COMPANY PROFILE

Bismarck Consulting Firm

Management Consulting & Organisational Development

Strategic Solutions.
Organisational Excellence.
Sustainable Growth.

100% Black Female-Owned | B-BBEE Level 1 | Pretoria · Butterworth

INSIDE THIS PROFILE

Contents

PART 01
About Bismarck Consulting Firm

01	Executive Overview	3
02	Company Overview	5
03	Vision, Mission and Core Values	6
04	Our Strategic Value Proposition	7

PART 02
What We Do

05	Our Services	9
06	Training and Development Capabilities	13
07	Industries and Sectors We Serve	14

PART 03
How We Deliver

08	Our Consulting Methodology	16
09	Project Implementation and Delivery Framework	17
10	Business Transformation and Growth Strategy	18
11	Monitoring, Evaluation and Performance Management	19

PART 04
Track Record and Partnership

12	Why Choose Bismarck Consulting Firm?	20
13	Experience and Selected Client Engagements	21
14	Strategic Partnerships and Business Development	22
15	Our Commitment to Transformation	22
16	Contact Information	23

01 · EXECUTIVE OVERVIEW

Executive Overview

Bismarck Consulting Firm (BCF) is a South African management consulting and training firm. We help organisations build capability, improve performance and grow sustainably.

BCF is a **100% Black female-owned company with B-BBEE Level 1 status**. We combine specialist training and development with a comprehensive management consulting practice. This combination lets us address both sides of organisational performance: the strategies, systems and processes an organisation runs on, and the people who must make them work.

From our head office in Midrand, Pretoria, and our branch office in Butterworth, Eastern Cape, we work with clients in urban and rural settings across seven sectors, from the public sector and education to financial services and agriculture. Our eleven services are organised into three integrated divisions: **People & Capability**, **Market Growth & Customer**, and **Performance & Efficiency**.

Our philosophy is practical. We take the time to understand each challenge properly, offer simple solutions to complex problems, and look for **quick wins** that build momentum toward lasting change. Every engagement is tailored to the client's context and measured against agreed outcomes.

BCF at a glance

100%
Black female-owned

Level 1
B-BBEE status

2
Offices: Gauteng & Eastern Cape

11
Specialist consulting services

3
Integrated service divisions

7
Sectors served

OUR PROMISE TO CLIENTS

We guide clients through a complex and changing business landscape with clear insight, practical recommendations and training that equips their people to sustain results long after our engagement ends.

Who we serve

- **Government departments**
- **Public entities and SOEs**
- **Private-sector organisations**
- **Development institutions**
- **Strategic partners**

PART 01

01

About Bismarck Consulting Firm

Who we are, what we stand for and the value we bring to clients and partners.

IN THIS SECTION

01 Executive Overview

02 Company Overview

03 Vision, Mission and Core Values

04 Our Strategic Value Proposition

Bismarck
CONSULTING FIRM

02 · WHO WE ARE

Company Overview

A dynamic, innovative consulting firm that specialises in training and development, supported by a comprehensive management consulting practice.

Bismarck Consulting Firm is dedicated to driving growth, transformation and development in South Africa's business landscape. We work with organisations to strengthen their people, sharpen their strategies and improve the way they operate.

Our presence in both Gauteng and the Eastern Cape gives us a strong footprint in urban and rural areas. We can support organisations in major economic centres as well as in communities where access to specialist consulting and skills development has traditionally been limited.

As a 100% Black female-owned, B-BBEE Level 1 enterprise, we bring both expertise and transformation value to every engagement. We help clients meet their own empowerment and development goals.

COMPANY INFORMATION

COMPANY NAME
Bismarck Consulting Firm (BCF)

OWNERSHIP
100% Black female-owned

B-BBEE STATUS
Level 1

HEAD OFFICE
Sunnyside, Pretoria, Gauteng

BRANCH OFFICE
Butterworth, Eastern Cape

WEBSITE
www.bismarckconsulting.co.za

EMAIL
info@bismarckconsulting.co.za

TELEPHONE
063 844 8802

Our Team

Our team brings together experienced professionals from diverse industries and backgrounds, including consultants with expertise in **management, finance, technology and operations**. We are passionate about empowering businesses and individuals, and we offer innovative solutions rooted in industry best practice and designed for real-world impact.

Our Footprint

HEAD OFFICE

Sunnyside, Pretoria

Our base in Gauteng's economic hub, close to national and provincial decision-makers, corporate head offices and institutions.

BRANCH OFFICE

Butterworth, Eastern Cape

Our presence in the Eastern Cape, supporting organisations and communities in rural and developing areas.

03 · WHAT DRIVES US

Vision, Mission and Core Values

OUR VISION

To be the leading consulting partner for businesses seeking transformative growth and innovation, delivering value through sustainable solutions that build competitive advantage.

OUR MISSION

To empower organisations with the skills, strategies and tools they need to succeed in a competitive marketplace. We create sustainable growth and transformation through innovative solutions that address our clients' most critical concerns and opportunities.

Our Core Values

Four values shape how we work with clients, partners and each other.

Excellence

We strive for the highest standards of quality and performance in everything we do.

IN PRACTICE *Rigorous analysis, quality-assured deliverables and dependable delivery.*

Innovation

We embrace current technology and analytics to provide forward-thinking solutions that drive real change.

IN PRACTICE *Fresh thinking, data-informed recommendations and modern tools.*

Integrity

Transparency and accountability are the cornerstones of our business approach.

IN PRACTICE *Honest advice, clear reporting and responsible use of client resources.*

Client-Centricity

We place our clients' needs at the heart of our operations and tailor solutions to deliver measurable results.

IN PRACTICE *Solutions built around each client's context, not off-the-shelf templates.*

04 · WHY BCF IS DIFFERENT

Our Strategic Value Proposition

Clients choose a consulting partner for its ability to understand their context, solve the right problem, and leave lasting capability behind. Six differentiators define the value BCF brings.



Value for every type of client

PUBLIC SECTOR

Government and public entities

Level 1 B-BBEE preferential procurement value, skills development aligned to workforce priorities, and implementation support that strengthens service delivery.

PRIVATE SECTOR

Corporates and growing businesses

Practical strategies for growth, cost and customer performance, delivered with a focus on early quick wins and measurable results.

PARTNERS

Development and strategic partners

A transformation-focused delivery partner with a footprint in urban and rural communities, including the Eastern Cape.

PART 02

02

What We Do

Eleven specialist services in three integrated divisions, backed by strong training capability and experience across seven sectors.

IN THIS SECTION

05 Our Services

06 Training and Development Capabilities

07 Industries and Sectors We Serve

Bismarck CONSULTING FIRM

05 · SERVICE PORTFOLIO

Our Services

Our eleven services are organised into three integrated divisions. Clients can engage a single service or combine services across divisions into one coordinated programme.

DIVISION A
People & Capability

Building the skills, leaders and HR systems that organisations run on.

- Training and Development
- Leadership and Management Development
- Human Resources Management

DIVISION B
Market Growth & Customer

Winning, serving and keeping customers in competitive markets.

- Digital Marketing
- Sales and Business Development
- Customer Relationship Management
- Customer Service Experience

DIVISION C
Performance & Efficiency

Improving cost, process, financial and data performance.

- Cost Transformation
- Operations and Process Improvement
- Financial Advisory
- Technology and Advanced Analytics

Ways to engage BCF

OPTION 1

Focused assignment

A single service, such as a training programme, CRM implementation or cost review, scoped to a defined objective and timeframe.

OPTION 2

Integrated programme

Several services combined across divisions, for example, process improvement supported by staff training and performance monitoring.

OPTION 3

Ongoing partnership

Recurring or retained support, such as regular team building, marketing or recruitment, that grows with the organisation.

DIVISION A

People & Capability

Building the skills, leaders and HR systems that organisations run on.

Training and Development

Workforce skills development through accredited training programmes and tailored workshops that upskill employees in critical areas such as technology, operations and customer service.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Skills gaps limit productivity, service quality and the organisation's ability to adopt new ways of working.	Needs-based training programmes and workshops, designed around job requirements and delivered in formats suited to the learners.	A more capable, confident workforce that applies new skills directly in day-to-day work.

Leadership and Management Development

Programmes that strengthen the ability of leaders and managers to set direction, lead teams and drive performance.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Managers promoted for technical expertise often lack the leadership, people-management and decision-making skills their roles demand.	Practical leadership and management development, including conflict management and emotional intelligence, linked to real workplace challenges.	Stronger leadership, better team performance and a pipeline of managers ready for greater responsibility.

Human Resources Management

HR strategies, policies and frameworks that help organisations attract, develop and retain top talent.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Weak HR systems lead to poor recruitment decisions, low engagement, and the loss of skilled employees.	HR strategy development, recruitment and selection support, and policies that improve employee engagement and organisational culture.	The right people in the right roles, higher engagement and a healthier organisational culture.

DIVISION B

Market Growth & Customer

Winning, serving and keeping customers in competitive markets.

Digital Marketing

End-to-end digital marketing solutions, including search engine optimisation (SEO), search engine marketing (SEM) and social media strategy.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Many organisations struggle to be visible online and to turn digital activity into measurable engagement.	Integrated digital strategies and social media marketing, guided by data-driven insight into audience behaviour.	Greater brand visibility, stronger customer engagement and a better return on marketing spend.

Sales and Business Development

Sales strategy design and execution, together with business development services that identify new growth opportunities and partnerships.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Revenue stagnates when sales efforts lack structure and new opportunities are not pursued systematically.	Sales strategy and process design, business plans, and identification of new markets, channels, and partners.	Increased revenue and market share, with a clear pipeline of growth opportunities.

Customer Relationship Management (CRM)

Design and implementation of CRM systems and strategies that improve customer engagement and service delivery.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Fragmented customer information makes it hard to personalise service, follow up on opportunities and retain clients.	CRM system implementation and customised CRM strategies that enable personalised customer experiences.	Better customer insight, more personalised service and stronger long-term relationships.

Customer Service Experience

Enhancement of customer service operations to improve customer satisfaction and loyalty.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Inconsistent service experiences erode customer trust and drive customers to competitors.	Review of service operations, frontline capability building and feedback mechanisms that drive continuous improvement.	Higher customer satisfaction, stronger loyalty and a reputation for reliable service.

DIVISION C

Performance & Efficiency

Improving cost, process, financial and data performance.

Cost Transformation

Strategic cost optimisation services that improve operational efficiency and financial sustainability.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Rising costs and budget pressure threaten sustainability, yet across-the-board cuts can damage quality and service delivery.	Structured cost analysis that identifies where costs can be reduced without compromising quality.	A leaner cost base, with resources redirected to the activities that create the most value.

Operations and Process Improvement

Streamlining and optimising operations for improved efficiency and performance, including business process re-engineering.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Inefficient or outdated processes create delays, duplication and waste.	Process mapping and analysis, re-engineering of key workflows, and support to implement new ways of working.	Higher productivity, less waste and more consistent operational performance.

Financial Advisory

Financial planning and advisory services tailored to each business's unique needs.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Without sound financial planning and management, organisations struggle to fund growth and remain sustainable.	Financial planning and advice that help businesses manage their finances more efficiently.	Stronger financial discipline and a sound foundation for long-term sustainability.

Technology and Advanced Analytics

Implementation of technologies and tools that streamline business processes, with big data and advanced analytics to support decisions.

THE CHALLENGE	OUR SOLUTION	THE VALUE
Organisations hold valuable data but lack the tools and capability to turn it into timely, reliable insight.	Technology solutions that streamline processes, and analytics that support data-driven decision-making.	Faster, better-informed decisions and processes that scale with the organisation.

06 · SKILLS THAT LAST

Training and Development Capabilities

Training and development are at the heart of BCF. We design and deliver programmes that close skills gaps, build leadership capability and support workforce transformation.

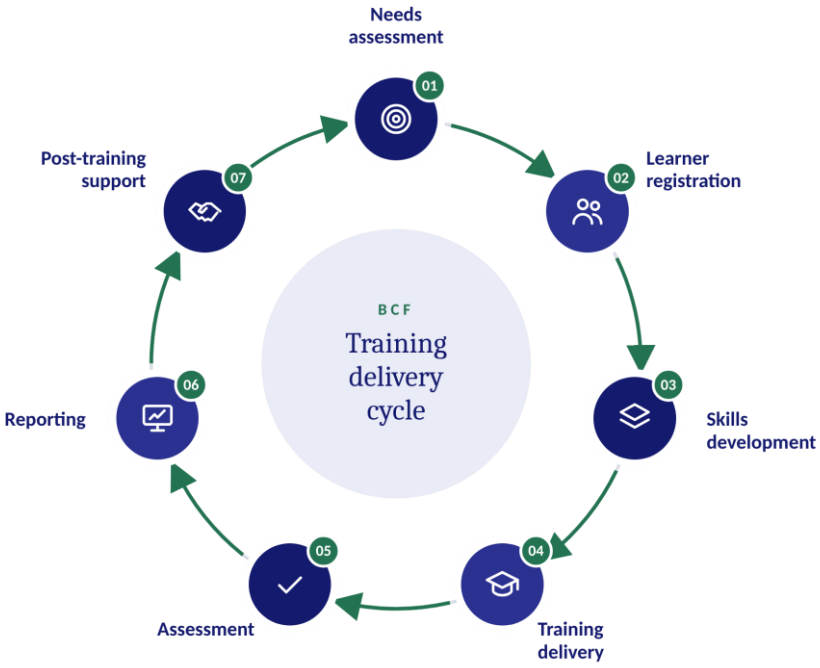
WHAT WE DELIVER

- Workforce skills development through accredited training programmes
- Leadership and management development
- Tailored workshops in technology, operations and customer service
- Personal development, including conflict management and emotional intelligence
- Team building and organisational development interventions

HOW WE DESIGN PROGRAMMES

- **Needs-based:** content follows a structured needs assessment, not a generic syllabus
- **Practical:** learning linked to real workplace tasks and challenges
- **Flexible:** formats and schedules suited to learners and operations
- **Measured:** assessment and reporting on learner progress
- **Supported:** post-training support helps learning stick

Our training and development delivery cycle



DELIVERY HIGHLIGHT · TSHWANE UNIVERSITY OF TECHNOLOGY

360 candidates trained through BCF's personal and international training, with modules in conflict management and emotional intelligence.

07 · WHERE WE WORK

Industries and Sectors We Serve

We provide versatile, practical solutions across a range of sectors. Our cross-functional services adapt to the regulatory, operational and market realities of each.

Agriculture

Business development, financial planning and skills development for agricultural enterprises, including emerging and rural producers.

Financial Services

Customer experience, CRM, analytics and staff development for organisations in a regulated, service-driven environment.

Education and Training

Training design and delivery, personal development programmes and operational support for institutions and training providers.

Technology and Digital Services

Digital marketing, sales strategy and business development for technology businesses and digital service providers.

Retail and Consumer Goods

Brand visibility, social media marketing, customer service and sales growth for retail and consumer brands.

Healthcare

Leadership development, HR management, process improvement and service experience for health organisations.

Public Sector

Skills development, leadership programmes, process improvement and monitoring and evaluation support for government and public entities.

CROSS-SECTOR INSIGHT

Lessons from one sector strengthen our work in others. Retail customer insight improves public service delivery, and financial discipline supports agricultural enterprises.

PART 03

03

How We Deliver

A disciplined methodology, managed implementation and measurable performance, from first assessment to continuous improvement.

IN THIS SECTION

08 Our Consulting Methodology

09 Project Implementation and Delivery Framework

10 Business Transformation and Growth Strategy

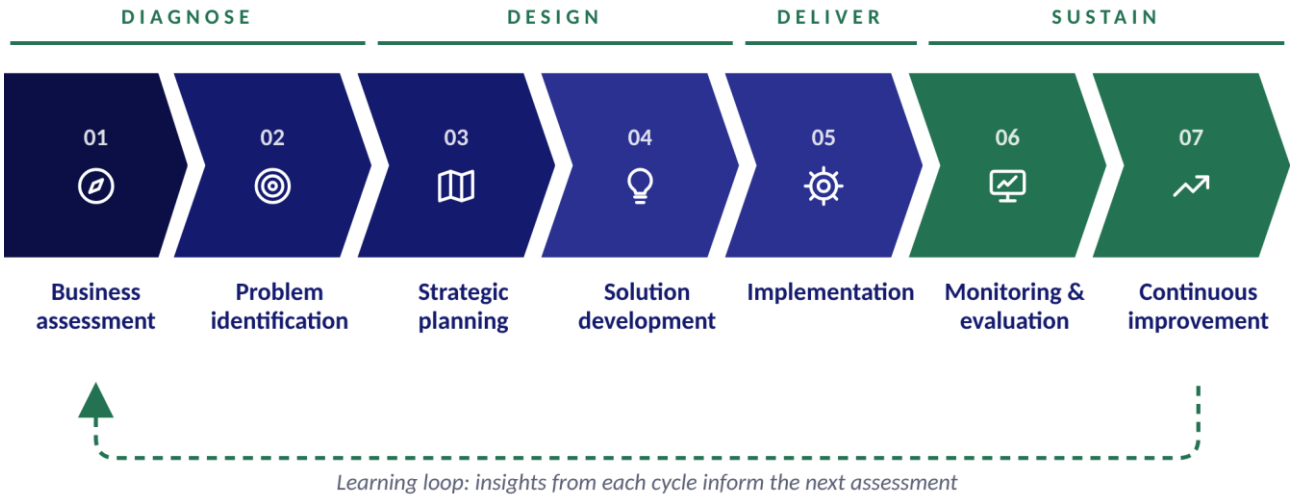
11 Monitoring, Evaluation and Performance Management

Bismarck CONSULTING FIRM

08 · OUR WAY OF WORKING

Our Consulting Methodology

Every BCF engagement follows a structured, seven-stage consulting lifecycle. It brings discipline to complex assignments while leaving room to tailor each step to the client's context.



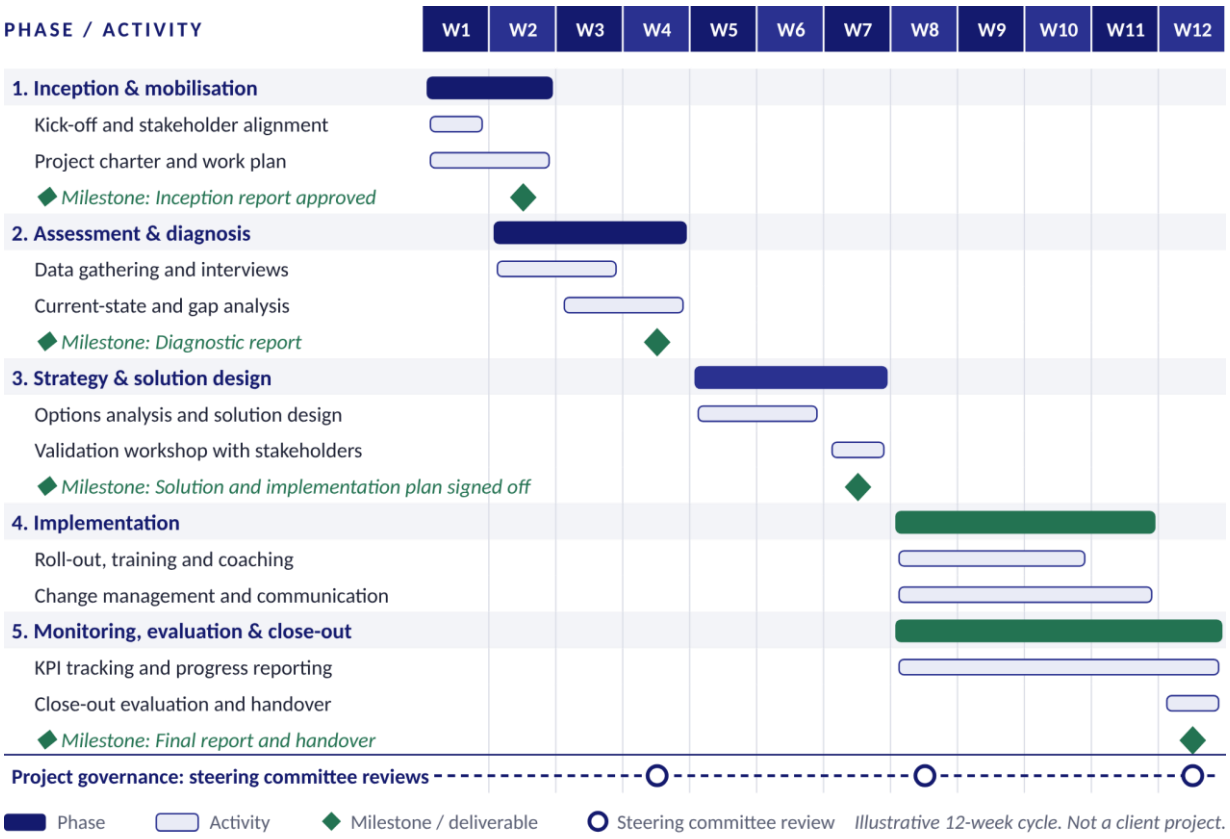
#	STAGE	WHAT WE DO	KEY OUTPUT
01	**Business assessment**	Understand the organisation, its environment, objectives, and stakeholders through interviews, document review, and data analysis.	**Assessment findings**
02	**Problem identification**	Isolate root causes rather than symptoms and agree priority issues with the client.	**Problem statement and priorities**
03	**Strategic planning**	Define objectives, options and strategic direction, with clear measures of success.	**Strategic plan and KPIs**
04	**Solution development**	Design practical, tailored solutions: processes, systems, policies and training.	**Solution design and implementation plan**
05	**Implementation**	Work alongside the client's team to execute the plan, build capability and manage change.	**Solution in operation; capable staff**
06	**Monitoring and evaluation**	Track progress against KPIs, report on results and evaluate effectiveness.	**Progress and evaluation reports**
07	**Continuous improvement**	Refine and optimise based on evidence and carry lessons into the next cycle.	**Improvement plan**

The quick-wins principle. Within this structured lifecycle, we deliberately look for early, visible improvements that build confidence and momentum, while the longer-term solution is designed and implemented.

09 · FROM PLAN TO RESULTS

Project Implementation and Delivery Framework

Our delivery framework turns strategy into managed action. The chart below shows how a typical consulting engagement is phased, governed, and reported.



ILLUSTRATIVE PROJECT FRAMEWORK. This Gantt chart shows a typical 12-week consulting implementation cycle for illustration only. It does not represent a completed client project. Actual phases, durations and milestones are agreed with each client during inception.

Delivery principles

GOVERNANCE

Clear roles and oversight

A named engagement lead, an agreed work plan and steering committee reviews at key milestones keep the project on track and accountable.

REPORTING

Visible progress

Regular progress reports track activities, deliverables and KPIs against plan, so decision-makers always know where the project stands.

RISK AND CHANGE

Managed transition

Early risk identification, stakeholder engagement and change support help new ways of working take hold.

Business Transformation and Growth Strategy

We help organisations define a clear long-term vision, create corporate value and motivate their people to take the actions that deliver customer satisfaction. Our aim is to make the enterprise as a whole worth more than the sum of its parts.

BCF Business Growth Framework



Three areas of focus

FOCUS 1

A shared long-term vision

A clear, shared vision that motivates the team and engages investors and stakeholders.

FOCUS 2

A portfolio strategy

A defined portfolio strategy that sets out how the organisation will realise its vision.

FOCUS 3

Policies and processes

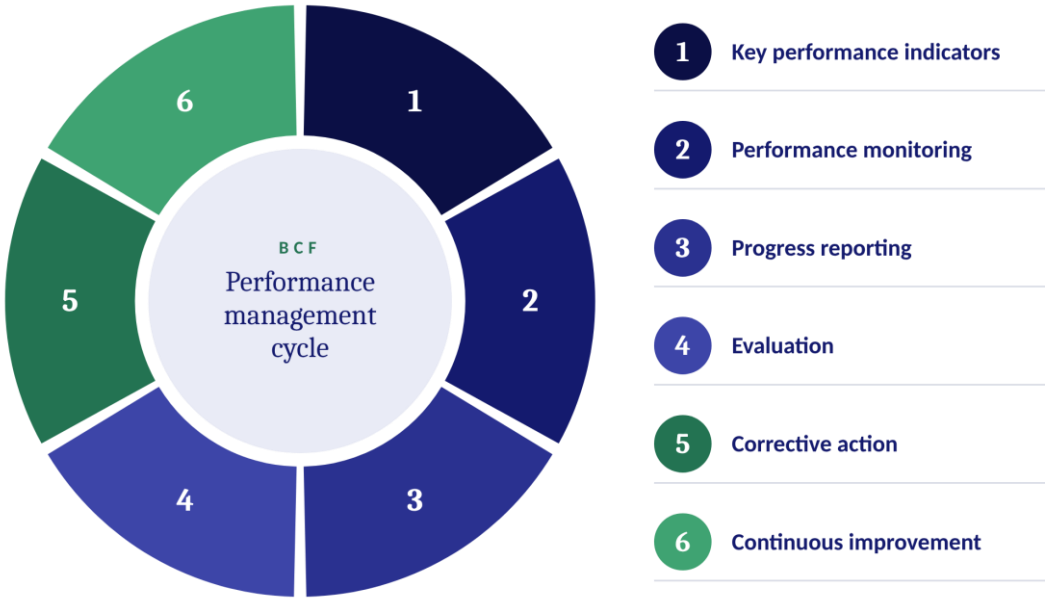
Corporate policies and processes that reflect how the organisation guides and supports its business units.

Transformation through digital innovation. Technology and data run through every growth lever. We help clients use digital marketing, CRM and analytics to reach new markets, serve customers better and make faster, evidence-based decisions.

11 · MEASURING WHAT MATTERS

Monitoring, Evaluation and Performance Management

BCF builds monitoring, evaluation and performance management into every engagement, so clients can see progress, demonstrate impact and correct course early.



1	**Key performance indicators**	Agree clear, measurable indicators, baselines and targets with the client at the start of each engagement.
2	**Performance monitoring**	Collect performance data regularly through agreed tools, checkpoints and site or stakeholder engagement.
3	**Progress reporting**	Provide clear, concise progress reports to management and steering committees at agreed intervals.
4	**Evaluation**	Assess outcomes against objectives, identifying what worked, what did not and why.
5	**Corrective action**	Agree and implement remedial actions promptly where performance falls short of targets.
6	**Continuous improvement**	Embed lessons learned in processes, training and future plans to lift performance over time.

Evidence for accountability. Our M&E approach gives boards, accounting officers and funders the evidence they need for oversight and reporting. It also gives project teams the information they need to improve.

12 · OUR DIFFERENTIATORS

Why Choose Bismarck Consulting Firm?

Clients work with BCF because we combine professional expertise with genuine commitment to their success and to South Africa's transformation.

01

Expertise

A track record of successful projects and a team with expertise in management, finance, technology and operations.

02

Customised solutions

Strategies tailored to each client's specific needs and objectives, focused on measurable results.

03

Transformation focus

As a Black female-owned, B-BBEE Level 1 firm, we help clients navigate transformation and achieve their own empowerment goals.

04

Client-centred approach

Strong relationships, continuous support and a commitment to our clients' long-term success.

05

Training and consulting combined

Advice and capability building under one roof, so solutions are owned and sustained by the client's people.

06

Practical quick wins

Simple solutions to complex problems, with early results that build momentum toward lasting change.

OUR COMMITMENT

We measure our success by our clients' results: stronger people, better-run organisations and growth that lasts.

13 · OUR TRACK RECORD

Experience and Selected Client Engagements

BCF has delivered consulting, training and marketing services to clients in higher education, construction, retail, mobility and professional services.

360

candidates trained

FEATURED TRAINING ENGAGEMENT

Tshwane University of Technology (TUT)

BCF delivered personal and international training to 360 candidates, with programme content covering **conflict management** and **emotional intelligence**. The engagement shows BCF's capacity to deliver structured training at scale for a higher education institution.

Services provided by client



CLIENT	SECTOR	ENGAGEMENT TYPE	SERVICES PROVIDED
Nathea Clothing Collection	Retail and fashion	Client engagement	Consultation; photography; social media marketing
Enzo Civil & Construction	Construction	Client engagement	Consultation; business plan; business development
LLUU Car Rental	Car rental and mobility	Client engagement	Business development; social media marketing
Cush Development (Construction)	Construction	Client engagement	Business development; recruitment and selection; CRM
IKWorx Projects	Projects and professional services	Recurring engagement	Social media marketing; team building (recurring); employee recruitment

Note: The organisations listed are clients to whom BCF has provided the services shown. Their inclusion describes the work delivered and does not imply endorsement or certification. References are available on request.

14 · GROWING TOGETHER

Strategic Partnerships and Business Development

BCF actively seeks partnerships that extend our reach and multiply impact. We welcome collaboration with organisations that share our commitment to skills development, transformation and sustainable growth.

Consortia and joint ventures

Partnering with complementary firms on public- and private-sector tenders that need integrated consulting and training capability.

Skills development partnerships

Working with training providers, institutions of higher learning and skills development funders to deliver programmes at scale.

Enterprise and supplier development

Supporting corporate ESD programmes with business development, mentoring and training for small and emerging enterprises.

Development and community programmes

Collaborating with development agencies, municipalities and NGOs on projects in urban and rural communities, including the Eastern Cape.

15 · TRANSFORMATION

Our Commitment to Transformation

As a **100% Black female-owned, B-BBEE Level 1 company**, transformation is part of who we are, not an add-on. We are committed to inclusive economic participation and to helping our clients achieve their own transformation and development goals.

Our branch office in Butterworth reflects a deliberate commitment to bring specialist consulting and skills development to communities beyond the major metros.

- **Preferential procurement:** Level 1 B-BBEE status adds value to clients' procurement scorecards
- **Women's economic empowerment:** a female-owned enterprise growing in a competitive sector
- **Skills development:** training that improves employability and workplace capability
- **Rural development:** consulting and training capacity in the Eastern Cape
- **Enterprise growth:** support for small and emerging businesses to grow sustainably

16 · CONTACT US

Let's build what's next, together.

Whether you are a government department, public entity, corporate organisation or development partner, BCF is ready to help you strengthen your people, improve performance and grow sustainably.

Strategic Solutions. Organisational Excellence. Sustainable Growth.

GET IN TOUCH

HEAD OFFICE
Sunnyside, Pretoria, Gauteng

BRANCH OFFICE
Butterworth, Eastern Cape

TELEPHONE
063 844 8802

EMAIL
info@bismarckconsulting.co.za

WEBSITE
www.bismarckconsulting.co.za

Thank you for your time and consideration.

Bismarck
CONSULTING FIRM