Growth Magnet
Business process outsourcing

Service Portfolio

FINANCE & ACCOUNTING SERVICES

Tech, AI, ML, & NLP MANAGED SERVICES

SALES ENABLEMENT

CONTACT CENTER SERVICES

BACK OFFICE SERVICES

DATA LABELLING & ANNOTATION

Our **four global technology practices** provide domain expertise paving the way for **successful delivery**

Strategy

Our strategy practice is built on the premise that to succeed with digital, businesses need to gain situational awareness of their environment, the users and the interplay between them. We will use a Product Management approach to focus on solving user and business problems and to safeguard our value from dilution.

Experience

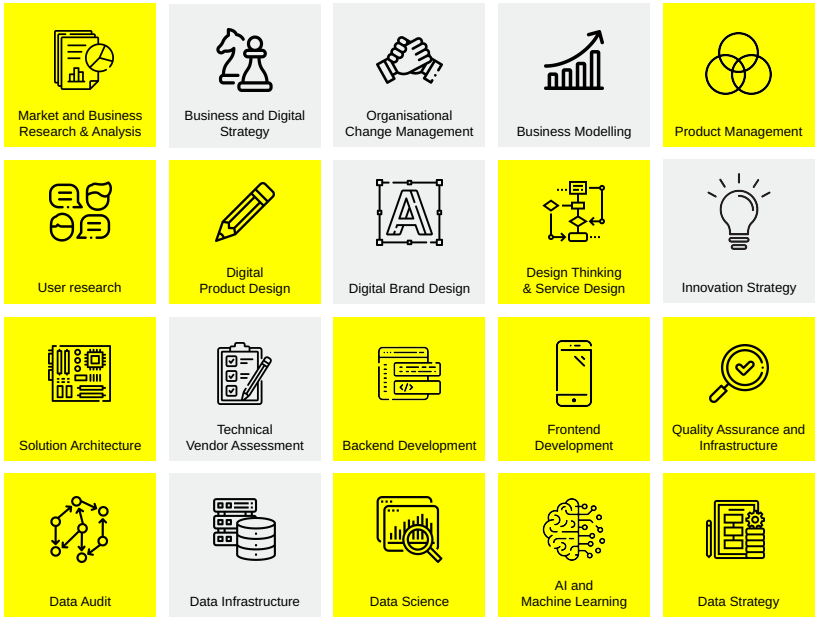
We love to fall in love with the problem and more importantly different people's problems. Based on research and experimentation, we strive to develop a deep and compassionate understanding of the human at the end of the line. We believe in designing for people first, and with this in mind, we create useful and compelling experiences, propositions and products..

Technology

Our technology heritage provides us with a strong foundation to architect solutions for the future. Our architects and developers take pride in building resilient and scalable solutions with native quality across platforms. Our technology focus is rooted in a mindset of curiosity, which means we are always ahead of the curve.

Data

Knowledge is power. As technology moves closer to ubiquity it becomes even more important to nurture the ability to take advantage of new opportunities and base our actions on insights. Our data experts provide opportunities for uncovering the insights that empower the business to perform, grow and transform as the customer preferences and the market change.



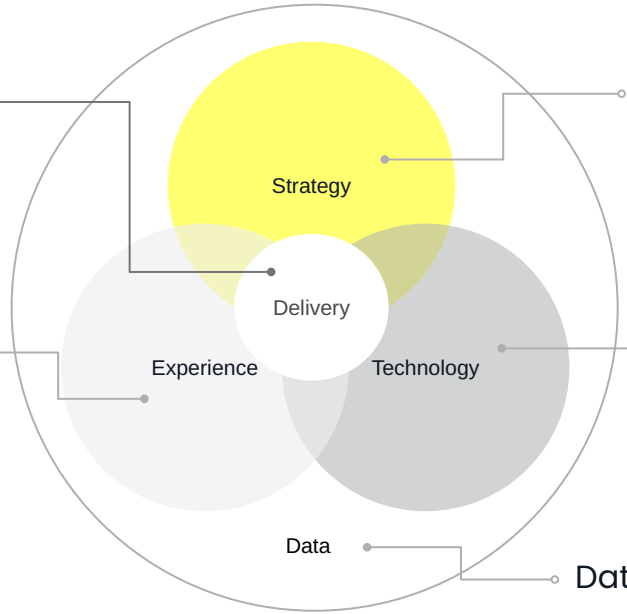
The four practices are deeply intertwined in the way we work and ensure we can match competences to projects

Project Managers

Own project delivery, meetings, RAID logs and deliverables.

Experience Consultants & Designers

Own concept, journey, & prototype creation. Leads research & user involvement and testing.



Strategists & Product Managers

Own the overall product/platform vision, including objectives & KPIs. Conducts prioritization of features and lead the change management program.

Engineers & Architects

Own the technology, data, testing & systems review. Consults on technical feasibility & architecture. Includes external tech partners such as PlaceOS, AWS, etc.

Data Scientists

Own the data platform structure, analytics, business intelligence, machine learning and AI.

We're a **Good Match** because...

- We're a proven partner with **over 20 years of hands-on experience in delivering transformation** and best-in-class experiences.
- We always **approach assignments with a user-centric mindset**, because we believe strongly that successful change relies mostly on people.
- We're a strong believer that **effective transformation is people-led** despite our strong technology heritage.
- We bring experience from a wide range of industries, which enables us to **challenge industry-specific mindsets constructively**.
- We bring relevant Subject-Matter Experts who'll combine their **deep experience** in both retail and consumer packaged goods with wider industry knowledge.

Our technology services

Getting you ahead of the curve, and keeping you there.

Moving on from legacy systems

Unlocking you from old systems that inhibit innovation, we can replace or build on top of existing platforms, exploiting best practice technologies and defining your technology strategy to help you become more adaptable in the future.

Digitising business processes

Driving efficiency through process improvement and automation, and creating opportunities for innovation and growth by leveraging APIs to integrate systems and introducing cutting edge technologies, such as augmented reality and machine learning.

Building digital products and services

Accelerating innovation and time-to-market through a seamless process of planning, building and testing, our delivery team work in partnership with your project team to drive immediate value.

Increasing returns on tech investment

Finding smarter ways to manage your teams and systems, by examining your blend of bought, borrowed and built tech, and helping you create a culture that encourages talent retention.

Our technology offerings

Generally, we focus on expertise in specific technologies listed below, but have an extensive network of partners which allows us to be relatively technology agnostic.

Mobile & Cross-Platform Development
- iOS
- Android
- Flutter
- React Native

Backend & API Development
- Node.js
- Java/Kotlin
- .NET
- Go

Cloud Engineering
- AWS
- Azure
- Google Cloud Platform
- AliCloud (and Hybrid)
- Terraform
- DevOps

Immersive Technologies
- Augmented Reality
- Virtual Reality
- Metaverse

E-commerce, CMS, & CRM
- BigCommerce
- Contentful
- Sitecore
- Salesforce

Quality Assurance
- Test management
- Automated testing
- Performance testing
- Accessibility testing
- User acceptance testing
- Manual testing

Web Development
- React
- Angular
- Next.js

Smart Spaces
- PlaceOS
- Digital Kiosks
- IoT

Technology Strategy & Solution Architecture
- Enterprise Architecture
- Microservices
- Serverless
- Technology strategy
- IT Governance
- Thought Leadership

Our data services

Making your data do more for your business

Data Maturity Assessment
Using our data-driven framework, we'll help you establish baselines, set expectations, and start a process of continuous business improvement around Tooling, Purpose, Methods and People.

Data Engineering
Extracting, transforming and loading (ETL) is the name of the game in data engineering. Our experts keep those tensors flowing so your data is always accessible, scalable and of high quality.

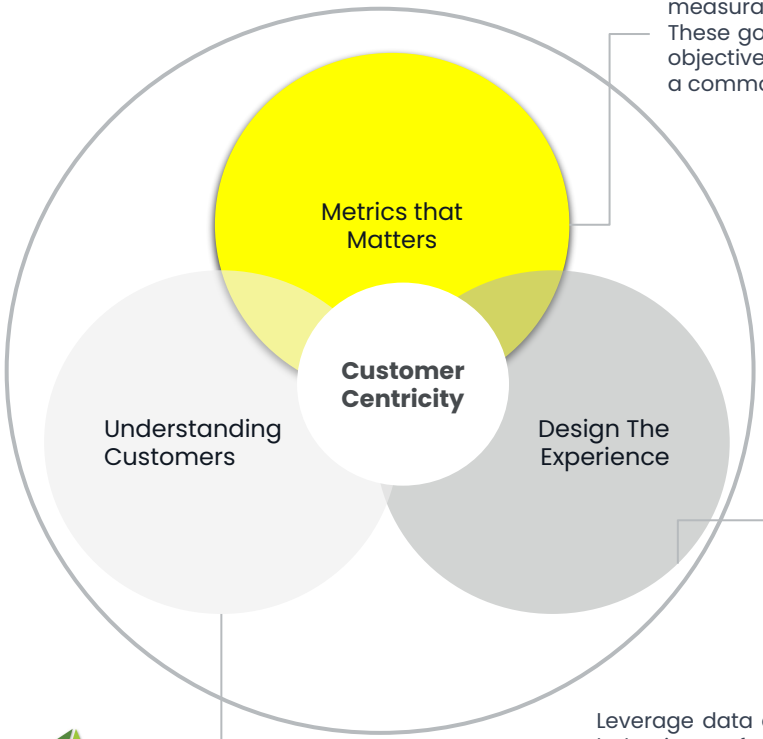
Data Science
Using advanced tools like predictive modelling and machine learning, we guide you swiftly from POC to scalable production, so you can use data predictively to solve problems and unlock value.

Data Strategy
Creating an actionable playbook for how data can enable core business values, accelerate the achievement of your key business goals, and increase ROI on your data-driven projects.

Data Visualisation
Building powerful, visually appealing custom dashboards (using tools such as PowerBI and Tableau) that enable you to easily extract insights and make data-driven decisions in all areas of your business.

3. Customer experience

Customer centric strategy



Metrics provide a basis for setting clear, measurable goals for customer service team. These goals must align with broader company objectives, ensuring everyone is working toward a common purpose or target.

Customer experience depends on the well orchestrated performance of each verticals of an organization, keeping Customer in mind.

Leverage data analytics to understand customer behavior, preferences, and pain points. Use these insights to make informed decisions and improve customer experiences.

Customers come first,

Always

Grow your business with Data driven customer journey & Insight management

Customer experience

GM is offering assistance, support, and guidance to intercompany stakeholders using digital communication channels. This includes outbound calls, email communication, live chat, video conferencing, and social media. Here are some key considerations and best practices for offering virtual financial customer service.
We are available on various communication platforms to cater to different customer preferences. This may include phone support, email, chat, and social media. Using Slack, Google meet, MS Teams, ZOOM, G-SUITE and Clickups

We have also **CENTION,** omnichannel certified professionals in our leadership team.

Empowering Businesses with

Customer-Centricity

and Precision Crafting Success Stories Through the Right Tools!

Accounting Services

Audit Support

Working Capital management

bill.com coupa tipalti salesforce conga

Payroll Processing

workday. bambooHR

Bookkeeping Services

ORACLE NETSUITE SAP intuit quickbooks. ZOHO xero Expensify sage

Tax Reporting And Filing

Budgeting and Forecasting

Financial Planning Analysis and Reporting

certinia SISENSE +ableau Power BI

Controller Services

FloQast BLACKLINE CashAnalytics

Thank you