

# Capability Statement



Total Business Solutions Consulting





## Our Profile

Total Business Solutions Consulting Ltd (TBS Consulting) is a leader when it comes to delivering business solutions and consulting services.

The company was conceptualized to be a provider of bespoke (tailor-made) services by drawing on sophisticated and cutting-edge expertise of staff to create unmatched value for clients.

Total Business Solutions Consulting Ltd is uniquely and exclusively focused on helping organizations to climb to the next level of corporate performance through customized, cost effective and timely business solutions.

We seek first to understand before being understood. We create an atmosphere to understand your requirements before delivering a solution which meets the requirements and boost your business performance.

## Vision

'To become the preferred partner for organisations, seeking solutions to corporate challenges'.

## Mission Statement

'To help organisations move to a higher level of corporate performance through customised, cost effective and timely business solutions using technology and people'.

## Corporate

Total Business Solutions Consulting Limited (TBS Consulting) was incorporated in 2002 (No 467853) to render consulting services with a focus on business solutions that could be implemented and support business synergy.

## Our Business Philosophy

We seek to partner with businesses attending to all their needs. That is why we are Total Business Solutions provider. Every effort, every spending is aligned to provide the required synergy for the business. As a result we prevent major disruptions to businesses during our interventions since we plan for such ahead. A business is an entity, whatever affects a part, affects the whole, this we understand and this is our philosophy in tbs.

## Products and Services

TBS consulting in association with our technical partners seek to provide total business solutions. We start with a business review process (diagnostic) to surface the root causes of problems in an organisation or identifying its requirements. From our experience there is always a need for total solutions- from strategy development, covering processes, structures, people, products and services (marketing) to implementation.

Treating marketing issues in isolation would create other problems in production and Human Resource etc. Our services evolve from this approach.

That is why we always make a difference.

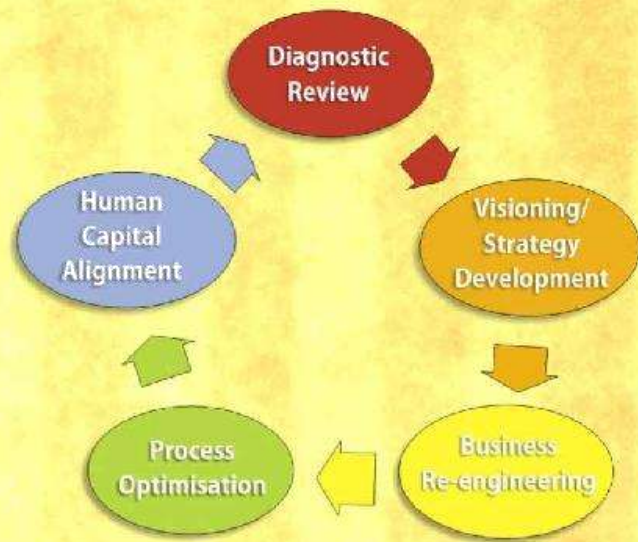
## Our Tools and Techniques

- ! Customer Survey
- ! Focus group sessions
- ! Executive Interviews/Discussion
- ! Benchmarking
- ! Retreats
- ! Diagnostic Review
- ! Process Documentation





# Our Five Step Approach



## Diagnostic Review: Getting started

- ! Financial trends and performance
- ! Operations review
- ! Marketing/Sales matrix review
- ! Human Resource capability match
- ! IT leverage
- ! Customer satisfaction survey

## Visioning/Strategy Development: Charting a path to follow

- ! Customer and market survey
- ! Management retreats
- ! Conferences and stakeholders forum

## Business Re-engineering/Envisioning: Taking a leap

- ! Financial models
- ! Operation optimisation program
- ! Marketing and growth projects
- ! Human Resource support initiatives
- ! IT leverage and investment

## Process Optimisation: Enhancing work flow

- ! Process documentation and review
- ! Marketing process alignment
- ! Financial process alignment
- ! Process evaluation

## Human Capital Alignment: HR strategic readiness

- ! HR Strategy and mapping
- ! Training and Organisational Development
- ! Performance Management
- ! Recruitment and hiring strategy
- ! Loyalty program
- ! Talent management and succession plans



## **Our People and Experiences**

### **Board of Directors**

#### **Prisca M. Soares, BA (Honours), ACII (LONDON) Chairman**

Ms Prisca Soares brings to the table over 32 years of hands-on-experience in executive management. She has held various positions such as executive director, managing director/chief executive officer for over a decade. She is a thorough bred insurance professional and business leader of international repute. Ms prisca Soares is currently the secretary general, African insurance organisation (AIO). As the secretary general, she runs the affairs of the AIO an umbrella for all insurance organizations / associations in Africa.

#### **Ebhonakhoye Arebamhen Abure, Bsc, Msc (Petroleum Engineering)**

Mr. Abure is a distinguished engineer in oil and gas sector. He holds a bachelor degree in Natural gas Engineering and Msc in Petroleum Engineering. Between 1991 to date, he has held executive positions including 10 years as Managing Director of companies in oil and gas sector. He is bringing to the board the corporate discipline and performance management that would support the growth of the Business.

#### **Malla Apagu Gadzama, Bsc, Msc**

Malla Gadzama is a seasoned Administrator with over 23 years in the public service. He retired as Deputy Director in 2006. He is currently the Managing Director of Kabu & Joules Limited. He holds a Bsc degree from Ahmadu Bello University and a Master Degree from University of Maiduguri. He has interest in Agriculture, Sports and Political Development in Nigeria.

#### **Abiodun Agbaje, Bsc, MBA**

Mr. Agbaje has been a loyal and committed banker for 24 years in the Nigerian banking industry. He is an Honorary Senior Member, Chartered Institute of Bankers of Nigeria [CIBN], Member Nigerian Institute of Management [MNIM], an alumnus of prestigious University of Manchester, UK, London Business School, UK and Lagos Business School [LBS], Nigeria. His is interested in providing technical and professional details in core banking operation areas.

#### **Adeleke Olufade, MSc, FCA, Prince 2 practitioner (CEO/Team Leader)**

He holds both BSc and MSc degrees in Chemistry from the University of Ibadan, Nigeria. He is a qualified Chartered Accountant and a Fellow of the Institute of Chartered Accountants (ICAN) in Nigeria. Leke has a unique blend of corporate and consulting experience of over 26 years in various industries. He has great skills and experiences in facilitation and capacity building. He is the CEO/Team leader of Tbs Consulting Limited.



## **Our People and Experiences**

### **Management Team**

#### **Leke Olufade (CEO/Team Leader)**

Leke would lead the strategy and performance management elements of the training.

Leke holds both BSc and MSc degrees in Chemistry from the University of Ibadan, Nigeria. He is a qualified Chartered Accountant and a Fellow of the Institute of Chartered Accountants (ICAN) of Nigeria. Leke has a unique blend of corporate and consulting experience of over 27 years in various industries. He has great skills and experiences in facilitation and capacity building. Apart from very rich working experiences in industry holding positions such as Director of Finance and Administration, Finance Director, General Manager, Finance Manager, Administration Manager, Internal Audit Manager, etc he has been responsible for overseeing several strategy development and performance management initiatives in both the private and public sectors.

He was involved in bank consolidation strategies in UBA Plc and Unity Bank Plc. He has led several transformation projects teams that transformed several businesses including Nigerian Security Printing and Minting Company [NSPMC/Mint], Nigerian Export Import Bank [NEXIM], NICON Insurance Plc, amongst others. He was an Associate Partner in one of the leading consulting firms in Nigeria - Phillips Consulting, with responsibility for corporate performance management and public sector leveraging on leadership and transformation based on Quality Management for over 3 years before joining as the Team Leader/CEO of Total Business Solutions Consulting Limited with responsibility for the market and business development, business strategy and performance management designs including implementation. He has led government teams on benchmark training overseas on several occasions. He served as consultant to Federal Government organisations such as Office of the Accountant-General of the Federation [AGF], Millennium Development Goals [MGD] and Bureau for Public Procurement [BPP]. He has attended several strategic management training programs in both Nigeria and overseas.



## **Our People and Experiences**

### **Management Team**

#### **Adio Lasisi (Partner- ICT/Project)**

Adio is a consultant with over 20 years experience in such areas as Strategy, Information Systems, Human Capital Development and e-business. He graduated from the Obafemi Awolowo University in 1986 with a BSc (Electrical/Electronic Engineering). Thereafter, he joined Chams (Nigeria) Limited as a Computer Engineer in 1987 with interest in Local Area Network (LAN) and Wide Area Network (WAN) as well as the information super highway. This provided him project management experience with Lever Brothers (WAN), Lion Bank of Nigeria, Ecobank and other micro computing projects for the financial services industry in Nigeria.

In 1992, he obtained his MBA from Institute Theseus (France) in the fields of Innovation, Corporate Strategy and Information Technology. He then joined Scientific Computing Ltd as General Manager, Engineering Services; handling various projects for clients in the financial services sector . He moved over to KLM Dutch Airlines as Pioneer Automation Manager for Nigeria and Central Africa. This gave him the opportunity to handle projects such as capacity building for staff of KLM in the Central African region on various workplace automation initiatives.

He is an experienced implementer of Human Resource information systems having implemented various packages for clients in the Nigerian market place. His current interest included: Strategy Development and Implementation, Performance Management, Customer Service Excellence. He was involved in developing roadmaps for organizations such as Oceanic Bank, FSB International Bank, Nigerian LNG, Independent National Electoral Commission (INEC) and Securities and Exchange Commission.

#### **Mosun Yusuf (Associate- Human Resources)**

Mosun is an accomplished HR manager with almost 2 decades experience in HR management. Her career spanned over Manufacturing, Civil Service and Banking. She also had a stint in HR consulting with Phillips Consulting from where she moved into the banking environment with UBA Plc. She has been involved in HR practices and initiatives, helping corporate organizations in HR designs and mentoring of young professionals. She is a member of key professional bodies. She holds a Master degree in Industrial Relations and Personnel Management from the University of Lagos.

She is currently leading the HR practice of the firm. She has been involved in several government agency HR redesigns. Implementation and HR transformation in other industries.



## **Our People and Experiences**

### **Management Team**

#### **Jones Enitan (Partner- Strategy)**

Enitan Jones is a graduate of Political Science from the University of Lagos. He has over 15 years working experience in various capacities such as Training (MCPE ICAN), various roles in strategy department of Phillips Consulting and with Starcomms Plc Port-Harcourt office – a leading PTO/CDMA in the Nigerian telecommunication sector as the pioneer General Manger [Sales], where he helped set up the sales/marketing function and developed the introduction of Starcomms products & services in the region. He has been involved in projects related to strategy generation, reviews and repositioning for organizations such as Celtel [now Airtel Nigeria] and W.A.E.C.

He has facilitated at various strategy and related sessions and is currently running strategic customer service training for corporate organisations. He also handles retreats on strategic repositioning for organizations

#### **Jide Adetunmbi (Head of Training)**

Jide is a graduate of University of Ibadan with honours degree in English. He has an MBA as part of professional development. His last corporate position was as National Training Manager of Xerox H. S. Nigeria Ltd. In the past 25 years, he has gathered vast experiences in various positions such as Sales Executive, Sales Manager, Site Manager, Regional Manager and Senior Training Manager. Jide is an experienced trainer and has facilitated several workshops on sales and marketing across Nigeria. He is a passionate facilitator. He has supported several Training and development program designs in start up organizations.

#### **Steve Otoijaghale (Head Financial Services group)**

Mr. Steve is a graduate of Industrial Relations & Personnel Management and has his Msc in Business Administration from the University of Lagos. He obtained an MBA (Marketing) from Enugu State University of Science and Technology. He has about 20 years experience in banking, real Estates and Fast Food industries. He has at various stages held positions of Recruitment & Selection Officer, Training Officer, HR & Admin, manager of Corporate Services and also Manager in Marketing and Sales Department.





## Our People and Experiences

### Support Staff

#### **Musibau A. Gbadebo, Bsc, MCIPurS, ACA**

Gbadebo has expertise in financial management and is also a business process analyst. He has worked as an investment and treasury officer as well as financial service provider in different organizations. He has experience as a tax auditor and accounting officer for several firms gathering experience that enable him carry out Special audit assignments at various positions.

#### **Tope Abolarin, Bsc, Msc**

Tope holds Bsc in International Relations and Master in International Affairs and Diplomacy [MILD] from Covenant University and University of Lagos respectively. She is building career in human resources management .

#### **Tosin Fagbuyi, HND**

Tosin holds HND in electrical/electronic engineering from Yaba College of technology. He is building a career in Information Technology. He Provides proper PC support to all the email requests and telephone calls from the users regarding PC software, hardware and all the other associated peripherals, Logging IT support calls and documenting their detailed outcome in order to provide a basic solution for all the common queries ,Escalating or redirecting Network Support requests to the concerned associate of the IT support centre, Providing pro-active information to the users about the progress of their outstanding Business IT Support calls, Contributing to ensure that all the software and the help desk systems are being kept up-to-date, Ensuring that all the messages are being passed on properly and a prompt feedback is being received, taking care of the deployment and redeployment of PCs and their associated peripherals along with the existing equipments.

#### **Damilola Dare, Bsc, ACA**

He holds a degree in Accounting from the University of Lagos; prior to joining TBS consulting he has worked as an auditor with Chikwendu, Obande & Co. a firm of Chartered Accountants. He is a qualified Chartered Accountant of the Institute of Chartered Accountants of Nigeria (ICAN).

#### **Doyin Omirin, Bsc**

Doyin holds Bsc in business administration from Covenant University. She is responsible for analyzing the business needs of our clients to help identify business problems and propose solutions.

#### **Tony Blessing, Bsc**

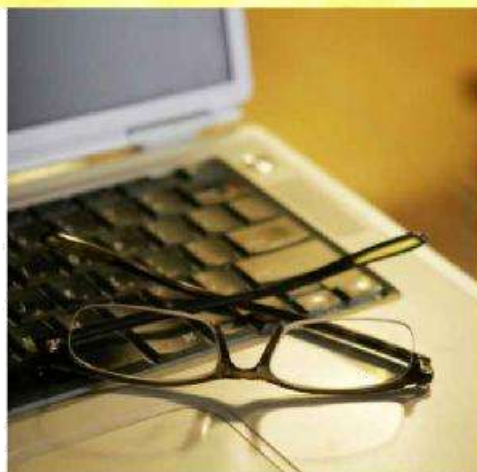
Tony holds Bsc in pure and applied Physics/electronics from University of Ilorin, Ilorin. He is responsible for the company database, template, IT support and Graphic designs.



## Clients

We have worked with some notable corporate organisations in the past few years. They include:

- Great Brands Limited
- Nigerian Port Authority (NPA)
- New Hall International schools
- Nigerian e-Government Strategy (NeGST)
- National Gallery of Arts
- Nigerian Civil Aviation College (NCAT)
- Nikon Hotels
- Federal Government of Nigeria (MDG projects)
- XDS Credit Bureau
- STB McCann Lagos
- Central Bank of Nigeria (CBN)
- Nigeria Security Printing and Minting Company (NSPMC)
- Trojan Estates Limited
- Institute of Chartered Accountants of Nigeria (ICAN)
- Office of Accountant General of the Federation(OGAF)
- Ondo State Government
- Brentex Petroleum Services Limited
- First Bank of Nigeria Insurance Brokers
- Lagos State Government Secretariat, Governor's Office, Alausa
- Smithcrown Nigeria Limited
- Westman Quest limited(WQ)
- Berger Paints Nigeria Plc
- Nigerian Food Reserve Agency(NFRA)
- National Geological Survey Agency (NGSA)



## Why TBS Consulting

We are in business to deliver business solutions and not only consulting advice.

We have a focused vision and our mission is even more specific: To partner with organisations to climb to a higher level of corporate performance through customised, cost effective and timely business solutions bringing in technology and people resources.

TBS is focused on redefining your challenges as opportunities for breakthrough performances.

Our value proposition is unique and effective:

We create:

- ! enough time to understand/appreciate your challenges
- ! enough time and experience to identify root causes
- ! enough time to develop and deliver (implement) the solutions

... and to get to the promise level of performance.

This is our commitment and oath.

TBS Consulting is managed by very experienced professionals who have done it before in different organisations and so can deliver whatever they promise in their areas of influence. They combine field experiences and skills in business tools and methodologies for successful business turnaround solutions.

In summary, we bring to you first class consulting and management solutions at the most competitive and flexible price. We bring value to your business not cost. We build relationship as partners and not act as predators.

Give us a call today and we will be ready within 24 hours to discuss your business challenges. Then watch and see where we will take your business.

**'We always make a difference'**



### Contact Us:

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