



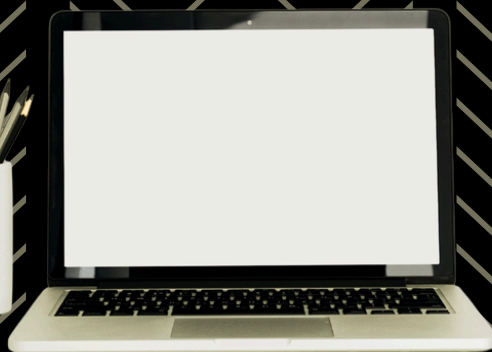
# BUSINESS PROFILE



JCSDigitalX@jcsgroup.com



Cape Town



# ABOUT US



At **JCS Partners DigitalX**, we bring together **over 16 years of expertise** across sales, customer service, client retention, quality assurance, business development, and digital management. Our leadership background includes managing large-scale teams for UK-based insurers, with specializations in complaints-handling, auditing, and coaching.

Beyond corporate experience, our leadership has successfully founded and managed **10+ businesses** across diverse industries, including eCommerce, digital products, content creation, retail, and domestic services. Backed by academic credentials in **Management Studies, Operations** and **Supervision**, we channel this combined expertise into practical, results-driven support solutions.

Our mission is simple: to help **entrepreneurs and growing businesses** outsource their customer-facing channels with confidence. By delivering professional, **plug-and-play digital solutions**, we free clients to focus on business growth while we ensure smooth and efficient communication with their customers.

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

# WHAT WE DO?



01

## Social Media Management

We create, schedule, and engage on platforms, growing your brand with authentic interaction.

02

## Customer Service (WhatsApp / Email)

Professional daily coverage managing chats, resolving issues, and ensuring customers feel valued and supported.

03

## Complaints Handling & Retention

Structured approach to resolve complaints, recover loyalty, and protect brand reputation through proven strategies.

# PRICING

## SOCIAL MEDIA MANAGEMENT

We manage Instagram, Facebook & LinkedIn with tailored posts, authentic engagement, and reporting.



## CUSTOMER SERVICE

We manage your digital customer conversations with professionalism and care.



## COMPLAINTS-HANDLING

We protect your brand and recover at-risk customers with structured complaints management.



## BASIC

\$75 / week (or \$275 / month, discounted from \$300)

- 9 posts per week (across all 3 platforms)
- Up to 10 authentic responses per post per platform
- Weekly performance report

\$75 / week (or \$275 / month, discounted from \$300)

- 1-hour daily coverage
- WhatsApp Business or email response management
- Weekly chat report

\$75 / week (or \$275 / month, discounted from \$300)

- Handle up to 5 complaints per week
- Provide customer resolution updates
- Weekly report

## STANDARD

\$200 / week (or \$750 / month, discounted from \$800)

- 27 posts per week (across all 3 platforms)
- Up to 20 authentic responses per post per platform
- Weekly report + content calendar

\$200 / week (or \$750 / month, discounted from \$800)

- 2-hour daily coverage
- WhatsApp automation setup (greetings, away messages, quick replies)
- Customer follow-ups included
- Weekly report with trends

\$200 / week (or \$750 / month, discounted from \$800)

- Handle up to 20 complaints per week
- Develop complaint-to-resolution scripts
- Weekly recovery & prevention report

## PREMIUM

\$300 / week (or \$1,000 / month, discounted from \$1,200)

- 45 posts per week (across all 3 platforms)
- Full inbox management (DMs + comments)
- 30+ authentic responses per post per platform
- Engagement growth strategy + full analytics report

\$300 / week (or \$1,000 / month, discounted from \$1,200)

- 4-hour daily coverage
- Full management of WhatsApp + email inboxes
- Escalation handling & weekly customer insights report

\$300 / week (or \$1,000 / month, discounted from \$1,200)

- Unlimited complaints handling
- Full complaints log + resolution tracking
- Customer retention strategy & monthly report



# WHY CHOOSE US?

- ✓ **16 years of cross-industry expertise**
- ✓ **Proven leadership in service, complaints, and retention**
- ✓ **Track record of building & managing 7 successful businesses**
- ✓ **Academic foundation in management & supervision**
- ✓ **Plug-and-play solutions: We take over your channels, you focus on growth**



# THANK YOU

## Contact us :

-  [JCSDigitalX@jcsgroup.co.za](mailto:JCSDigitalX@jcsgroup.co.za)
-  Cape Town, South Africa
-  [www.jcsgroup.co.za](http://www.jcsgroup.co.za)