



# Consulting Services

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Overview

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## Introducing fasEo Business Services

Without ignoring the deep current economic condition, truly sustainable businesses must continue to invest in their people, processes and organizational development.

Change creates opportunity. fasEo works with all sizes and types of organizations to cut costs, optimize processes and develop their people – ensuring that every business we work with has a clear bill of health, with a strategic eye firmly set to the future.

Our business experience has been honed through several years of leading and managing people, operating processes and building customer relationships to drive value and build sustainable profits.

### **WE ADD VALUE.**

We see our role as ‘objective partners’ who assist in the process of renewal – a job that many companies are simply too busy to perform *unaided*.

We do not view our services as a cost – and will demonstrate that the value proposition in engaging us will be clearly examined to define metrics for success.

### **WE TEACH PEOPLE HOW TO CATCH OYSTERS.**

We advise on Business Strategy, Management Systems, Leadership Coaching, Process Optimization, Organizational Development, People Development, World Class Benchmarking, Continuous Improvement, Marketing and Design. We also organize workshops and business games!

### **WE CHECK YOUR HEALTH.**

fasEo has developed an approach that is unobtrusive and can assess how your organization is performing and identify critical areas that can quickly enhance performance.

Visit [www.firstoyster.com](http://www.firstoyster.com) for more details about the HealthCheck methodologies.

### **WE KEEP IT SIMPLE.**

We call it TCS, a Total Common Sense approach to getting business back on track.

**Take this opportunity to taste a new oyster – and maybe find a pearl in your business venture!**

To learn more – please read on, or email [contact@faseo.com](mailto:contact@faseo.com)

## Background to the fasEo Proposition

### Cut Costs | Increase Revenues | Build Sustainable Results

What can fasEo Business Consulting offer you?

#### A Foundation of Trusting Relationships

fasEo is represented by a group of seasoned professionals who can operate across numerous verticals; having experience drawn from the banking and consumer finance industry, risk management, retail, service and general sales management. We have known each other over many years, and can point to numerous successes in our current and prior collaborations.

#### Business Consulting

We engage with people who are serious about continuous business improvement. Central to that long term success is the contribution by your people, and the ability to retain and develop Customers through the effective delivery of products or services.

Our team will focus on People, Processes and Results that help you to:

- Align leadership and strategic goals
- Effectively develop your talent pool
- Assist you refining your business processes
- Efficiently execute business plans
- Attain long-term measurable and sustainable performance

In the current challenging economic cycle, more than ever the focus must be on improved and sustainable performance. To impact that objective we have devised a quick-win approach to identify areas of opportunity for improvement – please review the “**fasEo Health Check**” for more information.

Pragmatic and practical, we do not simply offer theoretical ideas and walk away. We roll up our sleeves and get involved.

#### Strategic Planning

We will drive, challenge or follow your corporate strategy; developing vision, mission and value systems. We work on the organizational infrastructure and management systems, ensuring that processes are owned, aligned and handovers complete and documented.

## Organizational

We develop the processes that take your people through measured assessment in a step-by-step career progression.

Seeking to reduce cost and waste, we review critical delivery processes to optimize business performance and improve financial return.

By following the Customer life-cycle, when working in high-activity customer facing channels, we aim to always improve the Customer experience.

## Functional

We adopt facets of many proven models and resources such as:

- EFQM Model (self assessment technique combined with cross-industry benchmarking)
- ISO documentation of processes and procedures (where organizations seek a common standard)
- The practical interpretations of Stephen Covey's habits of effectiveness (working on cultural and employee behaviours)
- Project methodology under the auspices of PMBOK (ensuring a uniform well documented approach to our work at all times)
- Investor in People accreditation (a demonstrable and measurable commitment to building an enabled workforce)

## Educational

By exploring your business, we can design and deliver bespoke training courses to any tier of employee from executive management through to front-line associates. We deploy individual leadership coaching, through team development to 'learning through play', where we link key objectives to non business scenarios and *open the door* to imagination flows.

Building a legacy is our greatest reward.

## Confidentiality

Our work, by necessity, touches deep into an organizations unique attributes, and as such we never disclose client names but will provide anonymous summaries when required.

## Our Commitment

fasEo Business Consulting is determined to deliver value for money, measurable and tangible results and therefore guarantees that all projects undertaken will be achieved on budget and will exceed your expectations.

## **Our Areas of Expertise**

We have a wide knowledge base covering areas of:

- Scorecard development
- Modeling and analytics
- Affinity marketing and value-add partner recruitment and management
- Process mapping, benchmarking and gap analysis

*Our approach is one of guiding discovery.*

## **Selected Consulting Activities**

### **Business**

- Process Management
- Project Management
- Business Excellence
- Strategic Planning
- Process Mapping, Sequencing and documentation
- Operational Health Check
- Revenue Enhancement
- Collections and Recovery Optimization
- Process flow development and 'Best Practice'
- Customer Value Cycle
- Channel Management
- Relationship Partnering
- Acquisition, Activation and Retention

### **Coaching, Education and Training**

- Training and Development Services
- Executive Coaching and Mentoring
- Individual Coaching and Team Building
- Conference and Seminar Preparation
- Coaching Behaviors
- Customer Relationship Building
- Collections management
- Managing the workforce
- Learning Styles
- Getting staff to interact
- Core communication
- Go For Gold™ - business game.
- Fostering sound habits - drawing upon the learning's of Covey's 7 Habits™

## fasEo Consulting Executive Leadership Team

### Jan M Stefanowicz - CEO fasEo Consulting Strategy and Business Operations



fasEo brings together a team of seasoned experts led by a creative, customer driven international business executive. For over 30 years, Jan has held significant leadership roles across many sectors of the financial services market within both the UK and US. He pioneered the first affinity marketing credit cards in the UK and built a substantial business success. Jan is recognized for developing and applying critical strategic solutions and turning under-performing operations around. A passionate people leader, instrumental in implementing Business Excellence, Process Improvement and “Investor in People” programs, with significant stakeholder results. A principled individual, experienced in driving excellence in individual and business performance, he ensures that fasEo will always live up to these exacting standards.

### Roger J Brady People, Process and Management Systems



Roger is an experienced leader with over 35 years service within the financial services industry, many of which have been spent in lending and card based activities. He is recognized for introducing and implementing effective change management programs, specializing in Process Improvement and Project Management. His programs include the development and delivery of practical workshops designed for all levels of an organization. Roger developed and directed the first golf affinity card in the UK. The card was PGA approved and accredited as the official credit card to the 1989 Ryder cup. He is a former Senior Assessor for the British Quality Foundation and licensed Covey Leadership Facilitator.

### Frank Pocock Sales and Marketing



Frank has been involved in the financial services industry across Europe for over 25 years. He has held a number of senior positions in the Card Industry, latterly as Senior Vice President with Visa Europe, with responsibility for Global Retailer Relations and Private Label Card Conversions.

Prior to that, Frank started the UK Credit Card business for Argos Retail Group, growing the business to over 1 million cards within 2 years of start up. He also held a number of senior positions within HFC/Beneficial, having responsibility for both the Credit Card and Direct Personal Loan Divisions.

Frank has extensive business development acumen and has worked closely with many of Europe’s largest Banks in developing growth strategies across many countries.

**Michele Lundy PhD**  
**Risk Management**



A first class Honors graduate from Edinburgh, Michele gained her doctorate from Cambridge undertaking research work comparing the inherent characteristics, advantages and disadvantages of several optimization techniques. Many of these methods are used within the solutions applied in industry today, such as those that require statistical and mathematical modeling and forecasting.

She is a recognized leader in the research, development and application of analytical methodology in the customer risk and relationship management area, including the use of optimization/statistical techniques, neural networks and data mining.

Michele has been at the forefront of the development and implementation of many innovative ideas within the industry including the application of new approaches in Fraud Detection, Mortgage Lending, Commercial Lending, Customer-Focused Risk/Value Assessment and Bureau Modeling.

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**Contact us now to discuss your needs and explore our service solutions:**

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