



Outsourcing for  
Business Value

# Business Process Outsourcing

# Creating **Value** through **Business Process Outsourcing**

**You can entrust your business processes to NCS, a regional provider with over 25 years experience in IT and outsourcing services**

Optimising business value and carving out a sustainable competitive edge distinguish successful companies from the others. Our full spectrum of Business Process Outsourcing (BPO) services delivers this differentiating factor by:

- Enhancing operational efficiency and productivity
- Redefining operations to achieve cost savings
- Strengthening corporate governance
- Maximising human resource allocations
- Aligning your processes to industry best practices

Our BPO capabilities help you stay focused on your core business. As your strategic business outsourcing partner, NCS will walk the outsourcing journey with you. We will take care of your day-to-day business processes so that you can devote time, energy and resources to matters higher up the value chain. We free you to focus on your core competencies and enable you to pull ahead of the competition.

We create and deliver business value to our customers with our broad suite of outsourcing solutions and allow you the flexibility to build up your business with our 'on-demand' resources. We provide immediate access to state-of-the-art technology and processes, without the time-lag and capital cost of setting up your own systems. We enable you to react quickly to market demands by adjusting our service level to suit your needs.

We help to improve your bottom line by lowering your operating costs through streamlined processes and lower overheads. At the same time, we save you the headache of sourcing for qualified and experienced staff. Our seasoned BPO team will ensure that your processes are handled in accordance with industry best practices so that you can operate with confidence. As part of our BPO service, we also provide complete documentation of your work processes.

We ensure your back-end operations are efficient and secure while at the front-end, we help you achieve greater customer satisfaction through our commitment to service excellence.



**“NCS focus on quality, customer satisfaction and continuous improvement was evident at all stages of the project and continues into production. This focus was supplemented by a high level of enthusiasm and a wide range of skills across a number of disciplines.”**  
— Customer Project Director

# What **NCS** Can Offer You

**Our comprehensive suite of BPO services are supported by a business-driven, value-based methodology and a global delivery network**

We offer BPO services in the following areas:

- Finance and Accounting outsourcing for accounts payable, accounts receivable, customer billing, credit management, general accounting and cash management
- Bank operations outsourcing such as client statement printing, document management, data entry and encoding
- Contact centre outsourcing for management and operation of customer care, inbound and outbound service and support calls
- Human resources (HR) outsourcing for payroll, compensation and benefits administration, claims and recruitment
- Procurement outsourcing for vendor selection, tendering, negotiation, accounts payable, delivery management, asset tracking and vendor management



As an alternative option to outsourcing, we can help our clients design and build shared service centres for Finance, Procurement, HR and IT where standardisation, streamlining and corporate governance are some of the key drivers.

Our services are complemented by an integrated operations management system specially designed to support an outsourcing environment comprising onshore, nearshore and offshore locations. Business information

and knowledge is securely stored and retrieved while processes are optimised and the service level performance monitored and reported.

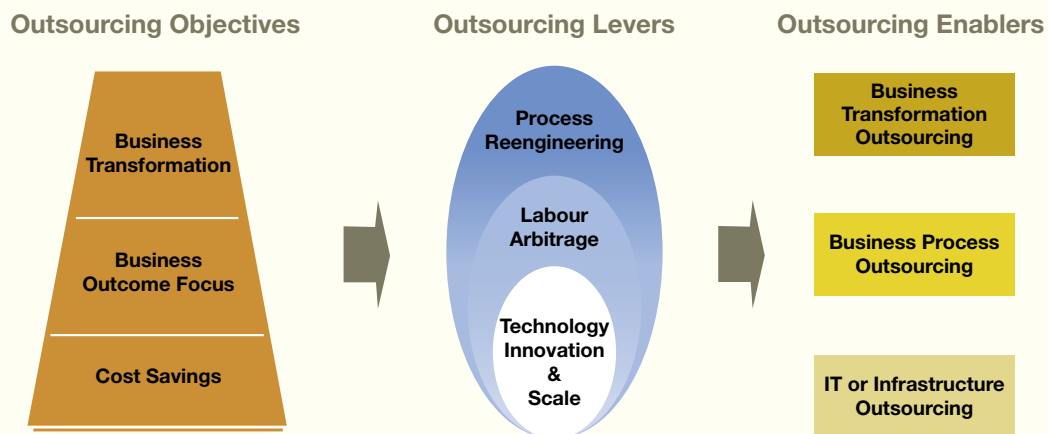
A secure and reliable global network ensures your offices anywhere in the world are always connected seamlessly to your processes taking place at our delivery centres. In effect, we become an extension of your organisation as if your outsourced transactions are still taking place at your premises.

# Why Choose NCS

**As a recognised leader in BPO services, our core competencies give you an extra competitive edge**

NCS is ranked among the Global Outsourcing 100, accredited by International Association of Outsourcing Professionals (IAOP). We have attained the Singapore Productivity and Standards Board certification in BS15000 and BS7799 for IT Service Management and Information Security Management Systems. Our Suzhou delivery centre in China has also been awarded CMMI level 5 certification.

Our approach to outsourcing aims to deliver results and benefits through our tested and proven capabilities:



## Technology innovation and scale

You will leverage on innovative and business-enabling technology when we manage your processes. In this way, you automatically enjoy lower costs and faster turnaround time. You develop the agility to respond quickly to changes in business and technology.

## Domain and process re-engineering

While taking over your routine but vital processes, our consultants, working with in-house domain experts (such as Change Management, Finance, Human Resource) will be able to apply our BPO methodology to explore and implement process re-engineering for greater efficiencies while handling the human factor with care and sensitivity.

## Labour arbitrage

Our delivery centres are located where processing costs are competitive so that you benefit from labour arbitrage. Currently, NCS has delivery centres in China (Chengdu, Suzhou and Shanghai), Australia (Sydney and Brisbane) and Malaysia (Kuala Lumpur).



# The Bizval™ Advantage

**Our proprietary Business Value Model guarantees you get business value from BPO**

At NCS, we believe that delivering business value underpins all our customer relationships. As such, we have institutionalised a proprietary Business Value Model (Bizval™) that guides all our business propositions.

*All aspects of business value creation follow a structured 3-stage journey*



Bizval™ is a systematic and holistic approach to help you progress from the current to the desired future state, along a structured three-stage journey that focuses on Defining Value, Realising Value and Sustaining Value.

## Define Value

Our team of consulting specialists, steeped in thought leadership and with domain knowledge, will help you define and quantify the business value of outsourcing. Central to this phase is an in-depth study to assess your current state as a basis to design an appropriate model for your organisation, complete with value-based outcomes, business blueprint, transition plan and an implementation strategy and plan.

## Realise Value

Our outsourcing experience, trusted integrated solutions and proven methodologies facilitate the transition of your organisation by designing the future state, establishing the target environment and implementing it together with you. We achieve this by being stakeholder-centric and outcome-focused, with an eye on time to value.

## Sustain Value

We will help you to execute and sustain your future state where you have full control of core processes, optimised process efficiency, scarce resources reallocated to focus on core tasks and an adaptive business infrastructure. This is to ensure that the value created from the outsourcing initiative is sustained and leveraged upon for the next leap for you to do what you do best.

**“ NCS employed a defined and methodical approach to ensure that both the context and details of existing processes were thoroughly documented.....This thorough and holistic approach led to a stable base for solution formulation and ultimately a smooth transition of service . ”**

— Customer Project Director



**NCS Group is a leading information technology (IT) and communications engineering services provider with about 4,000 staff located in 10 countries across the Asia Pacific and Middle East regions.**

**NCS has in-depth domain knowledge and unique delivery capabilities which focus on defining, realising and sustaining Business Value for its Customers via the innovative use of technology.**

**With proven expertise in consulting, development, systems integration, outsourcing, infrastructure management and solutions, gained while serving government and commercial organisations across the region, NCS delivers end-to-end support for every organisation's technology needs.**

**NCS is headquartered in Singapore and is a wholly-owned subsidiary of the SingTel Group.**

## **what you can do**

Contact NCS at [reachus@ncs.com.sg](mailto:reachus@ncs.com.sg) today! Discover how you can effectively engage NCS, and leverage on our proven solutions, expertise, experience, methodologies and partnerships for business advantage and real value.