

From complexity to clarity. From strategy to delivery.

THE ONE-STOP BUSINESS SOLUTIONS FIRM

Dimred Consulting & Management is a Johannesburg-based boutique consultancy led by Warren Mc Dermid, bringing over 30 years of senior operational leadership in South African financial services to organisations that need one accountable partner, not four different advisors. We diagnose the challenge, design the solution, develop the leaders, and place the right people, end to end.

R100M+

Annual revenue accountability

R39M+

Operational budgets managed

70

Net Promoter Score

#1

SA private banking ranking,
2024

WHAT WE OFFER

Nine integrated service lines, one accountable partner

01 Client Experience & Operations CX strategy backed by real operational delivery.	02 Contact Centre Solutions End-to-end design, technology, WFM, and QA.	03 Leadership Development & Coaching Coaching grounded in real P&L leadership.
04 Business Process Optimisation Root-cause redesign for measurable gains.	05 Executive Search & Recruitment Senior placements from a 30-year network.	06 Organisational Design & Change Restructuring managed with people in mind.
07 Technology & Vendor Advisory Independent CX, WFM, and CRM guidance.	08 Governance, Compliance & Risk FAIS, TCF, and AML aligned frameworks.	09 Rapid Diagnostic Sprint 5-day assessment with a prioritised roadmap.

WHY DIMRED

Operator, not observer

Every recommendation is grounded in decisions we have made ourselves, with consequences.

Premium sector credibility

Investec, Discovery, and Standard Bank, among the most respected service brands in SA finance.

Integrated, not modular

One mind diagnoses the challenge, designs the solution, and finds the talent. No handovers.

Track record built at Investec Private Bank • Discovery Bank • Standard Bank Wealth & Investment • Betway Africa

Not sure where to start? Begin with the Rapid Diagnostic Sprint.

A fixed-fee, senior-led 5-day assessment of your operations, people, processes, technology, and client experience, delivered personally by Warren Mc Dermid. R45,000 (R9,000/day, excl. VAT)