

Establishing a Cost-Effective Support Centre for the Balkans

The Client

A premium business process outsourcing (BPO) provider of sales, customer care and technical support services for many Fortune 1000 companies.

The Challenge

Establish a contact centre in Bulgaria to provide high quality, cost-effective customer and technical support for their major clients in the Balkan region.

The Solution

The client partnered up with Sofica-Group for Build Operate Transfer, payroll and administrative services, as well as start-up support including:

- Provision of power of attorney to setup a daughter company in Bulgaria
- Implement a call centre system for 90 seats according to client specifications within 70 days
- Recruitment of staff and management, support with recruitment and testing activities
- Preparation of HR documentation including employee contract, welcome package and HR file
- Support with setting up clients daughter company in term of requirements of Laws for Health and Safety
- Administration and processing of payroll of hosted employees

Key Benefits

- Minimized risk and liability
- Quicker Flex up/down
- Converting OPEX into CAPEX
- Successful launch in less than 3 months
- Established procedures, policies and cultural knowledge base for client's major projects
- Short ramp-up times
- SLAs for system uptime 99.95 kept and delivered on a multi-year contract
- IT infrastructure and consulting
- HR management including staff recruitment of rare Balkan languages
- Provision of office facilities and administrative services