP Solution
- M-pesa NCBA Integrated Payroll and Payment System
- HRMIS – Aruti for contracted staff and ISOFT for Casuals
- Chip Productivity Management System
- Contact Centre Technology (Call Manager)
- Customer Relationship Management Solutions (CRM)
- Chatbots (AICX Technology)
- SIP Trunking Solutions and Bulk SMS/Emails Solutions

INFRASTRUCTURE

- On-site Server Rooms
- Configured Workstations
- Internet Installation
- Computer Telephony/SIP Technology
- Quality Headsets and Safety Policies
- SMART ID Card
- Spacious Office Space with Breakout Areas



WHY CHOOSE OMNICHANNEL...

Industry
Expertise &
Experience

OCIL has consultants with over 30 years' industry experience, service expertise and innovative solutions driven by local professionals who understand your operational contexts and the specific challenges you might face.

Custom
Capabilities

We offer personalized attention and solutions tailored to meet your specific needs, leading to a unique professional experience guaranteed to meet and exceed your expectations within your given budget. You are assigned to your own consultant who supports you through the entire process and keeps you updated on your cases.

Access to
Unique
Resources

Being the go-to source for HR consulting over the past 30 years, OCIL has accumulated an unmatched array of resources. Our vast research, technology, and world-renowned consultants are at our disposal during every project.



OUR UNDERSTANDING OF HR & LABOUR OUTSOURCING

- ❖ Our company specializes in providing human resource and labor outsourcing services to businesses of all sizes. By outsourcing these tasks to us, your company can save time and money, while also gaining access to our team of experienced professionals.
- ❖ Critical success factors include: Deployment of the right talent, skills sets that meet expectations, an enabling structure and environment, continuous improvement, quality assurance.
- ❖ We offer a wide range of services, including:
 1. Recruitment and staffing
 2. Employee training and development
 3. Payroll and benefits management
 4. Compliance with HR and Labour Laws and related government regulations
 5. Performance management and evaluations
 6. Employee relations and dispute resolution



BENEFITS TO YOUR ORGANIZATION

The benefits shall be experienced in the following:-

- ❖ Focus on core Business aspects
- ❖ Savings from reduced labor management costs (recruitment, training, turnover)
- ❖ Compliance with employment legislation
- ❖ Improved labor output efficiency
- ❖ Guaranteed professionalism and quality services
- ❖ Mitigation of labor litigation
- ❖ Focused and dedicated management of safety

SOME OF OUR HAPPY CLIENTS IN CC & CX SOLUTIONS





UP NEXT

1. Site Visit for HR & Labour Operations Analysis
2. Document Operations As
3. Present Finding to client
4. Recommend sourcing model, areas of improvement and the cost implications
5. Design a Roadmap for Service Recovery, Operational Efficiency
6. Design SOPs and Optimize Operations for Revenue Generation



CONTACT US:

BERNARD OGOLLA

+254 (0) 710 296088

BERNARD.OGOLLA@OMNICHANNELINT.COM

DIRECTOR, OPERATION, OUTSOURCING & BUSINESS DEVELOPMENT