



Crossroad Consulting expands its business and acquires Kite Consultants.

31 January 2013 - As a partner for complex improvement- and transformation projects Crossroad Consulting services its clients with competencies in Enterprise Architecture and Business Requirements Management, Business Process Management, Sourcing Consultancy and Project Portfolio Management. As of today, "Service Design" will be added, i.e. the design of new or improved services aiming for an optimal customer experience, often in co-creation with the customer. This fits perfectly with the core business of Crossroad Consulting, which is providing advice focused at tangible business results. Furthermore, Crossroad Consulting's Change Management practice will benefit from Kite Consultants' wide expertise.

With the integration of Kite Consultants, projects can be implemented in line with the principle "begin with the end in mind", which is customer satisfaction. After all, customer experience is the ultimate test to judge the added value of the underlying business processes.

"Kite is an expert in "service design, service innovation and service improvement", this makes them a valuable partner for our change and transformation projects", says Peter Van Laer, Managing Director at Crossroad Consulting. "Kite is a "change and innovation agency", emphasizing sustainable and creative solutions for the customer", says Jürgen Tanghe, Managing Partner at Kite Consultants. "It all comes down to the result obtained at the end user," emphasizes Danny Lievens, Managing Partner at Kite Consultants.

For further information visit www.crossroad.be and www.kiteconsultants.eu

About Crossroad Consulting

Crossroad Consulting is a partner for improvement and transformation projects. The company has strong competencies in the field of Enterprise Architecture and Business Requirements Management, Business Process Management, Sourcing Consultancy, Project Portfolio Management and Change Management. It disposes of a Software Engineering team responsible for BPMS implementations, integration projects (EAI, ESB, ...) and code migration projects.

Fact Sheet Crossroad Consulting NV

Founded: 2007

President of the board of Directors: Carmen Cordier

Managing Director: Peter Van Laer

Directors: Jan De Schepper, Paul Cordier and Daisy Cordier

Business: Business and IT improvement and transformation projects

Combined Business and IT advice

Employees: 40

Turnover: +5mio euro

Univeg, Elia, Novatio, Agfa, Kinopolis, Cebeo, Emmaus, Eandis, Novanatie, Ivarem, NHS, Dredging, Umicore, PinguinLutosa, Vandemoortele, Alfaport, GHA....

Business Partners: CA, Cordys, IBS

About Kite Consultants

Kite is a solid and creative partner in designing services, improving customer experience and implementing change.

Kite's core competencies are rooted in design, strategy and behavioral change. Kite (re-) designs your services in co-creation with your customers, guaranteeing the best customer experience possible. Driven by its customers, in a variety of industries, Kite developed a unique approach and corresponding toolset in mastering service innovation and change.

Fact Sheet Kite Consultants NV

Founded: 2006

Managing Partners: Danny Lievens and Jürgen Tanghe

Business: Designing services, energizing change

Employees : 6

Turnover: +1mio euro

References: LCM, Christelijke Mutualiteiten, bpost bank, Toerisme Vlaanderen, Carglass, Luminus, Infrax , bpost, Adress Systems, ING, KBC, ...

Business Partners: Touchpoint Dashboard

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