

# Business Process Outsourcing

Global organizations face increasing competitive pressures and have a real need for a focus on operational efficiency.

Corporate back-offices are nowadays dealing with complex environments, with multiple processes, requirements, service levels and product portfolios.

The development of BPO solutions for our clients enables them to deliver excellence in bottom line optimization. Support is provided to both bottom line improvements and top line performance.

Our methods, experience and solution flexibility enable us to assemble a business solution that caters for each client's specific needs, combined with the benefits of scalability.

Green network solutions are an efficient road to value creation, leveraging our experience in business transformation and BPO. Giving our clients the *freedom to focus on their business*.

Our solutions offer a combination of:

- Expert skills
- Transitioning capabilities
- Technical solutions
- Operational excellence
- Process expertise
- Transformation skills

We aim to deliver sustainable business benefits, speedily and at reduced risks.

## Greennettech's BPO Services

We encourage our clients to outsource various business functions (e.g. Customer Care and Intelligence, Knowledge Process Managements).

We manage and execute the functions according to agreed service levels and business metrics; furthermore we will also continuously transform and improve the business process to achieve best performance.

Our main commitment at green network is to enhance the overall business value of our clients, whilst providing flexible methods that are outcome-focused.

All the collaborators at Green network are attentive and dedicated to building strong collaborative relationships with our clients to achieve superiority.



BPO's primary function is to achieve low-cost high-efficiency bottom line in order to reduce operational and overhead costs.

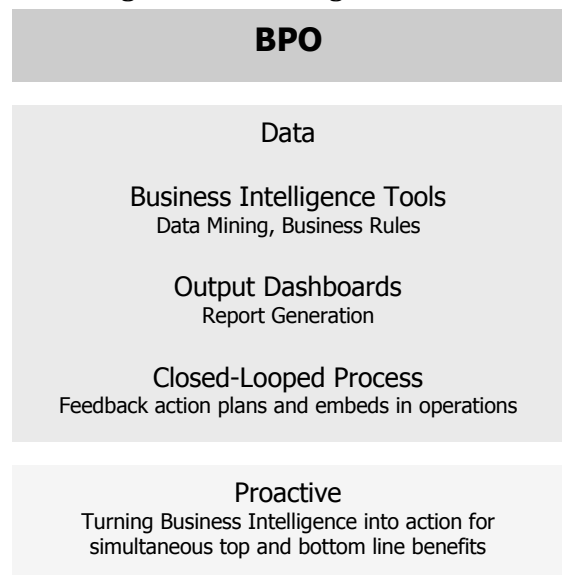
However, it is equally a source of competitive advantage as a result of enhanced innovation and improved performance.

Through the application of processes and analytical business intelligence tools, we are able to extract value from what was traditionally viewed as just workflows. This data can nonetheless, positively affect clients' top lines, as it provide the foundation for better, and more informed business decision.

The information will help improve a wide range of competencies:

- Deeper industry knowledge
- Broader process expertise

## Turning Business Intelligence into Action



- Improved benchmarking



The key to improving the top lines is to turn business knowledge into action, which GNT will endeavour to do.

Green network excellent transition programmes, process efficiency models and improvement methodologies will help our clients achieve stability, effectiveness and efficiency.

**Making a difference to Your business**

The association of BPO with tools to unlock the hidden value from the workflow will provide incremental knowledge beyond fundamental processing services.

We will contribute to your growth by:

**Displaying excellence in the transition of legacy to new processes and systems** – using rigorous methodologies and sustaining our effort to assist you in this time of change.

**Offering flexible solutions and contracts that are output based** – ensuring the solution we offer is tailored to your specific needs, and aligning those needs with hybrid pricing.

**Ensuring you get the right resources, in the right location, at the right time** – leveraging out network and enhancing the scalability to provide increased value and reduced total cost.

**Focusing on collaboration** – ensuring the transition and implementation of our solutions are successful

Our organization has over 20 years of international expertise in the IT domain. Our priority has remained unchanged over the years:

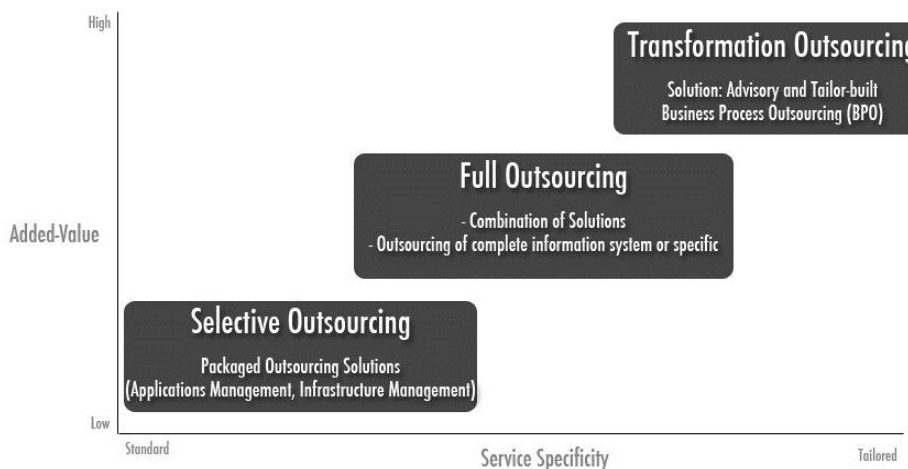
Providing integrated solutions to our clients, enabling them to focus all of their efforts and attention onto their business

Greennettech assists its clients in their evolution. We strive to complement our potential solutions with a desire to find the best added-value to investment ratio to ensure the highest levels of customer service satisfaction.

Green network is truly dedicated to delivering excellence to organizations of all sizes. Its key resource is its human capital, made up of outstanding and dedicated collaborators. They are the fibre of the organization, which is human sized and thereby flexible to an unprecedented degree.

Our initiatives are both ambitious and innovative, making us a truly distinctive and competent partner.

**Adapting Our Solutions to Your Needs**



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