



Werner Hess
Director, South Africa

Expertise

- ◆ Sales Effectiveness
- ◆ Management Operating System design, development & implementation
- ◆ Leadership coaching
- ◆ Sales and Marketing capabilities development
- ◆ CRM

Education & Qualification

- ◆ IMM Marketing Graduate
- ◆ UNISA School for Business Leadership - MDP-Management Development Program

Werner Hess is an internationally experienced professional, having spent 20 years with major global blue chip companies (Bayer & General Electric) in industry, before entering the consulting industry continuing his career in management and business improvement consulting.

Today, Werner focuses on assisting clients with strategies and implementation frameworks aimed at business improvement, innovation and growth challenges.

Clients and Projects

Following are three examples of recent projects:

ABB – Designed, developed and implemented a go to market strategy to assist ABB’s consulting teams enter the market with a full service and consulting solutions to enterprise sized industrial clients. The assignment included researching South Africa’s top industrial companies in the metals and mining sectors, developing key player maps and setting up contact platforms for ABB ’s consultancy sales resources to interface effectively with key decision makers in these business.

Avaya - Lead the design, development and implementation of a Pan American sales effectiveness program for Avaya – The program included developing behavioural profiles for the different sales and channel roles within Avaya, redeveloping aspects of the sales process and integrating sales management systems within Avaya’s CRM solution, Siebel Sales.

Nedbank – Lead the development and implementation of a post graduate level CRM program aimed at developing distinct capabilities within Nedbank’s business analysis teams. The program was co-developed with UNISA and accredited at honours degree level. The 8 module program was delivered over a period of 1 year.

Other clients include:

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| ◆ Absa Bank | ◆ KPMG, | ◆ Transnet, |
| ◆ ABB | ◆ Metrofile, | ◆ Tiger Wheels, |
| ◆ Avaya | ◆ Nedbank, | ◆ Telesure Group, |
| ◆ BOE | ◆ Nissan, | ◆ Toni Glass Collection |
| ◆ BP | ◆ Now Media, | ◆ Hollard Insurance |
| ◆ Canon | ◆ Rockwell Automation | |
| ◆ Computershare | ◆ United National Breweries | |
| ◆ Grand Oak | ◆ Transnet | |
| ◆ Henkel Chemical | ◆ Invision | |