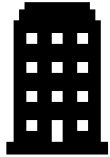


Company Overview | What We Do



BPO

- **Scalable, onshore Delivery Center Operations powered by state-of-the-art technology and AI-enabled platforms**
- **Experienced, skilled, and accent-neutral English-speaking brand ambassadors**
- **Multilingual capabilities in French, and selected EU languages.**
- **Partnerships with leading technology brands like Avaya, CISCO, Infobip, Zoho, Google, SAP**



Facilities office solutions

- **Flexible financing solutions allowing the project to be an OPEX rather than a CAPEX**
- **GC contracting and project management**
- **Building design and space optimization**
- **Country governance- follow and deploy in-country guidelines establishing local entity, comply to taxing obligations, and obtain the necessary permitting necessary for specific project**
- **Facility managed services- incubation, Training, Hiring and recruiting, transition management**



IT Managed Services Solutions

- **Omni-channel customer experience management center solution- web chat, email, social media engagement, and management solutions with real-time Analytics**
- **Enterprise voice Interaction management and call accounting solutions, including contact centers**
- **Turn-key solutions for enterprise captive contact centers in the Build Operate and transfer model, including acquisition and training of staff**



Professional Learning/ Work Readiness/Impact Sourcing

- **Provides job seekers with the necessary training and pre-employment skills**
- **Empower individuals for success**
- **Place participants into paid employment**
- **Promote job retention and advancement**

OUR CX VALUE

Contact Center Solutions and Capabilities

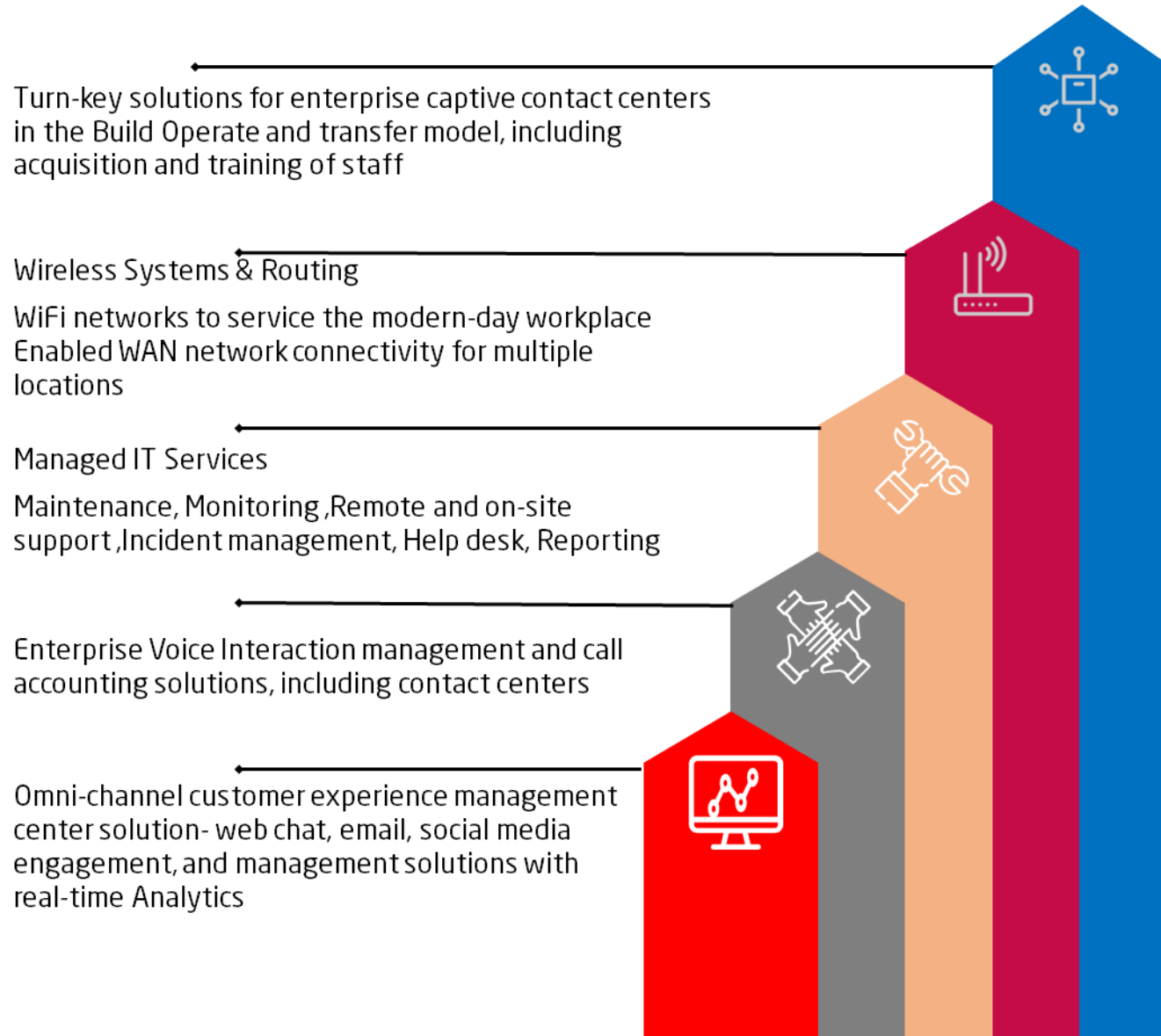


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IT MANAGED SERVICES SOLUTIONS

B-2-B & B-2-C Offering



OUR FACILITIES SOLUTIONS

Contact Center in a Box

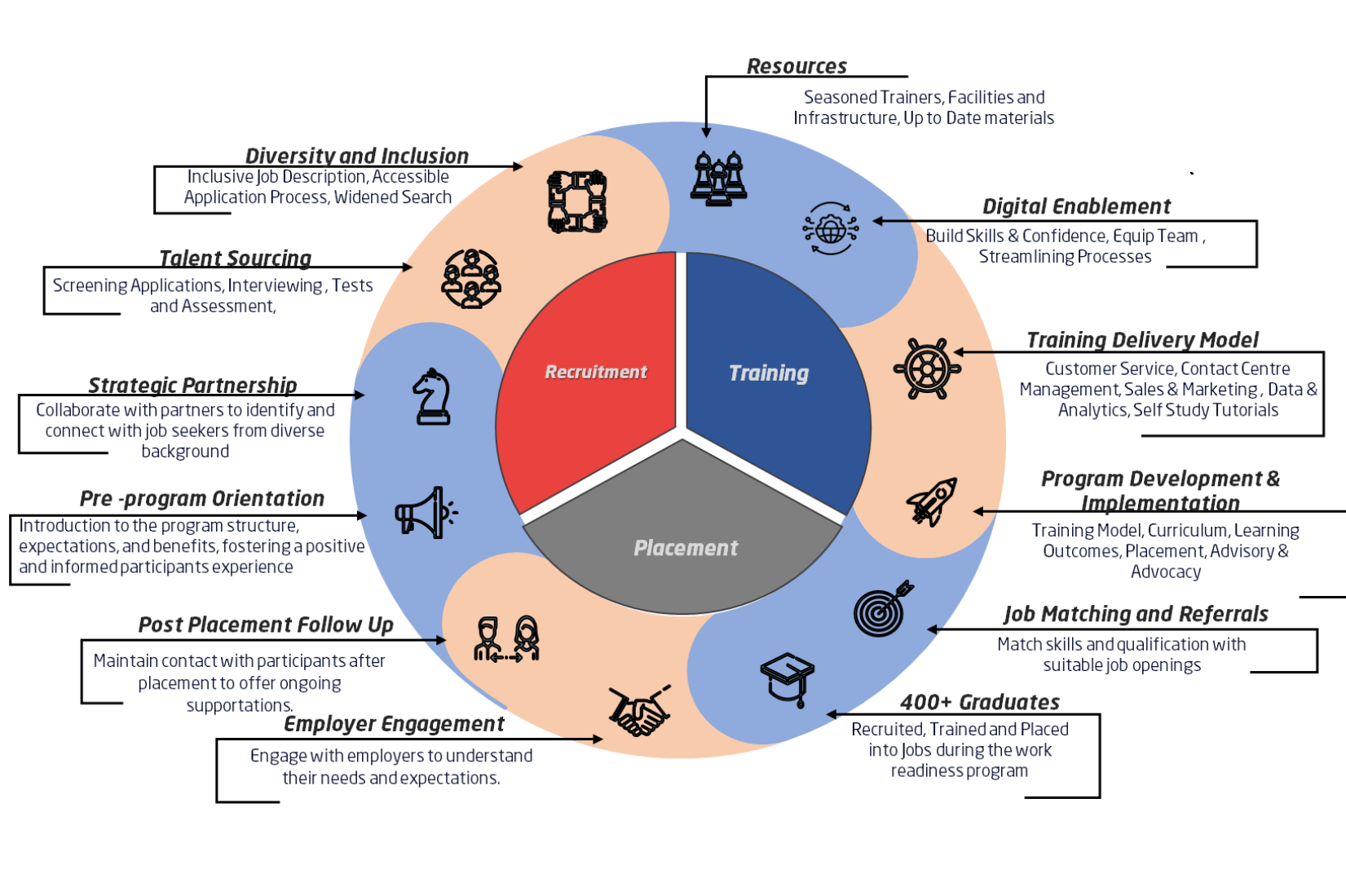


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PROFESSIONAL LEARNING/ WORK READINESS/IMPACT SOURCING

Keys To Successfully Scaling Every Operation



<i>CX Solutions and Capabilities</i>	<i>Trunkey facility solutions</i>	<i>IT, and Networking solutions</i>	<i>Managed Facility Solutions</i>	<i>Facility Incubation services</i>
<p>Outbound Service</p> <ul style="list-style-type: none"> ▪ Debt Collection ▪ Telemarketing/Tele Sales ▪ Up sell & Cross Selling ▪ Customer Satisfactory Survey <p>Inbound Service</p> <ul style="list-style-type: none"> ▪ General Enquiries ▪ Transaction Processing ▪ Customer Registration ▪ Tech Support <p>Multichannel Support</p> <ul style="list-style-type: none"> ▪ Social Media ▪ WhatsApp ▪ Email ▪ Chatbot ▪ AI ▪ Self Service <p>Consultancy</p> <ul style="list-style-type: none"> ▪ Contact Centre Training Agents Ops Support 	<p>Structured Cabling</p> <ul style="list-style-type: none"> ▪ Foundation for the network ▪ Voice ▪ Video ▪ Data Applications <p>Video surveillance</p> <ul style="list-style-type: none"> ▪ Closed circuit television (CCTV) ▪ Monitoring services <p>Access Control</p> <ul style="list-style-type: none"> ▪ Card readers ▪ Authentication technologies <p>Fire Detection and Alarm Systems</p> <ul style="list-style-type: none"> ▪ Fire Safety ▪ Security detection and monitoring 	<p>Routing</p> <ul style="list-style-type: none"> ▪ Enabled WAN network connectivity for multiple locations <p>Switching</p> <ul style="list-style-type: none"> ▪ Local Area Network infrastructure ▪ Fast and reliable network performance <p>Firewall</p> <ul style="list-style-type: none"> ▪ Next-generation threat and Malware protection <p>Wireless Systems</p> <ul style="list-style-type: none"> ▪ WiFi networks to service the modern-day workplace <p>Optimization</p> <ul style="list-style-type: none"> • Boost network performance 	<p>Managed IT services</p> <ul style="list-style-type: none"> • Maintenance • Monitoring • Remote and on-site support • Incident management • Help desk • Reporting <p>HR and recruiting services</p> <ul style="list-style-type: none"> • Full “in-country” services • Employee screening/testing • Hiring • Overall HR management • Training Services • Operational guidance and Governance • Compliance • Payroll <p>Transition Management</p> <ul style="list-style-type: none"> • Manage the crossover to a fully managed GIC <p>Corporate Formation</p>	<p>BPO Incubator Services</p> <ul style="list-style-type: none"> ▪ Call Center servicing <p>Operation Guidance</p> <ul style="list-style-type: none"> • Seasoned operation staff willing to act as mentors/coaches • Focus on knowledge transfer • Hire the necessary management <p>Operations</p> <ul style="list-style-type: none"> • Reporting • Call recording • Training development and planning • HR management • Client Relationship • FTE management-forecasting and scheduling • Technology infrastructure