Khumbudzo Mufamadi Consulting

Business Analysis • Strategy • Customer Experience • Digital Transformation • AI Strategy

We turn transformation ideas into implementable solutions.

Senior business analyst and transformation consultant supporting public sector, finance and enterprise programmes with structured requirements, process optimisation, governance alignment, and customer-centric digital delivery.

Business Analysis

Clear requirements, traceability, UAT, and solution validation.

CX & Service Design

Journey mapping, service blueprints, and measurable improvements.

AI Strategy

Readiness, prioritised use cases, governance, and roadmaps.

Contact

Johannesburg, South Africa • 060 569 3798 • khumbudzo.mufamadi@gmail.com

Note: Package pricing is indicative; final fees depend on scope, timelines and complexity. VAT excluded.

Services Overview

Business Analysis • Strategy • CX • Digital Transformation • AI Strategy
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What we deliver

Structured analysis and advisory that aligns business goals, customer needs and technology delivery — from discovery through implementation and optimisation.

Business Analysis & Requirements

- BRS/FRD, user stories & acceptance criteria
- Traceability, scope control and change impact analysis
- UAT planning, test cases, defect triage and sign-off support
- Solution validation workshops with business & technical teams

Digital Transformation & Process Optimisation

- As-is / to-be process mapping and automation opportunities
- Gap analysis, operating model support, and implementation readiness
- Governance support (RAID, reporting, controls awareness)
- ERP/CRM/web-system alignment and integration requirements

Customer Experience (CX)

- Customer journey mapping and service blueprinting
- Digital channel experience improvement (self-service, portals, apps)
- CX measures (VoC, KPIs) and prioritised backlog for delivery
- Customer-centric process and policy improvements

AI Strategy Consulting

- AI readiness assessment (data, process, people, risk)
- Use case identification and prioritisation (value vs feasibility)
- Responsible AI and governance approach (privacy, bias, controls)
- AI roadmap and change/adoption plan

Choose a package to start quickly — or combine packages for a full transformation programme.

Prices exclude VAT. Travel/venue costs billed at cost if applicable.

Discovery Workshop (1 day)
- Stakeholder alignment and problem definition
- High-level process / journey snapshot
- Priority outcomes, risks, and next steps
- Short report + recommended roadmap approach
- Indicative fee: R18k–R45k

Requirements Sprint (2–4 weeks)
- Requirements elicitation and documentation
- BRS/FRD or user stories + acceptance criteria
- Traceability matrix + scope baseline
- UAT approach and test scenarios
- Indicative fee: R45k–R120k

Transformation Roadmap (4–6 weeks)
- Maturity and gap assessment
- As-is / to-be process mapping
- Prioritised initiatives + quick wins
- KPI framework and implementation roadmap
- Indicative fee: R75k–R160k

CX Improvement Package (3–6 weeks)
- Customer journey mapping + pain points
- Service blueprint + experience opportunities
- Prioritised backlog for digital delivery
- CX measures (VoC, KPIs) and dashboard outline
- Indicative fee: R60k–R180k

AI Strategy Starter (4–6 weeks)
- AI readiness (data, process, skills, risk)
- Use case shortlist + prioritisation
- Responsible AI considerations and guardrails
- AI roadmap + adoption/change plan
- Indicative fee: R150k–R350k

UAT Management (2–6 weeks)
- UAT planning, scripts and execution support
- Defect triage, reporting and retest cycles
- Business sign-off coordination
- Go-live readiness checklist
- Indicative fee: R40k–R95k

Monthly Retainers (Advisory Partnership)

Advisor Lite	Transformation Partner	Strategic Advisor
8 hrs/mo • R18k–R25k	16 hrs/mo • R35k–R55k	32 hrs/mo • R65k–R95k

A simple, structured delivery approach

1
Discover

Understand goals, pain points, stakeholders and users.

2
Analyse

Document requirements, assess gaps, map processes and journeys.

3
Design

Define future state, solution options, governance and KPIs.

4
Deliver

Support implementation, UAT, and change/adoption.

5
Optimise

Measure outcomes and continuously improve.

Typical deliverables

- Business case & problem statement
- As-is / to-be processes and customer journeys
- BRS/FRD, user stories, acceptance criteria
- Traceability matrix, scope baseline and change impacts

- UAT plan, scripts, defect logs and sign-off pack
- Roadmaps, KPIs and Power BI dashboard requirements
- AI readiness, use case pipeline, governance and roadmap

Ready to start?

Book a discovery session to confirm scope, outcomes, timelines and the best package for your organisation.

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Location: Johannesburg, South Africa • Remote delivery available