

GROW YOUR BUSINESS CAPABILITIES WITH ENVISION

Progress in Information and Communication Technology (ICT) has enabled business operations to be done virtually anywhere outside the confines of the traditional office. Many US and European companies have extended their customer outreach, by utilizing the wealth of growing back office operation centers within the Asia-Pacific region. For companies who are looking at a similar option, the Philippines is a good choice where to grow your business capabilities and at the same time lower your costs.

More than 70 call centers and business process outsourcing (BPO) firms exist in the country, and that number is rapidly growing. Although majority caters to foreign companies who outsource their operations, an increasing number of foreign companies have decided to set up their own back office operations rather than outsource to other firms.

The Philippines is an attractive option because

- Lower operating costs vs. other Asian Countries (India, Singapore)
- Up to 70% savings with the relocation of back office operations overseas
- Large available pool of growing young workers that can be easily and readily trained
- Round the Clock accessibility means the ability to support a 24/7 operation
- 3rd largest English speaking population outside of the US and UK
- Large pool of available accountants and college graduates, over 100,000. One of the largest in Asia
- Robust telecom infrastructure to support global communication needs

As a result, the Philippines is host to companies who have moved critical aspects of their operations such as help desk, customer service, telemarketing, backroom financial services, design and engineering, animation, graphics, software development, legal and medical transcription.

A significant part of the investment in the establishment of a call center and/or BPO operations is setting up the appropriate facilities, telecom and IT infrastructure. The return on investment is the total cost savings in expanding or relocating aspects of their business to the Philippines. Done right, returns can be realized in as quickly as three months after start of operations.

For many of these companies, putting up a business in the Philippines is a new venture. They need a partner who can help them do things right from the start, make the right investments, and have the business up-and-running – ON TIME, WITHIN BUDGET AND WITH QUALITY.

EnVision IS THE RIGHT PARTNER!

The EnVision Team has the unique combination of business acumen and ICT expertise to help foreign companies set up their call center and/or BPO operations in the Philippines. Each senior team member has an average work experience of more than 10 years, each an expert in a particular business discipline. Collectively, the EnVision Team has a network of contacts across industries and the depth and breadth of management and hands-on experience in telecoms, networking, IT and their supporting facilities.

For a new company in the Philippines, EnVision is a reliable partner -- one who understands the importance of good telecoms, IT infrastructure and facilities that would support the business processes.

EnVision's Offering – PROJECT ASSURANCE

Beyond project management, EnVision looks out for the client's best interest in establishing its offshore business. Working with various suppliers, service providers and contractors can be daunting for a foreign company new to the Philippines. EnVision leverages on its knowledge and familiarity with the local ICT industry to make things happen on time and within budget. EnVision helps break down the confusion by evaluating available solutions and picking the best choice for its client!

EnVision assures the quality of the deliverables in setting up the business. It means defining the quality metrics from the onset of the project, refining these metrics during implementation, isolating problems that can come up and solving them in behalf of its client. These allow clients to focus and have more time to prepare their organization for their strategic business move.

EnVision's involvement can start from *PLANNING* all the way to *MAKING THE ACTUAL OFFICE/SITE OPERATIONAL*. Specific services can be defined as follows:

PLANNING

- Preparing the feasibility studies which include estimates of capital and operating expenses
- Determining a company's scope of operations to take advantage of the opportunities in doing business in the Philippines
- Providing information on complying with business and legal requirements in the country

ESTABLISHING AN OFFICE

- Assisting in the compliance of business and legal requirements
- Evaluation and selection of potential office sites
- Providing the functional design parameters for the office layout based on the required business process
- Defining build-out specifications
- Evaluation and selection of general contractor for the build-out
- Overseeing and ensuring the actual office construction and build-out meets the specifications and schedules

BUILDING THE TECHNICAL INFRASTRUCTURE

- Designing the infrastructure which includes data and voice communication facilities, structured cabling , power and air-conditioning
- Defining the list of equipment, hardware and software requirements as a result of the design process
- Facilitating the procurement process
- Overseeing the infrastructure build-out including systems testing and commissioning

FINDING THE RIGHT PEOPLE

- Defining the human resource requirements who will operate the business
- Recommending the appropriate recruitment modes and recruiting partners
- Working hand-in-hand with the client and the recruiting partners to select qualified staff

Although these are the defined services, EnVision's real value lies on being flexible and adaptable to its client's specific needs, the ability to create customized services "on-the-fly". Its focus is to meet the customer's expectations and provide the deliverables -- EnVision knows what needs to be done and has the capability to make things happen.