

Business Process Outsourcing



Green network Technology LTd.

Our organization has over 20 years of international expertise in the IT and recruitment domains. We operate in a range of industries including banking, insurance, financial markets, engineering, telecoms, public sectors, etc. Over the years, we have accumulated vast quantities of knowledge and expertise, and we are now able to offer multi-disciplinary solutions for your outsourcing needs. 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

Green network 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. We will always aim to tailor the offered solutions to your specific needs and requirements. It is our business to make your business as seamless as possible, making you more competitive whilst reducing your daily operating costs.

It is ultimately the combination of our implicit “know-how” and capacity to listen to your needs that enables Green network to offer customized solutions that are adapted to your specific needs. We proceed with standardized methodologies that are recognized worldwide. This helps us achieve a seamless evolution and maintenance.

BPO & KPO

Business Process Outsourcing and Knowledge Process Outsourcing

A CUSTOMIZED SERVICE

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's 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.*

Turning Business Intelligence into Action:

BPO

Data

Business Intelligence Tools
Data Mining, Business Rules

Output Dashboards
Report Generation

Closed-Looped Process
Feedback action plans and
embeds in operations

Proactive

Turning Business
Intelligence into action
for simultaneous top and
bottom line benefits

OUR BPO SERVICES

We encourage our clients to outsource various business functions, hereby follow examples of such functions: Customer Care and Intelligence, Knowledge Process Management, Online applications development, Modules and functionalities development, Web-site content management, Technical assistance, Customer service, Back office, Finances and accountancy, Recovery, Telemarketing, Market research, Direct Marketing, Hotline, Tele-learning...

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 workflow. 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

Improved benchmarking

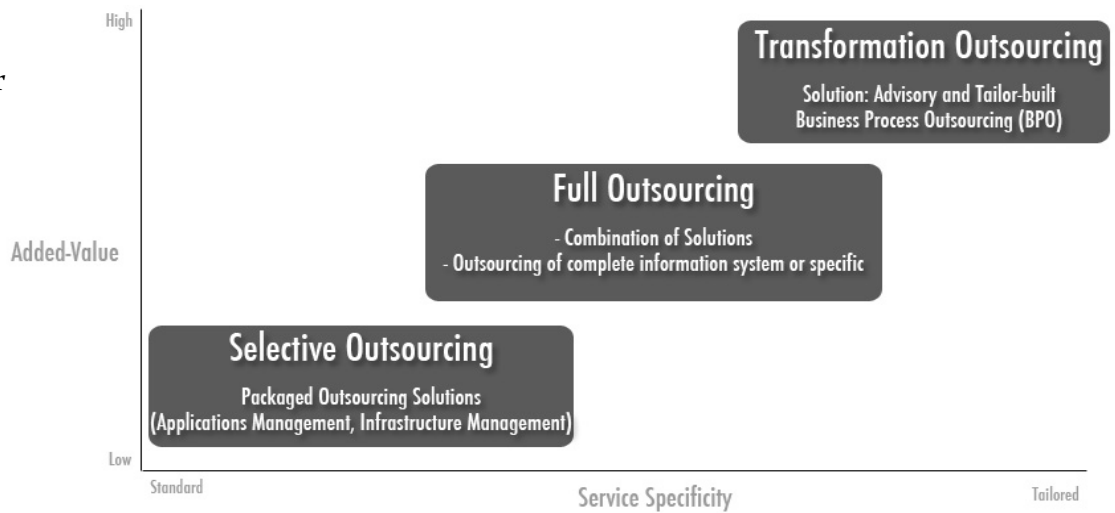
The key to improving the top lines is to turn business knowledge into action, which Green network will endeavor to do. Green network's excellent transition programs, process efficiency models and improvement methodologies will help our clients achieve stability, effectiveness and efficiency.



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.

Adapting Our
Solutions to Your
Needs



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 our network and enhancing the scalability to provide increased value and reduced total cost.

Focusing on collaboration

To ensuring the transition and implementation of our solutions are successful.

Our contacts

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