Centravia

CREATING CAPACITY. DRIVING GROWTH.

CAPABILITY STATEMENT

Helping Growing Businesses Build Operational Capacity

GLOBAL DELIVERY MODEL

Centravia delivers through an offshore operations team serving clients across multiple markets — recruited, trained and managed to international service standards, with defined service levels and quality assurance.

Centravia is an operations support partner helping ambitious businesses streamline customer-facing and back-office operations.

We partner with organisations to take ownership of structured operational workflows, enabling internal teams to focus on growth, customer experience and strategic priorities.

Rather than providing outsourced resources, we become an extension of our clients' operations — scalable, process-driven support backed by clear service levels and continuous improvement.

01 WHAT WE DO

01

Customer Operations

Keep customer operations running smoothly

- Customer administration
- Customer onboarding
- CRM management
- Customer communications

02

Business Operations

Strengthen day-to-day business operations

- Workflow management
- Operational administration
- Reporting
- Documentation

03

Process Excellence

Build efficient, repeatable processes

- SOP development
- Process mapping
- Quality assurance
- Continuous improvement

04

Operational Growth

Create capacity for sustainable growth

- Operational reviews
- Capacity planning
- Operational consulting
- Scalable support

02 WHY ORGANISATIONS CHOOSE CENTRAVIA

Process-Driven Delivery

Every engagement follows structured workflows, documented processes and measurable service standards.

Scalable Support

Operational capacity that grows with your business.

Quality Assured

Continuous quality monitoring and operational oversight.

Trusted Partnership

An extension of your internal operations team.

03 TYPICAL ENGAGEMENTS

Hospitality

Reservations
Guest Communications
OTA Administration

Healthcare

Patient Administration
Appointment Coordination
Practice Support

Property

Maintenance Administration
Tenant Support
Compliance Administration

Professional Services

Client Administration
CRM Support
Reporting

Also supporting Financial Services · Technology · Multi-site Businesses · Growing SMEs

04 OUR APPROACH

1 Discover — 2 Assess — 3 Design — 4 Deliver — 5 Optimise

Creating Capacity. Driving Growth.

CONTACT

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Complimentary Operational Review

30 MINUTES · NO OBLIGATION

We'll identify practical opportunities to:

- Reduce administrative workload
- Improve operational efficiency
- Create additional operational capacity

Book your complimentary review today.

calendly.com/nicole-wearecentravia/30min