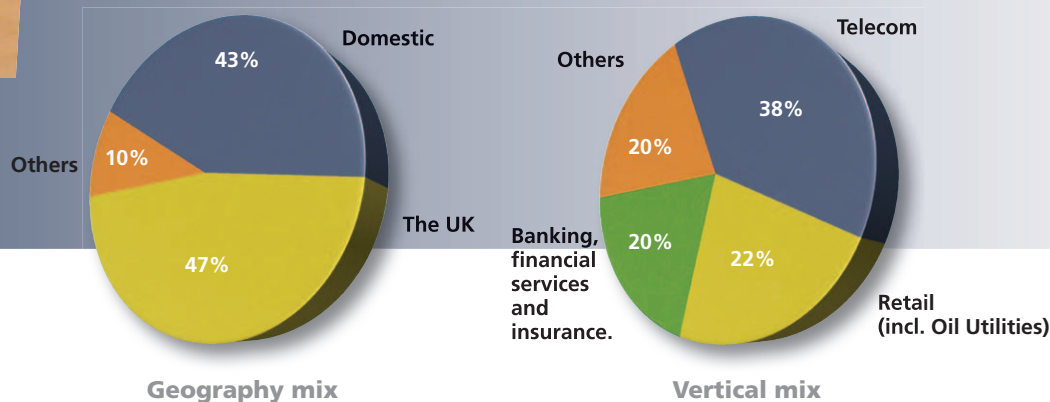


About Aegis

- **Founded in the US with 20+ years of service experience**
- **One of the fastest growing BPO providers with annual revenues of more than \$750 million**
- **50,000+ employees globally**
- **45,000+ seats in 43 global locations – India, Philippines, US, Costa Rica, Sri Lanka, South Africa, Australia, New Zealand, Argentina**

Aegis South Africa grew by 40% in the financial year 2011.

Business mix of Aegis South Africa
% of revenue



- Close to 45% of the revenue from the domestic sector
- Telecom is the largest industry vertical with 35-40% of the revenues
- Voice work constitutes 100% of the revenue



Call Centre floor



Range of Services

- **Key service offerings**
Customer service, Customer care, Technical support, Claims processing, Basic financial services
- **Key experience areas**
Capacity planning, Process optimisation, Technology optimisation and Quality monitoring

Total Customer Lifecycle Management



Client Case Example

Aegis is a global customer services leader with clients across multiple industries including:

- Automotive
- Pharmaceutical
- Hospitality
- Financial Services
- Public sector services
- Telecommunications
- Insurance
- Utility
- Leisure

CLIENT SITUATION

- A large UK telecom company outsourced customer service and query handling work to South Africa as part of a network of delivery centres in UK.

SOLUTION OVERVIEW

- The scope of work included customer service and query handling. The Aegis team partnered with a UK based outsourcer to smoothen the initial learning on contracting offshore for the buyer. This outsourcer could also provide the global data and telecoms network backbone.

RESULTS

- The centre in South Africa has consistently been ranked as "Good" or "Very Good" by 96–99% of users as opposed to 92–95% users in the case of onshore delivery centers.
- The commercial satisfaction was achieved through a completely open approach to pricing. This was supported by a careful management of key cost areas like absence and attrition.



Agent taking a call

Investments made in South Africa

- Aegis acquired CCN Group – one of the largest privately owned contact center outsourcing companies in South Africa in 2009.
- The acquisition forms part of an overall R500 million (USD 60 Million) investment into South Africa.

Plans for growth in South Africa

- Aegis has significant investment plans, in the next three years in South Africa, with a growth plan of 1500 FTE's in South Africa with:
 - 1000 FTEs in South Africa to serve UK
 - 500 FTEs in South Africa for domestic market
- Aegis Global Academy plans to set up a centre in South Africa over the next 6-12 months
- Aegis plans to grow within the South African public sector

Role played by South Africa in the delivery network to the clients

- Voice work for UK market due to higher cultural affinity and empathy
- South Africa is a risk diversification location for two of the largest clients for Aegis

"Why South Africa? South Africa provides a competitive and growth environment for global clients."



Kobus Van Der Westhuizen
Senior VP, Aegis South Africa



South Africa

South Africa is leveraged to serve the UK and domestic market

To know more about AEGIS, contact: Kobus Van Der Westhuizen
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