

CONNECTIFIED

Bringing IOT to Life

MANAGED BPO
BUSINESS PROCESS
OUTSOURCING

www.connectified.com.au



**Comprehensive
Business Solutions
for a Dynamic World**



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INTRODUCTION

Who We Are

Connectified endeavours to be the #1 trusted and dependable partner for all your business process outsourcing (BPO) needs. We employ highly skilled professionals who are passionate about customer service and are dedicated to transforming your challenges into solutions. Our team is committed to delivering exceptional results, ensuring that your business operations run smoothly and efficiently.



With offices located in Australia and the Philippines, our team's ultimate goal is to deliver the most effective BPO solution tailored to the customer and their specific needs. We pride ourselves on efficiency and effectiveness; if there is someone within our ecosystem who can perform the task better, we will be the first to connect you with them directly. There is no time wasted when working with Connectified, as we ensure that the right expertise is always at your disposal.



Our Guiding Principles

I.

Build utmost trust with those we interact with on a casual or daily basis.

II.

Strive to achieve the highest service excellence and be recognised for our quality of service.

III.

Seek opportunities to collaborate and tactfully achieve the most effective solution for our partners

INTRODUCTION

What We Offer

At Connectified, we offer a diverse range of business solutions designed to enhance operational efficiency and drive growth. Our services are tailored to meet the unique needs of each client, ensuring that you can focus on your core business activities while we handle the complexities.



Why Choose Connectified?

Expertise and Experience:

With offices in Australia and the Philippines, we bring a wealth of knowledge and experience to every project, ensuring that our clients receive the best possible service.

Client-Centric Approach:

We prioritize our clients' needs and work diligently to provide solutions that are not only effective but also aligned with their business goals.

Innovation and Technology:

We stay at the forefront of technological advancements, continuously integrating the latest innovations into our service offerings to provide cutting-edge solutions.

Our Core Offerings Include:

Professional Services

Our expert team provides comprehensive consulting and support services to optimize your business processes and implement effective strategies. We work closely with you to understand your goals and deliver solutions that drive success.

Managed Services

We offer end-to-end managed services that cover IT infrastructure, network management, and cybersecurity. Our proactive approach ensures that your systems are always running smoothly, reducing downtime and enhancing productivity.

Business Process Outsourcing (BPO)

Our BPO services are designed to streamline your operations, reduce costs, and improve efficiency. From customer support to back-office processing, we provide flexible and scalable solutions that adapt to your business needs.

Customer Support: High-quality customer service solutions across various channels including voice, chat, email, and social media.

Back-Office Processing: Efficient handling of administrative tasks such as data entry, payroll processing, and transaction management.

Technical Support: Expert technical assistance to resolve issues quickly and effectively, enhancing customer satisfaction and loyalty.

**By choosing Connected,
you are partnering with a
team that is dedicated to
delivering exceptional
results and helping your
business thrive in an
ever-changing world.**





WHAT IS MANAGED BPO?

Where to Apply BPO

Outsourcing business processes can initially be an unsettling experience for any business especially when first calculating risks such as the handling of sensitive information. However as repeatedly shown over time, BPO is key to the world's most successful and complex businesses achieving short-term results without sacrificing long-term sustainability



WHAT IS MANAGED BPO?

Types of BPO

	OUTSOURCING Delegating a specific task, process, or service to an external third-party organization. It can occur within the same country or across international borders	OFFSHORING Creating a predominantly remote workforce that reports to head once and is hired, managed and compensated as employees of the core business	MANAGED BPO Specialised in setting up, developing and managing remote teams including learning and development to meet specific KPC's for the lifetime of the deployment
Enables Cost Efficiency without Impacting Quality	● ● ● ○ ○	● ● ● ● ○	● ● ● ● ●
Level of Control over Remote Workforce	● ● ○ ○ ○	● ● ● ● ○	● ● ● ● ●
Flexibility to Manage and Modify Processes	● ● ○ ○ ○	● ● ● ● ○	● ● ● ● ●
Allows Continuous Improvement Opportunities	● ● ● ○ ○	● ● ● ● ●	● ● ● ● ●
Integrates with Governance and Performance Frameworks	● ● ○ ○ ○	● ● ● ● ●	● ● ● ● ●

WHAT IS MANAGED BPO?

The BPO Office

New way of working, merge silos, and unlock capacity to 'do more with less'

EXAMPLE STREAMS: Proactive Monitoring and Alerts; Managed IoT Services; Credit control; Sales and Marketing; Customer Service and Issue Resolution



OUTCOMES: Build a portfolio of BPO functions and use cases, rigorous execution, enable customer service excellence, and deliver results

CASE STUDIES

A Leading Australian Monitoring Center

Project Objective

Client operates a 24/7 Monitoring Centre and had persistent issues with finding affordable, suitably skilled and reliable personnel for their monitoring centre driving up operational costs.

Director level management frequently 'filled the gap' where the company had staff shortages leading to major negative impacts on the management's health and welfare.

Following the full implementation of Managed BPO, all the expectations have been exceeded.

Transparent and Forthcoming Process

I. Connectified arranged a professional Business Tour for the directors

II. Visited, viewed and experienced the real-world opportunities, facilities and world class infrastructure available in the Philippines



CASE STUDIES

A Leading Australian Monitoring Center



Max Availability, Always Ready - 24/7/365

- I. AEST business hours from 12am to 11:59pm everyday
- II. Highly skilled team of 6 remote staff working in three shifts of two man teams
- III. Fully trained via a bespoke, combined-effort, LDPI program

Fully Managed BPO Solution

- I. Connectified provides full governance and oversight of HR and general management related activities
- II. Pre-defined set of custom KPC2s are installed and in regular cadence and effective use

Innovative Commercial Terms

- I. Client agreed to proceed with Managed BPO on a cost-plus model inc. HR recruitment, contracting and brand-new office fit out
- II. Customer is invoiced locally in AUD (with service logs and work-books)
- III. Minimal ongoing TCO saving of 60%

CASE STUDIES

Australia's Largest Water Meter Monitoring Service

Project Objective

Fault detection, ticket creation, issue resolution and proactive reporting for a region wide deployment of 65K customer water meters that remotely collect water usage figures
Collected data to be provided to Council systems to maintain six-month billing cycles
Ongoing service and support for nine years starting in 2021

Multiple Partner Technology Integrations

- I. Optus: NB-IoT communications network provider
- II. GreenBe: Digital customer engagement platform (DCEP) provider built exclusively for smart water utility providers
- III. IOTA: Smart water meter technology provider



CASE STUDIES

Australia's Largest Water Meter Monitoring Service

A Category Leading Service

- I. AEST business hours from 8am to 6pm everyday
- II. Up to 1 million data points reviewed and monitored every hour
- III. Call throughput up to 90 calls per hour during peak inquiry times

Embedding 'Sustainability' to Scale Up

- I. Effortless ramp up and scaling achieved with pre-determine SOPs, business processes and learning and development modules
- II. On the job training for new operators with 100% onboarding success rate and right first-time performance

Agile Performance Improvement

- I. Weekly governance meetings with consortium partners to learn about feedback and help continuous improvement to services provided
- II. Monthly report out to smart water meter deployment project owners and leadership to generate ROI assessments

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STARTING THE BPO JOURNEY

Managed BPO Checklist

TOPIC	QUESTIONS
Background And Context	How much experience does your business have working with BPO providers?
	What are the BPO parameters and key performance criteria (KPCs)?
	Which countries has your business previously had experience in working with a BPO partner? (e.g. India, Philippines etc.)
BPO Requirement	How many staff in each of the roles are required?
	Is there a specific reason for the number of staff per role? Please explain the process used to determine this number.
	Is there a willingness to review the number of personnel? Given there maybe efficiencies and cost savings based around more senior/qualified personnel.
	What is the ideal commencement date?
	Is this for the fully setup remote team or can this be staggered?
	What are the preferred day and hours of operation? (e.g.,Australia east coast or west coast time zones, inside or outside of normal business hours etc.)
	If outside normal hours, are weekends or night shifts required?
	What is the contract duration (or period) that your business is willing to agree upon?
Governance And Oversight	Does your business envisage Connectified providing governance and management oversight to monitor and manage the remote team?
	At what interval will the KPC's be reported and to whom?
	What is the remote team's reporting line within your business?
Platform Integration	What is the platform (i.e. ticketing system) to be used (or currently being used) by your business for these BPO processes?
	Will this platform be available and continue to be used by the remote team?
	What level of platform access will be provided? Who has the administrator rights to control and manage platform access?
	Will platform license fees be incurred to access the platforms (e.g. ticket creation software or other monitoring package)?
	How does your business plan to source and procure the IT hardware and periphery (such as laptops, network devices, screens, keyboards etc.)?
Budgetary	What are the budgetary (e.g. per seat or per person) requirements?
	Is your business willing to budget for health insurance, performance bonuses, Xmas hampers/gifts for remote team members?
Data Privacy	How will remote team access be created from an internet networking perspective?
	What are the customer data privacy and cybersecurity requirements?
Training	What, if any, training requirements are expected or will be provided by your business for the remote team members?
International Travel	Are there any plans, expectations or desires to have any of the remote team attend Australia for business meetings or site visits?

STARTING THE BPO JOURNEY

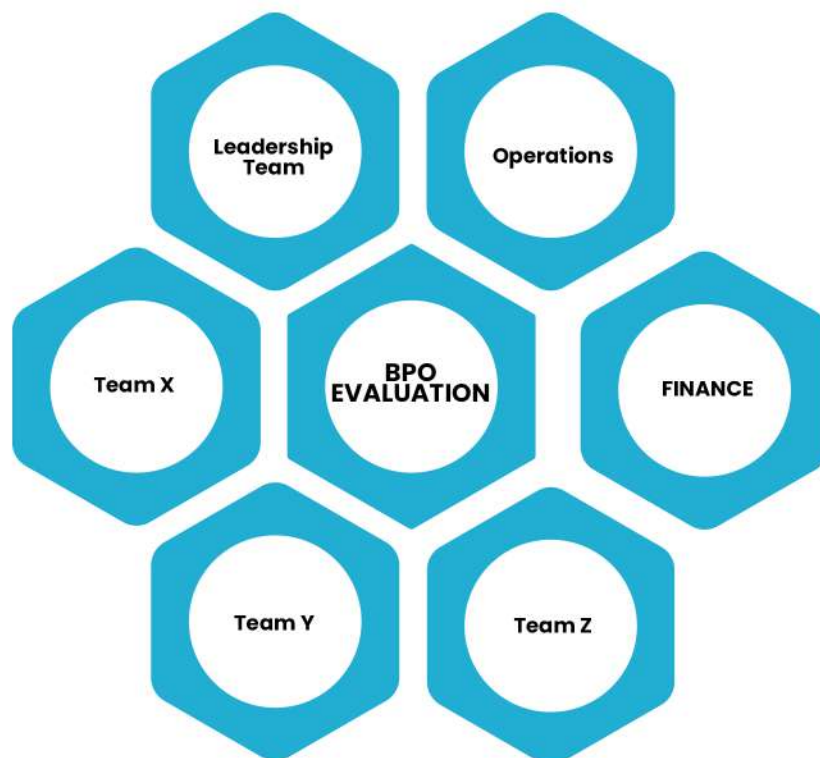
Getting It Right The First Time



Do Your Homework and Be Fully Prepared

As you begin the journey of evaluating whether or not your business is compatible with a particular BPO provider you first of all need to align with all of the relevant key decision makers within your business.

Arming yourself with the right facts and figures will certainly expand the scope of opportunity, increase value generation potential and maximise the quality of the final results.



STARTING THE BPO JOURNEY

Nexus of Gen AI and BPO

Why Now? What's Happened to Allow this Change?

Generative AI is a set of applications built using foundational models. These models contain expansive artificial neural networks that are able to perform 'deep learning'. Unlike previous deep learning models from the 1960s to the recent 2020s, Generative AI can process extremely large and varied sets of unstructured data and use that to perform a wide range of tasks across broad types of modalities including text, images, video, audio and code.



Human-like Chatbots	Customer interacts with a humanlike chatbot that delivers immediate, personalized responses to complex inquiries
Enhanced Call Scripting	Human agent uses AI-developed call scripts and receives real-time assistance and suggestions for responses during phone conversations
Automated Call Assist	Human agent uses automated, personalized insights generated by AI, including tailored follow-up messages or personalized coaching suggestions
Automated KPI Tracking	Human agent receives productivity and quality suggestions based on the results of more highly skilled agents or highly positive outcome interactions
New Data-Driven Strategies	Sales and marketing teams can gather market trends and customer information from unstructured data sources using AI to draft effective communications
Optimised Campaigns	Customers see highly targeted campaigns tailored to their segment, language, and demographic based on historical and current market trends
Virtual Fitting Rooms	Customers can access comprehensive information, comparisons, and dynamic recommendations, such as personalised "try ons"
24/7 Representatives	Virtual sales representatives enabled by generative AI emulate humanlike qualities to build trust and rapport with customers
Comprehensive Planning	Software engineers and product managers use generative AI to assist in analysing, cleaning, and labelling large volumes of data, such as user feedback and system logs
Shorter Agile Sprints	Engineers use generative AI to create multiple IT architectures accelerating system design, and allowing faster time to market
Drag and Drop Coding	Engineers are assisted by AI tools that can code, reducing development time by rapidly finding prompts, and serving as an easily navigable knowledge base
Robust Testing Schemes	Engineers employ algorithms that can enhance functional QA and UAT performance testing to ensure quality and can generate test cases and test data automatically

STARTING THE BPO JOURNEY

Contact Us

If you'd like to find out about Managed BPO, learn about how it can improve your business or have some questions around starting your own BPO journey, get in touch:



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