

➤ About Us

Incorporated in 2006, **Achilles Consulting Group** Pte. Ltd. is a boutique consulting firm that spun off from Keppel Offshore & Marine (Keppel O&M), one of the largest offshore and marine groups in the world.

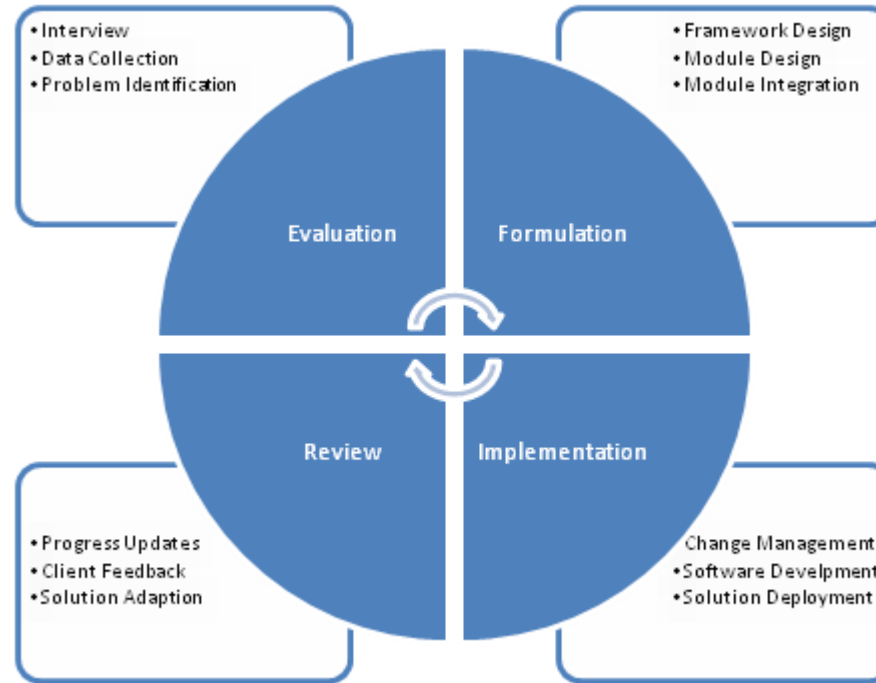
From our prior experiences in applying lean manufacturing principles and operations management techniques in context of large scale operations, we have developed expertise in **business process management** and **system integration**.

Through our **consulting, fulfillment**, and **education** services, we help clients to quickly identify inefficiencies in their work process and IT system, reduce operations cost, improve service level, and increase awareness of "systems thinking" among their employees.

➤ Approach

Although each project is unique given the peculiarity of clients' situation, we adopt the same

rigorous project life-cycle management methodology for every project. Normally one project will go through four stages: evaluation of client's situation, proposal formulation, implementation, and review.



➤ Microsoft Office® Automation

Powerful solutions can come from seemingly simple programs, and this is certainly the case for Microsoft Office® automation. With our extensive experience in working with Microsoft Office® suite (Access, Excel, Outlook, PowerPoint, and Word), we find solutions developed from these platforms prove to be **flexible**, **cost effective**, and **easy to implement**. Various routine tasks such as report compilation can be modeled and carried out by those solutions.

➤ Case Study

In one project, we worked with a leading credit card issuance organization to develop a life-cycle management system for credit card leads. The system integrates various tasks such as leads information collection, outbound call management, application status tracking, and MIS report generation into one platform. The average cycle time of report preparation is expected to be reduced by at least 30%. Main features include

- Data Import and Validation
- Call Center Management
- Application Status Tracking
- Mail Merge
- Management Reporting

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