

## Back Office Services

## What we offer

We handle your business processes, whether simple or complex on our nearshore platform in Portugal.

We carry out your operations directly on your own departmental systems or using your applications.

We dedicate a team of experts to support your changes, upgrades and new services.

## What is your benefit

You benefit from our services provided in our skill center or on your site.

You benefit from an european time zone active support (UK Time, CET) for your back office activities.


## Back Office Services

## Best services for customer satisfaction

* Guarantee quality, security and continuity of service
* Gain flexibility for your workload balancing and activities
* Reduce costs by automating tasks and by adapting to a variable environment
* Benefit from tailored processes and real-time traceability
* Optimize your resources to focus on your strategic activities



## Technology \& certification

* Business services: SAAS, BPO
* Editor partnership: SAP, Peoplesoft
* Certifications: SLA, QoS, ISO


## Back Office Services

## Our fields of expertise:

We specialized in Banks and Financial services back office support for:

* Reconciliations (Security \& cash , Accounting, Transaction and operation breaks)
* Accounting and finance support (Annual process, audit \& control, GL, inventory)
* Client and services Business process (KYC, Clients servicing)

Our team of expert serve you on all software for Back Office operations:

* Reconcilation tools (NXG, Intellimatch)
* Accounting and GL systems (SAP, Oracle GL, MS Dynamics)
* Workflow systems (PEGA, NXG Accurate)
* Other...


## Back Office Services

## Reconciliations

- Cash \& securities
- SWIFT/CLS
- NXG / Intellimatch

Accounting

- Oracle GL
- SAP
- MS Dynamics

Business process

- PEGA
- NXG Accurate
- Autres



## Other extended Back Office Services

## Products and Services

* Back-Office Support
* Claims Processing
* Content Review
* Data Entry
* Retention and Saves
* Account Management
* Technical Support


