

PROFESSIONAL SERVICES & SOLUTION IMPLEMENTATION SINCE 2003

Building business capability together

We help organisations solve complex challenges, transform performance and turn strategy into lasting business and social impact.

We immerse quickly, use evidence to identify what matters, and work with our clients to design practical solutions and move them into implementation. Our breadth across business, technology, organisational capability and impact allows us to approach challenges from multiple perspectives – with a strong bias toward execution, measurable results and capability that can be sustained.

01

Management consulting

02

Technology & data

03

Corporate education

04

Social impact & sector development

Experience that turns strategy into impact

For more than two decades, Paladin Consulting has helped organisations solve complex challenges, improve performance and translate strategy into practical, sustainable outcomes.

Our work spans business transformation, technology, organisational capability and social impact. We operate across corporate, sector and national programmes, and we are engaged as often for implementation as for advice.

Our roots are in operational performance. Over time, our work has expanded into business and operating model design, strategy development, technology-enabled transformation, corporate education and skills development, programme management and sector development.

We get close to the operating environment quickly, and we work from evidence: performance data, operational observation, research and benchmarking. That grounding is what allows us to prioritise accurately and to design responses that can be implemented rather than only recommended.

We work directly with client teams and bring in specialist expertise from our partner network where a piece of work calls for it. We have delivered across private enterprise, government, industry bodies, funders and social impact organisations, which differ materially in governance, funding and how they define success.

23

YEARS

Management consulting experience

13 500+

YOUTH

Reached through employment and skills programmes we have helped design, implement or support

1 800+

LEADERS

Reached through management and capability development initiatives

National

SCALE

Experience designing and delivering corporate, sector and national programmes

Areas of delivery & sector experience

AREAS OF DELIVERY

- Strategy & advisory
- Business transformation
- Operating model design
- Performance improvement
- Technology transformation
- Programme management
- Corporate education & capability
- Skills & workforce development
- Sector development
- Social & economic impact

SECTOR EXPERIENCE

- Global Business Services
- Banking & financial services
- Insurance
- Technology
- FMCG & agro-processing
- Transport & logistics
- Public sector
- Education & skills
- Social impact

Our role varies by engagement, from diagnosis and design through to implementation and ongoing delivery, with measures agreed at the outset and capability established to sustain the outcome after we step back.

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- 02 What we do
- 03 How we work
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BUILDING
CAPABILITY.
MEASURABLE
IMPACT.

Integrated expertise for complex challenges

These are connected capability domains rather than service silos. Engagements may sit within one, but complex challenges usually require several, allowing us to bring strategy, technology, people and impact together around the outcome the client needs.

PRACTICE / 01

Management consulting

Improving organisational performance through evidence-led strategy, operating model design and practical transformation.

- Operational and capability assessments
- Business operating models and structures
- Industry and company benchmarking
- Process re-engineering and quality systems
- RFI / RFP design, evaluation and sourcing
- Programme and project management
- Acquisition integration and site rationalisation

PRACTICE / 02

Technology & data

Using technology and data to improve performance, strengthen decision-making and enable business transformation.

- Technology roadmaps and platform selection
- Multi-cloud Salesforce implementation and architecture
- Customer data, single customer view and integration design
- AI readiness, use case development and risk assessment
- Data residency, POPIA and AI policy frameworks
- Learning and skilling platform solutioning
- Monitoring, evaluation and reporting systems

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PRACTICE / 03

Corporate education

Building the organisational and leadership capability required to improve performance and sustain change.

- Leadership and management development programmes
- Corporate academy design and implementation
- Accredited qualifications and curriculum design
- Simulation and experiential learning design
- Digital learning strategy, LMS / LXP selection
- Induction and work readiness programmes
- Skills strategy, policy input and planning

PRACTICE / 04

Social impact & sector development

Designing and delivering programmes that connect economic growth, sector development, skills and employment outcomes.

- Sector strategy, research and master plan input
- Market entry, feasibility studies and due diligence
- Impact sourcing and inclusive operating models
- Youth employment and work readiness at scale
- Funded programme design and governance
- Monitoring, evaluation and funder reporting
- Investment promotion and partner networks

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From insight to measurable improvement

Our approach is modular by design. We work with clients at the point of need, from understanding current performance and defining priorities to implementation and ongoing delivery, with clear measures of success throughout.

01 Understand the business

We establish the current state across performance, people, process, technology and data, and identify the priority areas for improvement.

02 Assess capability and maturity

We evaluate current capability against relevant operational, commercial, organisational and technology requirements.

03 Benchmark and challenge

We use internal and external benchmarks, evidence and experience to test assumptions and establish what good performance should look like.

04 Define the opportunity

We translate the findings into clear priorities, measurable outcomes and a practical roadmap for improvement.

05 Plan, implement and sustain

We work alongside client teams to implement change, track performance against the agreed measures, and establish the capability and governance to sustain the outcome.

Each stage operates independently. Clients engage us at the stage that fits the need, whether that is a single diagnostic or the full progression.

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Measuring what changes

Measures are defined around the objectives of each engagement. Depending on the work, these may include financial, operational, organisational, technology, workforce or social impact outcomes. The categories below are illustrative rather than applied in full to every engagement.

PERFORMANCE

Productivity
Cost and efficiency
Quality and service
Customer outcomes
Commercial performance

TECHNOLOGY & PROCESS

Process efficiency
Adoption and utilisation
Data quality
Automation
Platform performance

INDEPENDENT PERSPECTIVE

Our role is to provide an objective view of the business challenge, grounded in evidence and informed by experience across organisations and sectors. We test assumptions, identify the issues that matter and focus recommendations on what is practical to implement.

CAPABILITY

Leadership capability
Workforce capability
Organisational maturity
Knowledge transfer
Change sustainability

IMPACT

Employment outcomes
Skills development
Economic participation
Programme outcomes
Social value

ALIGNED TO CLIENT OUTCOMES

Our recommendations are independent of any technology vendor, product or implementation partner. Where an engagement extends into delivery, the scope, responsibilities and commercial model are agreed transparently with the client.

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From diagnostic insight to sustained transformation

Paladin was engaged by a leading South African retail bank to assess contact centre performance. The diagnostic identified broader operating and technology considerations, including a technology programme already under way to build a single customer front end that was not aligned to the wider operating environment. The engagement subsequently expanded into process mapping, operating model design, technology and implementation work.

IN FOCUS / RETAIL BANKING / AN ENGAGEMENT IN PRACTICE

ENGAGEMENT EVOLUTION

DIAGNOSTIC

Initial assessment and benchmarking identified priority areas for improvement.

DELIVERY

The engagement expanded into operating model, process, technology and implementation support.

RETAINED

Paladin continued to provide specialist support as new priorities and requirements emerged.

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Our management consulting capability

Our Management Consulting practice spans research and market intelligence, organisational performance, operating model design, programme delivery and strategic sourcing. Engagements are shaped around the business requirement, and typically extend into implementation.

Operating models & performance

- Research, market intelligence and benchmarking
- Organisational and capability assessments
- Business operating models and structures
- Business performance improvement
- Process re-engineering and quality systems
- Customer and service operating models
- Acquisition integration and site rationalisation
- ISO and operational quality frameworks

Programme management & sourcing

- Programme and project management
- RFI / RFP design, evaluation and sourcing
- Market entry, feasibility studies and commercial evaluation
- Implementation governance
- Transition and mobilisation
- Supplier and partner evaluation
- Technology and platform sourcing

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Capability designed to last

Our corporate education work begins with the capability the business requires rather than a training catalogue. We establish where the capability gaps are, define the learning architecture, programmes, platforms and operating structures required to close them, and design for capability that is embedded and sustained within the organisation.

1 800+

TEAM LEADERS

Management and leadership development programmes designed and delivered to more than 1 800 team leaders through classroom and digital delivery models.

Academies

CORPORATE & CAPABILITY

Capability academies designed around the performance requirements of the business, from academy design and operating model through governance, curriculum architecture and implementation.

WHERE OUR PROGRAMMES COME FROM

Our programmes typically originate in an identified business or operational requirement. A leadership programme, for example, may begin with performance data or an operational diagnostic and develop into a targeted capability intervention. The objective is not training activity in itself, but measurable improvement in the capability the organisation requires.

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Academies, programmes & skills policy

Academies & programmes

- Design and programme management of a corporate academy for a leading South African bank
- Design and implementation of a corporate capability academy for an international customer experience outsourcing provider
- Re-engineering of the induction programme for a leading retail insurer
- Development of a co-sourced corporate academy for an emerging retail insurer
- Concurrent delivery of leadership development programmes across three leading banks and several insurers, customised to each operating environment
- Work readiness and induction programme design for entry-level and frontline operational roles

Digital learning & skills policy

- Digital learning strategy and LXP implementation for one of the largest outbound sales operations in South Africa
- Online learning content and processes supporting municipal financial regulatory compliance alongside an ERP implementation for a metropolitan municipality
- RFI and RFP processes for learning platform evaluation and selection
- Contributions to national skills policy and planning across higher education, digital technologies and home affairs portfolios
- Formulation and implementation of the GBS Sector Skills Strategy
- Learning platform architecture and content ecosystem design for sector-wide skilling programmes

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Technology grounded in business need

Our technology work starts with the business requirement. We help clients define the problem, assess the appropriate technology response and implement solutions across platforms, data and integration. The focus remains on the operating outcome rather than the technology in isolation.

IN FOCUS / AI READINESS

AI readiness starts with the operating environment

Effective AI adoption depends on more than access to technology. Data quality, integration, operating processes, governance, skills and clearly defined use cases all influence an organisation's ability to deploy AI responsibly and at scale. Our AI readiness work assesses these dependencies alongside business value, implementation risk and organisational capability, helping clients identify where AI can create meaningful value and what needs to be in place to support it.

THREE QUESTIONS WE ARE ENGAGED TO ANSWER

What technology should we invest in, and why?

A roadmap sequenced against business priorities, with an independent view of the platform market.

Where can we deploy AI responsibly and create value?

Use cases assessed on business value, implementation risk and governance requirements.

How do we create a trusted, integrated view of our customers and operations?

Data model, integration and governance design across platforms and business units.

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Our technology & data capability

Platform & delivery

- Certified Salesforce Consulting Partner: Sales, Service, Experience, Data and Nonprofit Cloud
- Multi-cloud implementation and solution architecture
- Customer data, single customer view and integration design
- Learning and skilling platform architecture, integration and analytics
- Monitoring, evaluation and reporting data models and systems

Advisory & governance

- Technology roadmaps sequenced against business capability and priorities
- AI readiness assessment, use case definition and benefit and risk analysis
- AI governance, acceptable use and data residency frameworks
- Platform RFI and RFP processes and independent evaluation
- Delivery governance, POPIA alignment and platform standards
- Periodic roadmap review as policy and market conditions change

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Building sectors, capability and economic opportunity

For more than two decades, Paladin has contributed to programmes that connect sector growth with skills, employment and economic participation. Our work spans strategy, programme design, implementation and measurement, often bringing together business, government, funders and delivery partners.

2004-2005

Contributing to the foundations of South Africa's GBS sector

Delivered the CSP Detailed Analysis Report, the founding research study into South Africa's BPO and contact centre sector, and participated in formulating the Sector Development Strategy signed off by the dti in 2005.

2006-2009

Building the investment case

Feasibility studies, location assessments and independent technical reviews supporting international investment and sector development, alongside investment promotion activity in international markets.

2009-2014

Connecting skills development to employment

Programme-managed a national work-readiness initiative involving approximately 70 employers and multiple training and industry partners, supporting a programme through which 6 500 unemployed young people entered employment.

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2017-2022

Supporting industry-led growth

Leadership and implementation support to industry initiatives focused on sector growth, skills development, investment promotion and employment creation. Over this period the sector recorded sustained growth in employment and export revenue, and South Africa was ranked the most preferred offshore destination in 2021 and 2022.

2020-2024

Building future skills capability at scale

Contributed to the design and implementation of national future-skills initiatives connecting employers, learning providers, technology and workforce development. The Future Skills Platform and the Dundee Digital Skills Hub demonstrate how this work translated from sector strategy into practical delivery and employment outcomes.

2024-now

Accelerating and scaling impact

Current work sits at the intersection of technology, programme execution and measurable outcomes: PMO and technology enablement for an outcomes-based financing initiative focused on youth employment in the ICT sector, AI readiness and responsible adoption, and support for smaller businesses adopting technology. The emphasis is on scaling models that have already been shown to work.

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Experience across organisations and sectors

Our work spans private enterprise, government, industry bodies and social impact organisations across a diverse range of sectors.

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Selected organisations Paladin Consulting has worked with or supported over its history.

Let's turn the next challenge into measurable impact.

Whether the need is strategic, operational, technological or capability-led, we welcome the opportunity to explore it with you.

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