



REACH FAR BEYOND THE ORDINARY

# COMPANY FAQ

Learn what most clients want to know about us.  
Here are some insights into the Quarphix brand.

[www.quarphix.co.za](http://www.quarphix.co.za)

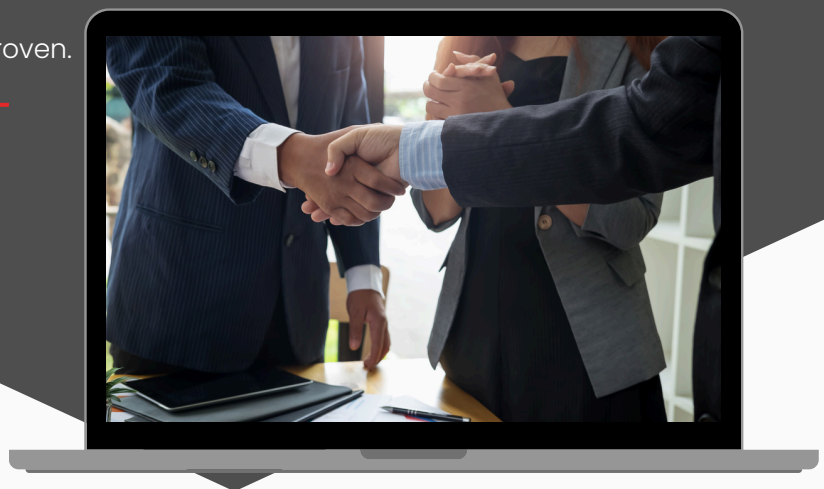
010-448 1364

[info@quarphix.co.za](mailto:info@quarphix.co.za)

# Insights-To-Impact

## FAQs (sales-ready)

- Is Insights to Impact Command™ only for Glassbox clients? No — Glassbox is primary where available, but the operating model applies to similar experience/analytics tools and becomes stronger when integrated across sources.
- Do we need PII to make routing work? No — routing is ownership-based and uses journey context; identity remains in client-controlled systems.
- Is this 'more reporting'? No — it is an execution layer: incidents are owned, worked, verified, and outcomes are proven.
- How do you avoid noise and 'ticket spam'? Severity rules, thresholds, and backlog governance prevent overload and focus teams on high-impact fixes.
- How quickly can we see value? Early wins typically appear during the pilot once routing and severity rules are calibrated (first 30–60 days).



## Professional Services

- Is this just 'resource augmentation'? No — we provide a governed execution model: SquadEX controls, CoE support, verification (MiPassport™), and reinforcement (SkillsCare™).
- How do you reduce delivery risk? Role clarity + KPIs + QA checks + escalation paths + QBR cadence + replacement promise.
- What if a consultant is not performing? We manage performance through PDP and KPIs, intervene early, and replace when required under agreed terms.
- Can we use your graduate pipeline? Yes — we can build cohorts aligned to your role outcomes and feed job-ready talent into delivery under governance.
- Do you work across regions? Yes — through Tech Hubs and ProfNet™, governed by standard playbooks and reporting.

### OUR GOALS

At Quarphix, we go beyond resourcing. We identify the business need, define the capability required, and deploy talent that can deliver real outcomes. Supported by our talent specialists and tech hubs, we help organisations build the right capacity locally and globally.



## PROBLEM FIRST APPROACH

Identifying the key challenge at hand is essential to crafting effective solutions.

- Is this management consulting? No — we start with discovery, but we are delivery-led: build, verify, and prove outcomes.
- How do you prevent governance from becoming a bottleneck? Clear cadence, owners, and evidence-based reporting focused on decisions.
- Can you work with our existing tools? Yes — we're platform-capable, but outcomes-first; we integrate into your stack where required.
- How do you ensure adoption? Role clarity + enablement + operating rhythm + measurable performance controls.
- Can you include talent and training in the same SOW? Yes — we blend Tech, Talent and Training under one governance model.

## TRAINING

- Outcomes-first: SFIA-aligned capability uplift with proof — not attendance reporting.
- Execution standardisation: repeatable capstone packs, rubrics, assessor guides, and evidence rules.
- Verification credibility: moderated scoring and clear issuance criteria for MiPassport™.
- Sustainability: SkillsCare™ turns training into durable capability.
- Scalable operations: cohorts, tracks, and reporting designed to scale across regions and partners.

### CRITICAL SUCCESS FACTORS

- Clear role outcomes and scope bands (what 'job-ready' means).
- Evidence rules enforced (no verification without proof).
- Consistent assessment and moderation to protect credibility.
- Stakeholder cadence (weekly rhythm + monthly executive pack).
- Reinforcement via SkillsCare™ to prevent capability decay.

# WHY QUARPHIX

Quarphix is designed to turn investment into execution and execution into measurable performance.

We establish the operating model that aligns technology, delivery capacity, verified capability, and governance into a single controlled framework.

This enables organisations to move beyond isolated initiatives and achieve consistent, repeatable operational outcomes.



## ABOUT US

Quarphix has a robust global presence, with its headquarters in South Africa.



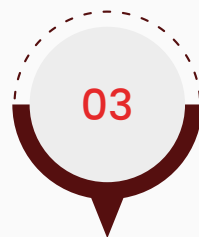
### Who are we

A technology, training, and talent transformation partner helping organisations solve complex business challenges



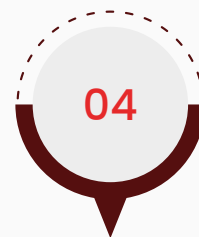
### What we do

We work across digital platforms, data and AI, cybersecurity, CRM, governance and skills enablement



### Our values

We value bold, driven individuals who embrace change, take initiative, and collaborate effectively.



### Quarlture

We drive progressive change through a culture of caring, collaboration, and shared leadership.

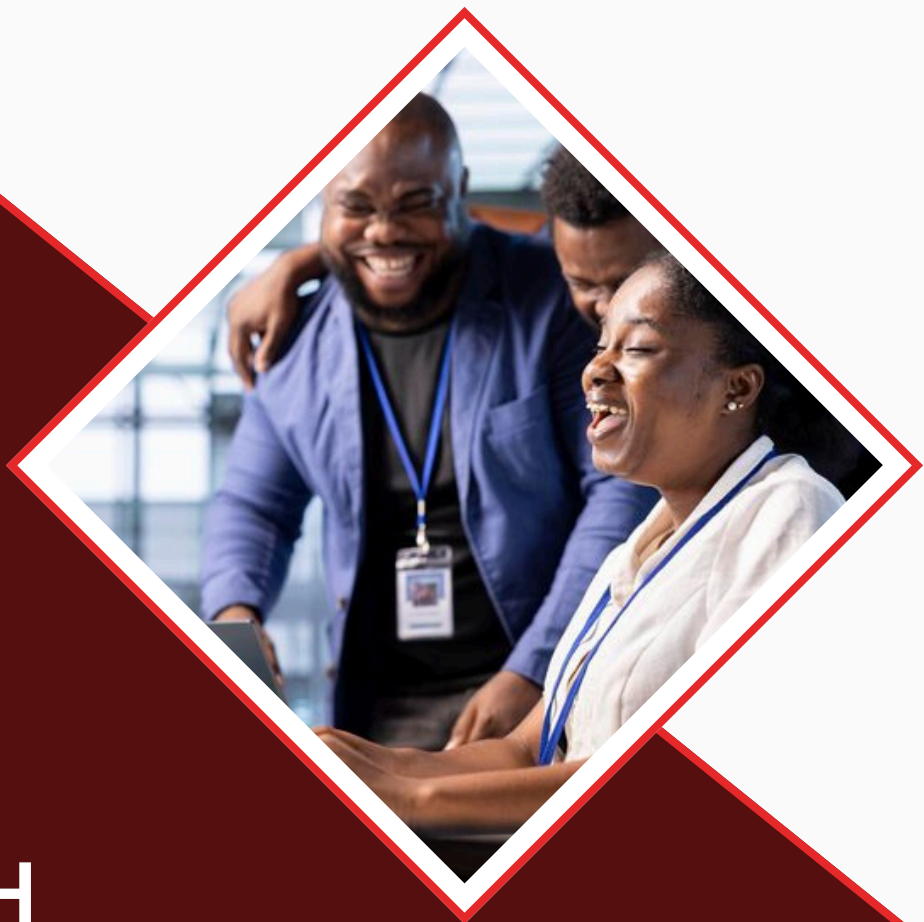
## OUR PARTNERS





**BUILD FASTER. DELIVER BETTER.**  
**SCALE WITH CONFIDENCE.**

Discover an integrated approach that brings technology, people, and skills together to address challenges at the root and drive meaningful outcomes.



**GET IN  
TOUCH**

**LOCATION**

Block E, The Link Office Park  
676 Gallagher, Midrand

**WEBSITE**

[www.quarphix.co.za](http://www.quarphix.co.za)

**FOLLOW US**

@Quarphix