

Proposal Presentation to Matalan

February 19, 2026



konvecta / MATALAN





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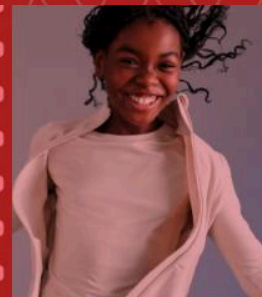
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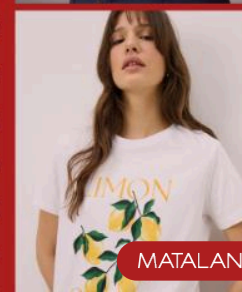


Dan West
Global Technical Director



Welcome & Introductions

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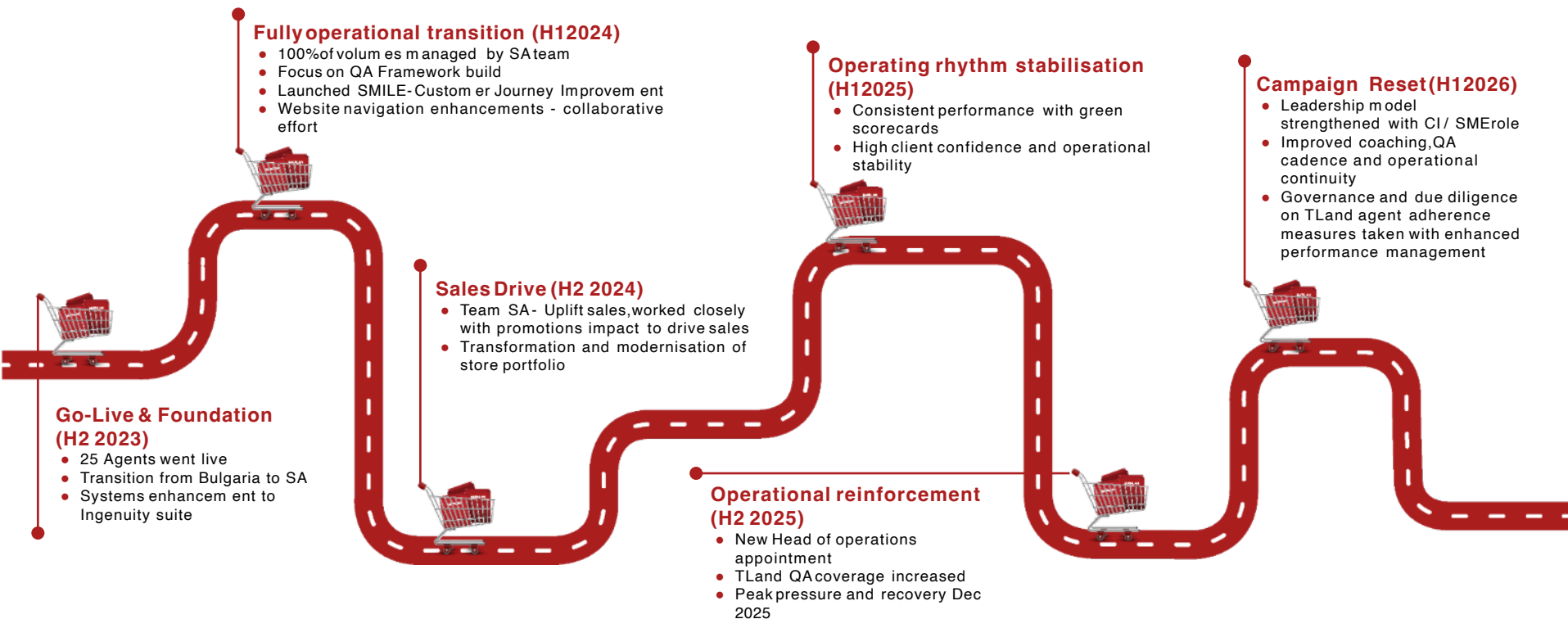


01

KONECTA & MATALAN



Our Journey Together



02

MATALAN
TEAM

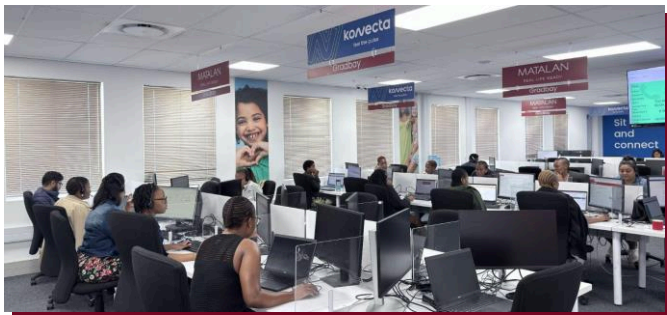


OUR TEAM



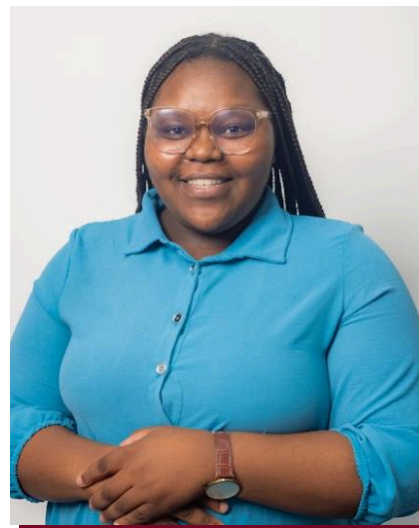
Team Matalan

Clear communication, trust, and inspiring leadership help teams feel valued and aligned with goals, driving performance and engagement.



Exceptional productivity

Ncebakazi Mbodli has been awarded the top performer for December-January 2026 meeting her targeted KPI's and behaviors for the period:



APH	9.33
CSAT	100%
Quality	100%
Attendance	100%

Commenced: 13 November 2023

Agent Skilland Path Forward



Multi-Channel Ownership & Execution Excellence

Advisors operate as end-to-end owners across voice, chat, email, and social—driving first contact resolution, compliant service delivery, accurate documentation, and empathetic communication while meeting productivity and adherence targets.



Commercial & Loyalty-Driven Customer Engagement

The role evolves beyond reactive support into proactive engagement—using customer insight and product knowledge to assist selling, securely place orders, promote **Matalan Me**, increase conversion, and strengthen both digital and in-store performance.



Insight Based Continuous Improvement Contributor

Advisors actively surface structured feedback on customer pain points and operational gaps, helping reduce repeat contact, protect revenue, improve retention, and elevate overall experience excellence across all channels.

WE VALUE YOU

Have you been with us for longer than 6 months and maintained an attendance of 90%+?
Konecta want to reward you, our valued team for your continued support...

Based on your tenure, you will accrue an amount monthly which will be paid 6 months after your achievement.

Bracket	Tenure	Total payment of up to
Bracket A	6 - 18 months	R3 000
Bracket B	18 - 30 months	R4 500
Bracket C	30+ months	R6 000

Konecta

100% Challenge!
Your attendance counts & so do YOU!

Earn a stamp for **100% Attendance** each month.

Collect 6+ stamps over the course of the year to secure your spot in our 2025 Christmas Prize Draw.

It's simple: Show up, stay consistent, and get rewarded! Will you be one of our winner's this Christmas?

Commit. Earn. Celebrate

Konecta

Team Leader Skill and Path Forward



Strengthening Frontline Leadership Capability

Focused development programme designed to elevate coaching effectiveness, operating rhythm, time management, and leadership presence—enabling Team Leaders to drive consistent performance, accountability, and engagement.



Structured Capability Building Across Core Leadership Areas

Targeted modules covering communication and escalation, emotional intelligence, performance coaching (1:1s), reporting discipline, conflict management, and leadership presence—equipping TLs with practical, performance-driven leadership tools.



Applied Learning with Measurable Impact & Sustainability

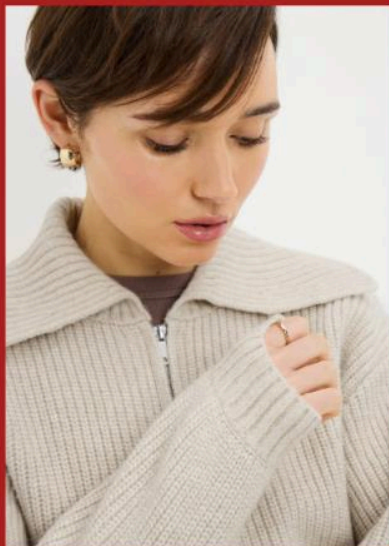
Development is embedded into daily operations through live coaching, workflow improvements, and escalation management, reinforced by weekly assessments, observation, and performance tracking to ensure sustained leadership impact.



TL Slondile and Advisor Pearl

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OPERATIONAL HIGHLIGHTS





Operational Insights

Rolling 12 Month - 2025 into 2026

METRIC: Voice SLA

GOAL: 80%

RESULT: 75% (9/12)

METRIC: CSAT

GOAL: 80%

RESULT: 85% (10/12)

METRIC: QA

GOAL: 80%

RESULT: 91% (11/12)

METRIC: Chat AHT

GOAL: 20 mins

RESULT: 20 mins

METRIC: Email SLA

GOAL: 80%

RESULT: 67% (8/12)

METRIC: Voice AHT

GOAL: 5 mins- 05:15

RESULT: 67% (8/12)

February 2026: MTD

Voice SLA	83%
CSAT	85%
QA	92%
Chat AHT	18:18mins
Email SLA	94%
Voice AHT	06:30 mins



Recent Challenges and Konecta Response

Konecta acknowledges that performance during the last two peak periods did not consistently meet the expected operational standard.

The primary contributing factors were:



Recruitment misalignment with retail trading patterns (weekends/holidays), impacting peak attendance. **(89% avge attendance)**



Elevated attrition, reducing campaign stability and peak capacity. **(10% avg peak attrition)**



Forecast and capacity strain during extreme volume volatility, compounded by absence and attrition. **(63% avg Voice SLA)**



Limited intraday control, restricting WFM and RTA responsiveness under pressure. **(Queue spike management grew difficult to intercept)**



BCP response/ Planning- Heavily impacted in 2025 with Taxi strike. **New commitments to reduce future impact**

These challenges were operational and structural in nature. They do not reflect a lack of commitment, capability, or understanding of the Matalan brand.

They have been acknowledged transparently, treated as critical learning points, and addressed through strengthened recruitment controls, improved governance routines, enhanced intraday management, and tighter capacity planning frameworks.



Driving Control, Consistency & Results

Workforce & Capacity Control

We removed volatility at the source.

- Forecast assumptions validated weekly
- Buffers reset to eliminate understaffing risk
- Schedules realigned to improve adherence
- Real-time resource movement across channels

Impact: SLA stabilised to **83%** currently and demand managed without reactive firefighting.

Governance & Operating Rhythm

We embedded discipline into the daily routine.

- Daily operational rhythm implemented and executed consistently
- End-of-day compliance checks enforced
- Attendance managed through formal escalation where required
- Weekly scorecard review cadence reinstated

Impact: Performance is now reviewed proactively, not retrospectively. **95%** completion rate on all operational checks and reviews by team leaders

Execution & Accountability

We corrected behavioural gaps behind the numbers.

- 1:1 coaching fully reinstated and tracked
- Hold discipline and closure standards reinforced
- Process adherence micro-coaching introduced
- QA risk log implemented to prevent repeat failures

Impact: Results are supported by consistent execution, not isolated performance spikes. Coaching and 121 tracking completion rates above **80%** currently

Customer Experience Control

We shifted from insight to action.

- Top pain points confirmed through VOC and repeat analysis
- Targeted coaching deployed on ownership and communication
- Repeat-contact drivers actively monitored
- Chat idle management and closure standards tightened

Impact: CSAT stabilised (**84–85%**) with clearer ownership and reduced avoidable detractors.

Continuous Improvements Analysis- Focus areas

Each week, our Continuous Improvement Analyst and VOC SME review key themes impacting performance including Click & Collect, voucher reconciliation, rejected refunds, and CSAT sentiment.

These focused checks help us spot recurring issues, understand root causes, and take clear action to improve processes, agent execution, and overall customer experience.

CSAT and Customer Sentiment Insight Summary

Provide clear visibility of customer sentiment drivers across the operation

These insights directly inform targeted coaching priorities and focused process improvement

Rejected Refund Insight Summary

A total of **58 rejected refunds** were recorded during the week.

- **47 cases** were linked to agent error, highlighting verification and system-check gaps prior to processing.
- Within these, **23 refunds** were processed despite already being requested or approved, indicating missed validation steps.

Overall, findings point to preventable verification errors rather than policy failure — Reinforcing the need for stronger pre-refund validation discipline.

Voucher Insight Summary - weekly analysis

158 vouchers issued in the period, primarily £5 and £10 values — indicating controlled and measured issuance. **£1,090 total value issued**, generating **£2,624 in new order revenue**, showing recovery value outweighs cost and supports repurchase behaviour.

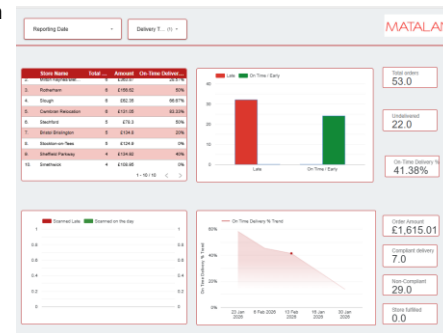
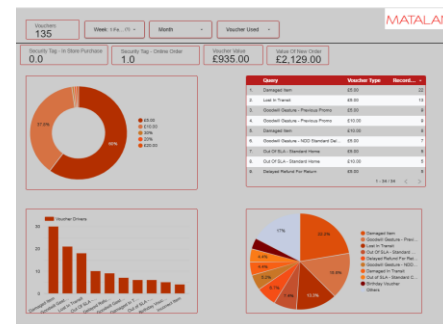
Higher-value vouchers remain limited, reflecting strong governance controls.

2 Security Tag vouchers issued (1in-store, 1online) due to items sold/dispatched with tags attached — isolated but preventable fulfilment and POS control gaps. Overall, voucher usage remains commercially balanced with tight operational oversight.

Click and Collect Insight Summary

A targeted deep-dive was conducted on 57 Click & Collect orders across the top 10 cancellation stores, with £1,716.62 in refunds processed across these cases.

Overall, findings highlight store-level compliance gaps rather than delivery failure — presenting a clear operational control opportunity.





Insights Customer Sentiment Project- Targeted Monitoring

As part of our 2026 commitment to sharper insight and continuous improvement, we embedded targeted monitoring into our weekly governance rhythm.



Key focus areas:

- Repeat Contact analysis (avoidable vs unavoidable drivers)
- Chat vs Voice CSAT comparison
- Voice of Customer theme tracking
- Agent execution vs process/system contributors

This structured approach ensures insight feeds directly into coaching, process correction, and accountable weekly actions strengthening both customer experience and operational control.

Actions taken from opportunities identified: The How!



Real-Time Escalations: Immediate intraday intervention on idle chats, repeat contacts, and missed callbacks.



Stricter Governance: Firmer performance management for repeat process misses and weak execution behaviours.



Structured QA Feedback: Formal insight updates to strengthen Team Leader coaching focus.



Targeted QA Monitoring: Added focused CSAT, repeat, and closure reviews beyond standard audits.



Repeat Reduction Focus: Daily FTR reviews and stronger expectation-setting at first contact.



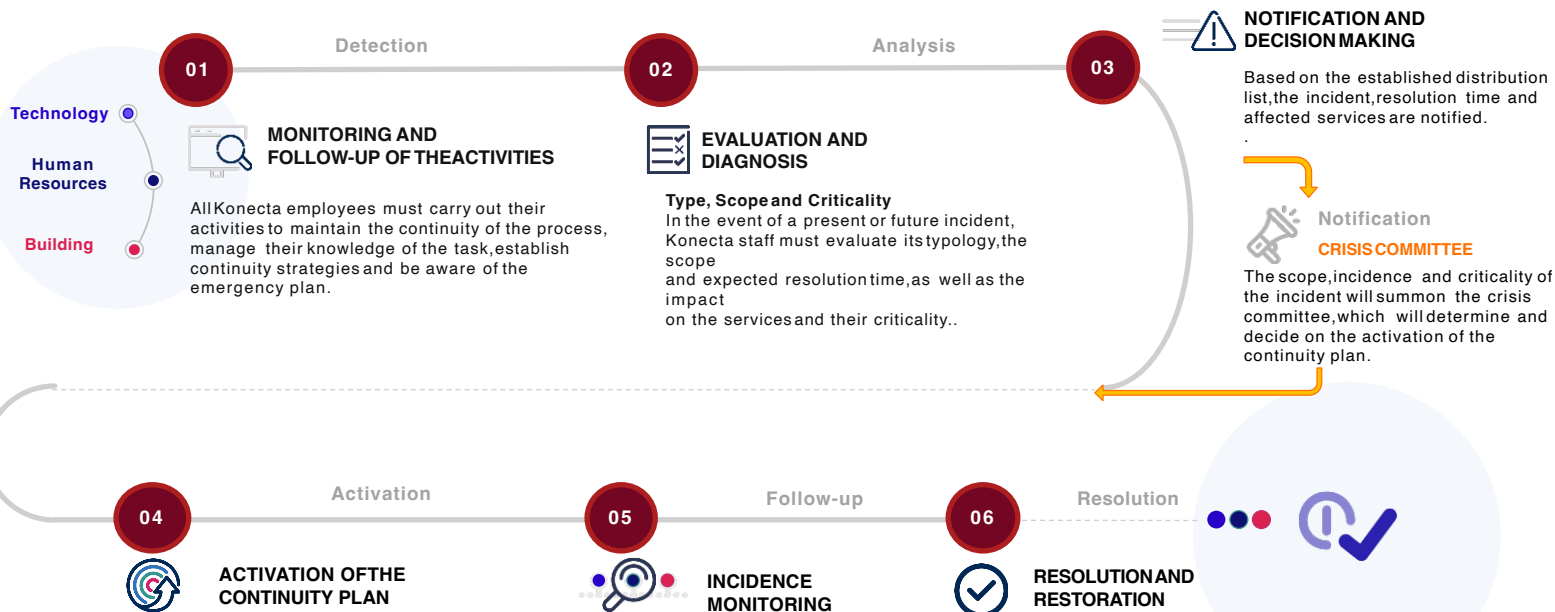
These actions have delivered:

- **More Stable CSAT:** Reduced volatility through stronger execution control and repeat prevention.
- **Improved Queue Management:** SLA stability across channels, with tighter real-time control.
- **Email Discipline:** Consistent responses delivered within a 24-hour window.

- **Stronger Agent Alignment:** Better retention and development of Matalan-fit advisors.
- **Improved QA Stability:** Higher consistency in quality outcomes with clearer risk visibility.
- **Stronger Operational Control:** Better daily insight to support proactive campaign management.



Business Continuity Plan - Disaster Recovery



Matalan: Crisis Ready

We are proactively preparing contingency equipment to ensure business continuity in the event of any crisis that may impact commuting or office-based operations. Surplus inventory will be issued to each agent within two weeks, fully tested and supplied with all required accessories and secure internet solutions to enable seamless remote readiness.

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KONECTA 2.0





Solution Overview

A strengthened partnership model built around the following:



Workforce optimisation & peak resilience: Dedicated WFM solution to improve forecasting, intraday agility, and planning discipline, backed by a 30% peak buffer and a stronger Matalan-profiled talent pipeline to protect service during demand spikes.



Performance intelligence & continuous improvement (at Konecta cost): Appointment of a Continuous Improvement analyst and rollout of a Performance Intelligence Platform to strengthen QA, coaching, microlearning, engagement, and operational insight. Implementation of a Specialist Resolution Layer to support escalated queries requiring visual validation to enable faster, more confident decision-making.



Revenue growth enablement: Exploring a Sales Through Service model. While the plan is not yet fully detailed, we have the proven capability and experience to calibrate, design and execute a commercially aligned approach. We currently operate two Sales Through Service programmes within the retail sector. Our Durban site is PCI compliant (January 2026), ensuring we can securely support revenue generation within the service environment.



Enhanced governance & executive sponsorship: Stronger executive oversight and stakeholder alignment to reinforce accountability, responsiveness, and long-term partnership stability.



Intelligent Operations Optimization

Schedule Automation

Optimization at scale. Calabrio WFM can automate any schedule patterns in any local labor law constraints

Scalable

50 to 500,000 agents, solution scales in sophistication while maintaining simplicity

Reporting

AI-powered, easy-to-use custom reporting included with Calabrio WFM

Employee Empowerment

Self-Scheduling flexibility and automation drives agent empowerment and reduces attrition

Forecasting Ease

Adaptable to any experience level, it gives you the ability to automate forecasting while keeping granular control when needed

Dynamic Resource Allocation

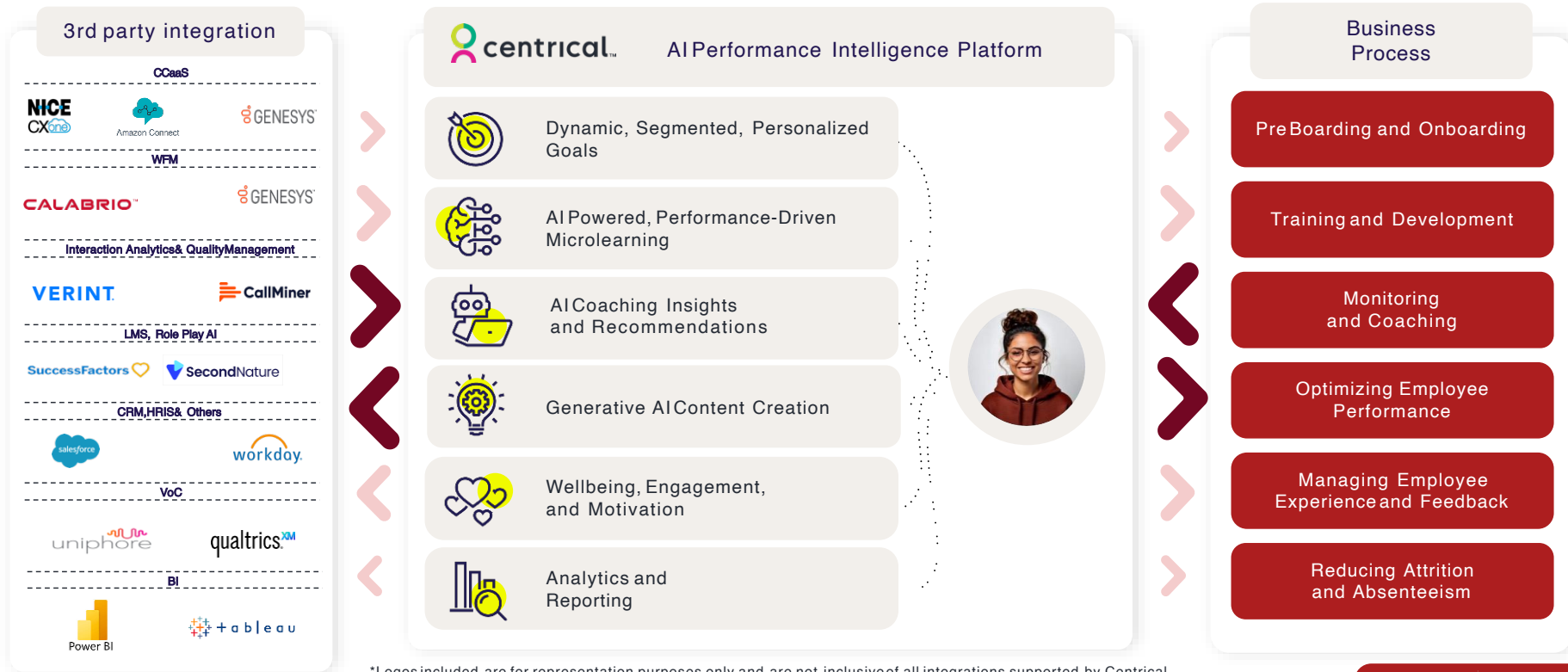
Proprietary technology that delivers real-time staffing updates in multi-skilled environments

Enterprise-grade

Cloud done right. Omni-channel, multi-skilled and multi-site contact center staffing at the enterprise level



Operational Framework: Simplify the Complexity





Apizee Solution Overview

Apizee is a web-based video assistance platform enabling organisations to connect with customers remotely using real-time video, audio and collaborative tools. It embeds seamlessly into your existing CX platforms and scales from one-to-one support to large call centres.



Real-Time Video & HD Audio

Conduct high-quality video calls directly in the browser without downloads.



Collaborative Tools

Snapshot, annotate, draw and scan text/QR codes to capture data.



Analytics & Reporting

Measure usage and track KPIs with built-in dashboards.



Security & Compliance

GDPR-compliant, ISO-certified with configurable data retention.

Targeted for high-risk and high-value escalations, Apizee enables real-time visual resolution through SME/TL support, accelerating complex case closure and improving first contact resolution.

By resolving issues visually and confidently at the point of escalation, we reduce repeat contacts, minimise unnecessary refunds, and elevate customer trust during critical moments.

CASE STUDY

Deliveroo Transformed Team Leader Engagement with Agents Through Central's AI-Driven Coaching Platform

Challenge Statement

Team Leader engagement with agents was inconsistent and heavily reliant on manual processes. A lack of consistent coaching and missed AHT targets prevented full bonus unlocks. Deliveroo needed a solution to empower Team Leaders with real-time insights, easier evaluations process and drive impactful coaching conversations.

Project Approach

Deliveroo adopted Central to **empower Team Leaders as performance enablers**. The initiative focused on transforming daily habits, creating a coaching culture, and increasing alignment between team leaders and agents.

Manager-Led Coaching at Scale

Enabled TLs to conduct frequent, AI-guided evaluations and coaching sessions - turning every interaction into a performance opportunity.

Manager Insights as a Daily Practice

Central's dashboards for TLs helped identify real time performance trends that needed their attention

Cross-Functional Collaboration

Created a shared space for TLs, agents, and QA to align quickly, reducing siloed communications.

Automated KPI Sharing:

Automatically deliver performance KPIs directly to agents.

Change and Benefits

Team Leaders adopted Central as a **daily engagement and coaching hub**.

Evaluation volume and quality increased, allowing for more actionable conversations.

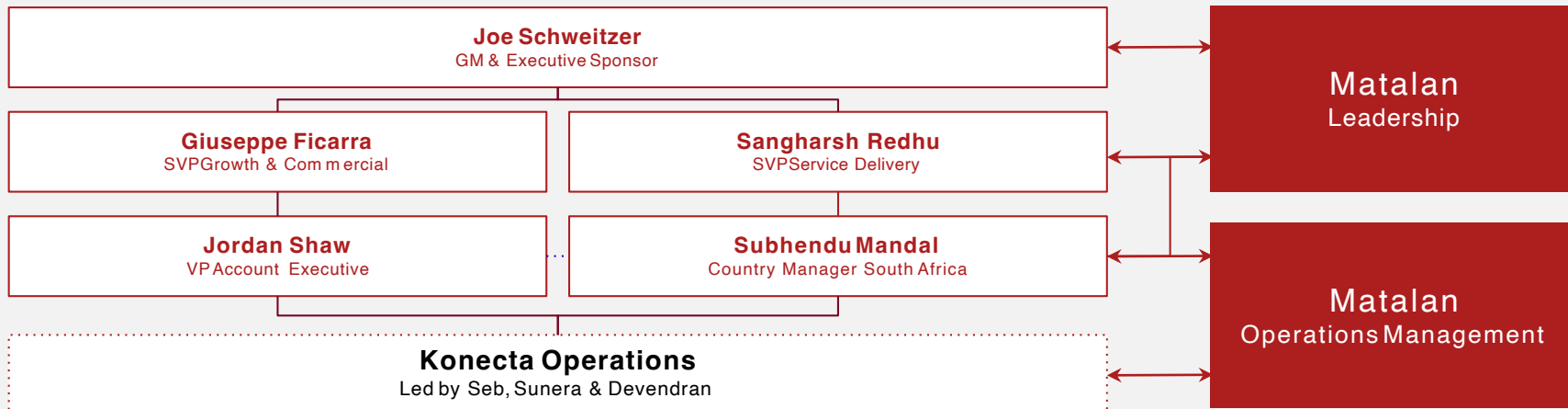
AHT improved by 5%, directly tied to targeted feedback from TLs.

Central helped **establish strong coaching rhythms**, now fully integrated into TL workflows.





Account Governance



UK Based Account Executive

- Single point of contact for senior client stakeholders
- Responsible for ensuring relationship health, growth, influencing internally at Konecta to ensure Matalan has right support/resources
- Flexible, adaptable support, structured around Matalan needs and value

An open, transparent, partnership built on trust and shared values

Dedicated Operations Team in South Africa

Dedicated operations to ensure operational success, continuous development, and consistent quality

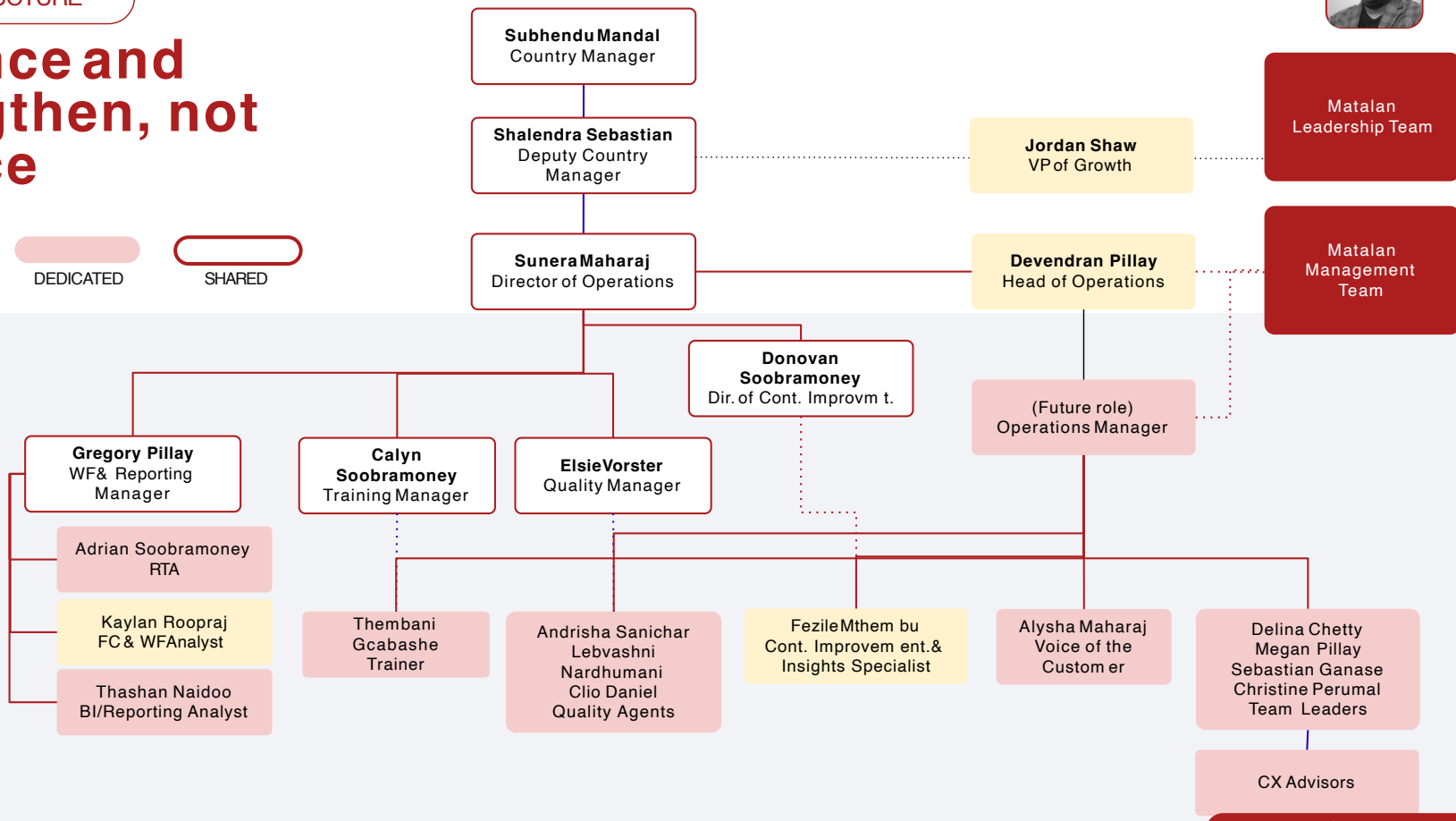
- Accountable for performance & quality (KPI& SLAs)
- Realtime communication to inform/alert/act
- Delegated responsibility& empowered decision making
- Absolute customer focus

Centralized, uniformed processes to ensure consistent quality and positive customer outcomes

Enhance and strengthen, not replace

SHARED

- Continuous Improvement
- Corporate HR
- Data Protection, Compliance & Security
- Facility & Security
- Finance
- Forecasting & RTA
- Global Digital
- Services Unit (GDSU)
- IT | Helpdesk | IT Development
- Legal
- PMO
- Reporting & Data Analytics
- Talent Acquisition
- Transformation Office



05

KONECTA 3.0





Key principles of the Solution



Commitments

Shift Gears and bring full technology suite to drive efficiency, cost and improve customer experience

- Identification of best technology fit from key partners, deep dive to find best solution.
- Guarantee of cost reduction so no risk to Matalan
- 3-6 Month implementation phase



Technology Implementation

Implementation of best in class technology to reduce HC requirement

Solutions on offer

- Unified CRM
- Co-Pilot (Magic Button / Conversational AI/ Agent Assist)
- Autopilot

*Cost underwritten by Konecta subject to access of back end systems and integration



Cost Reduction

Committed cost reduction

- Guaranteed underwriting of a 10% reduction in forecasted hours via implementation of our technology stack
- Expected impact of ~£500k savings for Matalan through
 - Konecta 2.0- applied to 2026, 7% reduction in costs vs 2025
 - Konecta 3.0- 10% YoY savings reduction in 2027 & 2028 vs 2026



Strategic Technology Pillars



Unified CRM

Strategic Intelligence

- Centralized Customer Data Platform
- Real-Time 360° Visibility
- Unified Cross-Functional Collaboration
- Consistent Omnichannel Engagement
- Advanced Analytics & Insights



Agent Assist

Real-Time Agent Augmentation

- Live Agent Coaching
- Quicker Problem Solving
- Standardized Customer Replies
- Lower Average Handle Time
- Higher First-Call Resolution



Conversational AI

Seamless AI-Driven Engagement

- Round-the-Clock AI Support
- Natural Dialogue Experience
- Real-Time Intent Detection
- Immediate Automated Responses
- Enterprise-Scale Automation

Digital Transformation roadmap built for maximum business impact



Unified CRM: Data integration from multiple systems on a single screen
Single view of all interactions with the customer

Agent assist: recommended next steps based on real-time analysis
AI-driven insights for resolution across channels

Conversational AI: Auto QA, 100% mining of all interactions, Sentiment analysis, Intent detection
Process improvements, Improved customer journeys

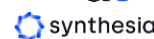
TRANSFORMATION

Our key tech partners



GenAI & Automation

Enabling our automation, augmentation and personalization strategy



Omnichannel Engagement and automation

Providing a seamless and integrated CX management across multiple channels



Business Apps

Enhancing our agents' tools when customers are in front



Workforce Engagement & vertical application

Focusing on human touch to improve employee engagement, performance and results



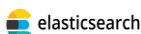
Cybersecurity

Protecting our operations and cloud tech platforms



Cloud & Data Partners

Enabling global & dynamic scaling of our tech products





Some success stories and on-going projects of our Co-pilot solution

AUTOMOTIVE

- **80 FTEs** using the Magic Button
- **100 seconds** AHT reduction for FO emails
- **150 seconds** AHT reduction for BO emails
- **4%** increase in overall productivity across the entire operation
- Compliance rates went **from 50% to 80%**

RETAIL

- Started as a cost saving project (**0.9 M€** costs saved annually) but thanks to great results boosted new revenues opportunities
- MORE VOLUMES FOR THE CURRENT IDIOMS/ MARKETS: **0,5 M€**
- NEW VOLUMES INCREASE FOR MINOR LANGUAGES: **0,4 M€**
- PROJECTED GROSS MARGIN OPTIMIZATION: **+9 ppts**

CONSUMER GOODS

- **53%** AHT reduction between pilot group using MBand control group (256 seconds vs 540)
- **Significant Overtime Cost Reduction**
The Magic Button reduced overtime expenses by optimizing workload management without reducing staff

Live and
ongoing
deployment

Glovo?

Protección

EPPL®
PROFESSIONAL PARCEL LOGISTIC

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

ZARA HOME

ITA
AIRWAYS

sky

Santander Renting

06

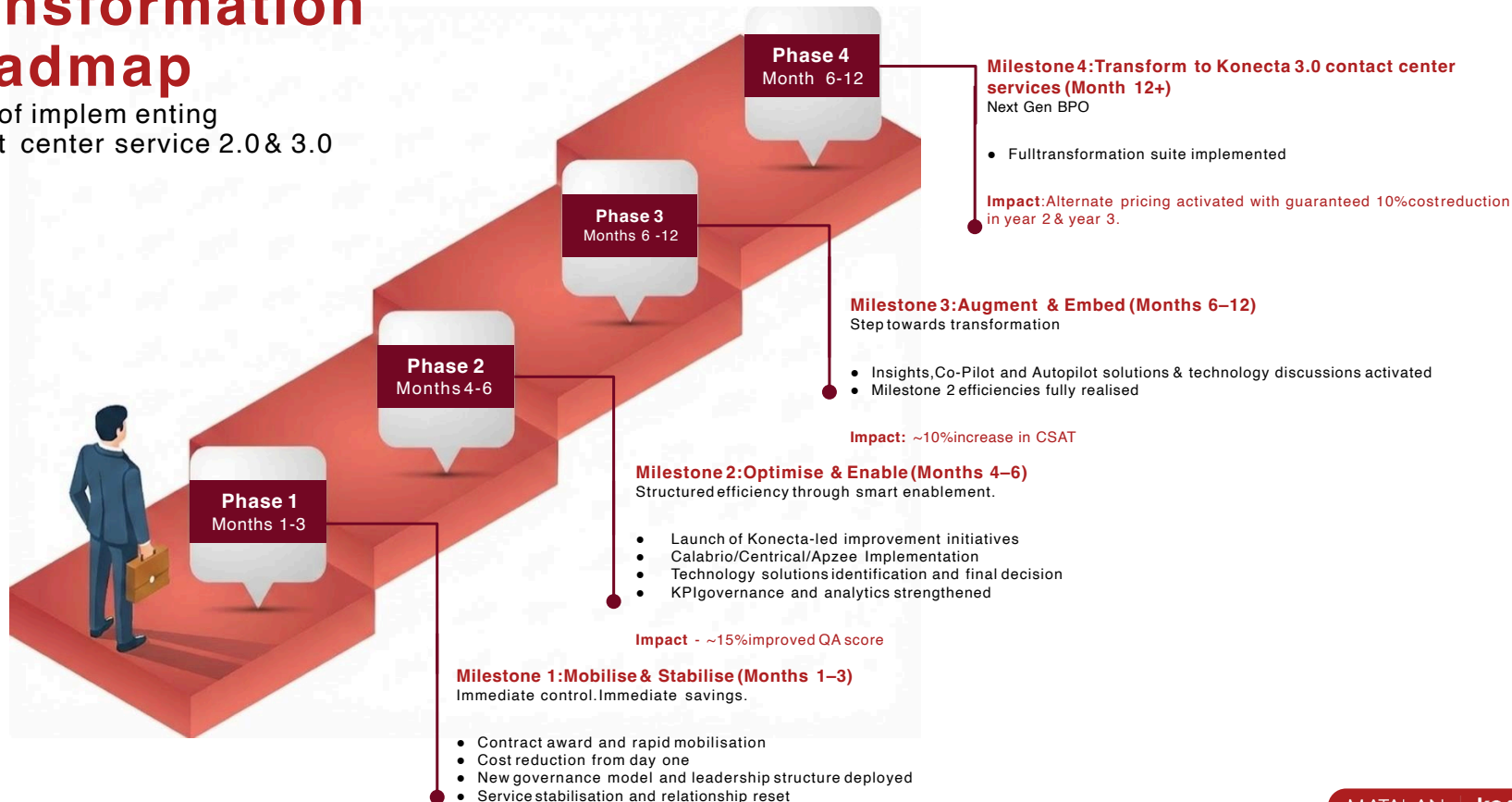
TRANSFORMATION ROADMAP





Transformation Roadmap

Phase of implementing contact center service 2.0 & 3.0



08

WHY KONECTA





A proven partner delivering stability today and transformation tomorrow



Proven Performance & Embedded Knowledge

Two years of delivery, deep understanding of Matalan customers, systems, and trading cycles —reducing transition risk and protecting continuity.



Stabilised Foundations. Structured Acceleration.

Performance reset delivering immediate value, enhanced WFM and Performance management tools with introduction of Calbrio and Central delivering more insights and increased forecasting accuracy



Commercial Alignment & Shared Value

Flexible structure, outcome-based pricing roadmap, and commitment to underwrite digital-led efficiencies—including guaranteed 10% cost reduction in Years 2 & 3.



Continuous Improvement & Executive Commitment

Increased operational resources, Account management support, Sales through service additional revenue, and strengthened UK executive sponsorship.



Technology with Measurable Impact

As part of Konecta 3.0 full suite of technology solutions with co-pilot, autopilot, Automated QA (COPC-aligned), to contribute to YOY reduction and improved customer experience

→ 10–15% CSAT uplift

→ 15% QA improvement

→ 5–12% productivity gain

thank you

Jordan Shaw

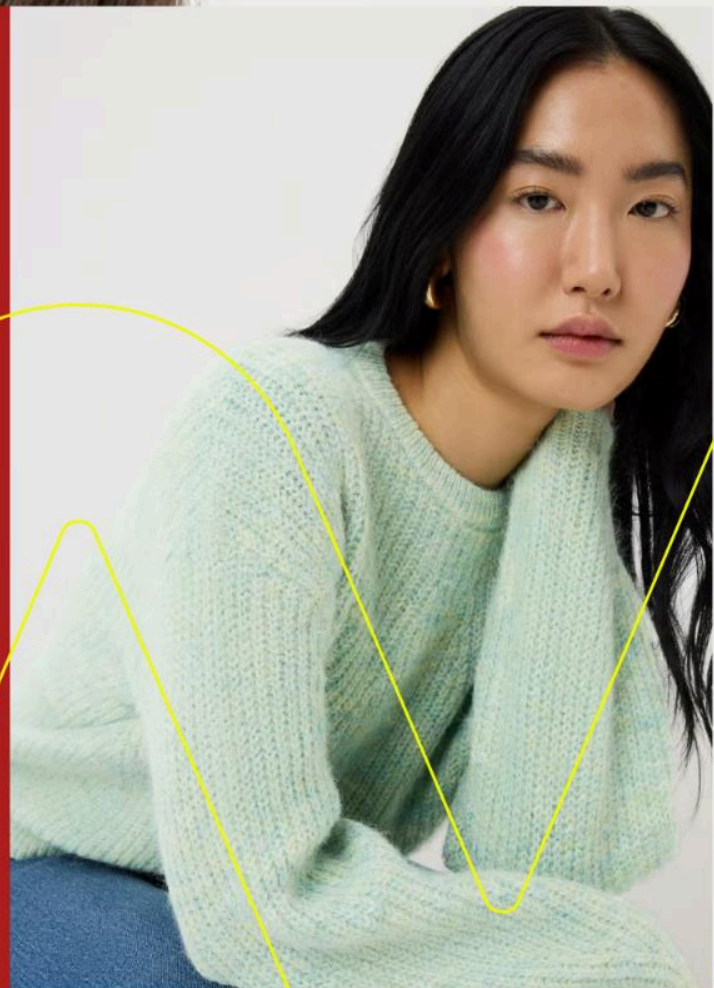
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APPENDIX





Experience as a Driver of Business Growth and Efficiency

What is changing in CX?

- Customers expect **proactive, personalized** experiences **without friction**
- We need to drive **operational efficiency** without sacrificing **experience**.
- Opportunity to increase **loyalty** at **lower costs**

How do we get there?

Layer 1

From **Data** to **Insight**

Layer 2

From **Insight** to **Action**

Layer 3

From **Action** to **Orchestration**

Foundation: optichannel experience orchestration, integrating humans, GenAI, agentic, new service paradigms.

Client-as-Partner

We work on a pragmatic approach through “AI-driven Transformation Offices” with clients

Mixed teams, shared metrics and roadmap, to **co-create** future experiences and engagements.

Strong focus on impact KPI



Integrated Technology Ecosystem



- Forecasting
- Scheduling
- Real-Time Adherence
- Analytics



- Performance Management
- Quality Monitoring
- Employee Engagement
- Gamification Tool



- Self-driving task execution
- Minimal human input
- Learns from feedback
- Improves over time



Tired of running and re-running schedules just to see the impact of a small forecast change?

Dynamic resource allocation

How Calabrio Does It:

- Changes to forecast or staffing coverage reflect immediately throughout your entire WFM platform.
- Receive real-time updates on your current and projected goals.
- Predictive skill-based forecasting

Why is this important?

- Increased service levels across all channels and skills
- Optimized staffing costs
- Enhanced agent engagement

Red Cross: Enhancing Donor Engagement & Service Quality with GenAI

A leading non-profit organization in the humanitarian sector is pioneering a GenAI transformation **to strengthen donor engagement and improve service delivery**

We are supporting the organization with the deployment of cutting-edge GenAI solutions: first by **implementing Insights to analyze conversations** and extract best practices, and now by **piloting AI Coaching & Role Play to upskill teams** and drive more impactful donor interactions

This approach positions the non-profit at the forefront of innovation, setting a new standard for personalized donor engagement and operational excellence

Business Objectives

- Increase donor engagement levels
- Boost donation value and sustainability



Operational Objectives

- Improve service quality
- Enhance agent skills through AI-powered coaching

+ 20% conversion increase on control group | +30% compared to baseline



Agbar: Empowering agents and transforming CX with GenAI

We supported Agbar, a leading player in water and environmental services, in transforming its customer operations by unifying previously siloed teams and deploying GenAI solutions, including Copilot and Insights to streamline service delivery and enhance agent effectiveness across all customer touchpoints.

+15%

Quality management efficiency

-10,9%

AHT reduction for low & worst performer (- 4% AHT of the campaign)

↑FCR

& onboarding speed via GenAI guidance

Quality Assurance for Matalan



Elsie Vorster
Quality Manager

We have aligned the Matalan-designed quality framework to a COPC standard, integrating key operational themes and customer experience priorities into a structured scoring methodology.

This enhanced framework, delivered by our dedicated QA team led by Elsie Vorster, enables more precise evaluation of agent performance while directly linking quality outcomes to both Matalan's customer expectations and Konecta's operational objectives.

Monitoring result aligned closer to customer experience ratings

Assessing the correct volumes of interactions at enterprise level - statistically valid result

Fosters Team Lead accountability and understanding of quality framework

Provides clarity on Business Critical Errors; Customer Critical Errors and Compliance Critical Errors

Previous Scoreform review, joint with Matalan and Konecta



Design approved for COPC scoreform build



Test Calibration completed with Matalan and Konecta Ops



Preparation for Go-Live March 2026

Fully integrated model including calibration governance and QA accuracy management with 360 feedback loops to all agents and team leads will form the QA Framework for Matalan



Konecta 3.0 Key principles of the Solution



IVR Upgrade (2 weeks)

Low hanging fruit- Quick fast deployment of multilingual IVR

- New multilingual IVR to be introduced to cover all languages, reducing unnecessary overflow into agents
- Procurement of local in-country numbers or CLIR recognition to allow for market/language specific service
- Review and change IVR messaging tree to provide further layers and secondary/tertiary waves of information
- Escape routes through SMS/WhatsApp



Headcount Reduction

Reduction in Billebale HC from Introduction of Technology

- Total HC Year 1
- Total HC Year 2
- Total HC Year 3

*****Based on Current FTE****



Technology Implementation

Implementation of technology to reduce HC requirement

- Magic Button
- Co-Pilot
- Auto-pilot
- Speech Analytics
- Unified CRM

*Cost underwritten by Konecta subject to access of back end systems and integration



Cost Reduction

Committed cost reduction

- £500k total cost reduction over 3 year period

Reduction

- Year 1 Saving
- Year 2 Saving
- Year 3 Saving
- Total

06

KONECTA 2.0 - TRANSFORMATION



Blending human ingenuity with AI precision through Konecta "Hybrid Agentic framework"



04

OUR SOLUTION FOR MATALAN



Konecta Solution Overview

A strengthened partnership model built around the following:



Workforce optimisation & peak resilience: Dedicated WFM solution to improve forecasting, intraday agility, and planning discipline, backed by a 30% peak buffer and a stronger Matalan-profiled talent pipeline to protect service during demand spikes.



Performance intelligence & continuous improvement (at Konecta cost): Appointment of a Continuous Improvement Manager and rollout of a Performance Intelligence Platform to strengthen QA, coaching, microlearning, engagement, and operational insight.



Revenue growth enablement: Pilot of a dedicated outbound sales team using enhanced data insight and propensity modelling to increase conversion and incremental revenue.



Enhanced governance & executive sponsorship: Stronger executive oversight and stakeholder alignment to reinforce accountability, responsiveness, and long-term partnership stability.



Commercial evolution & shared value: More flexible commercial model, exploring outcome-based pricing and underwriting digital efficiency gains to drive cost optimisation and aligned incentives.

Konecta 2.0

Konecta 3.0