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QBCon Assist Europ Assistance's Clients in Emergency Situations

Europ Assistance South Africa merged with Care Assist in 2001 and became a force to be reckoned with. Today, the company's wide range of services includes healthcare assistance and advice, travel insurance, emergency assistance and roadside assistance. [Read more...](#)

White Paper

Pervasive Business Intelligence - Usability Is Key for Casual Users

In today's highly connected World Wide Web environment we've all grown accustomed to having information at our fingertips, just an internet search or mouse-click away. Shouldn't your employees be able to access and analyze corporate business data, reports, and metrics just as easily?

As the quantity and type of business information grows within the enterprise, it is increasingly important to provide employees throughout the enterprise with quick and easy access to the right information. Self-service business intelligence is no longer a nice-to-have, but a requirement in today's highly competitive corporate environment. The days of relying solely on traditional BI tools that are only accessed by a small group of power users such as corporate financial analysts and CFO are long over. [Read more...](#)

EasyAsk Breakfast

Improve your interaction management and know the trends in the Business Process Outsourcing (BPO). This was the topic of the EasyAsk Breakfast on 20 August 2008 at Emperors Palace. Keryn House, CEO of Contact in Gauteng (CIG) delivered a powerful presentation, discussing the role Business Intelligence (BI) tool EasyAsk can have in the BPO arena.



Her presentation explained the differences between the international BPO and local BPO trends, and what can be expected in the next three to five years. The evaluation between the different countries' BPO trends were based on Gartner's Outsourcing and IT Services Summit 2008.

Attendees from various companies showed an enthusiastic interest in House's presentation. Following her presentation, House answered all questions relating to her presentation. It was clear that her message hit home to many of the attendees.



To receive House's presentation, contact Chris de Jager at chrisd@qbcon.com.

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