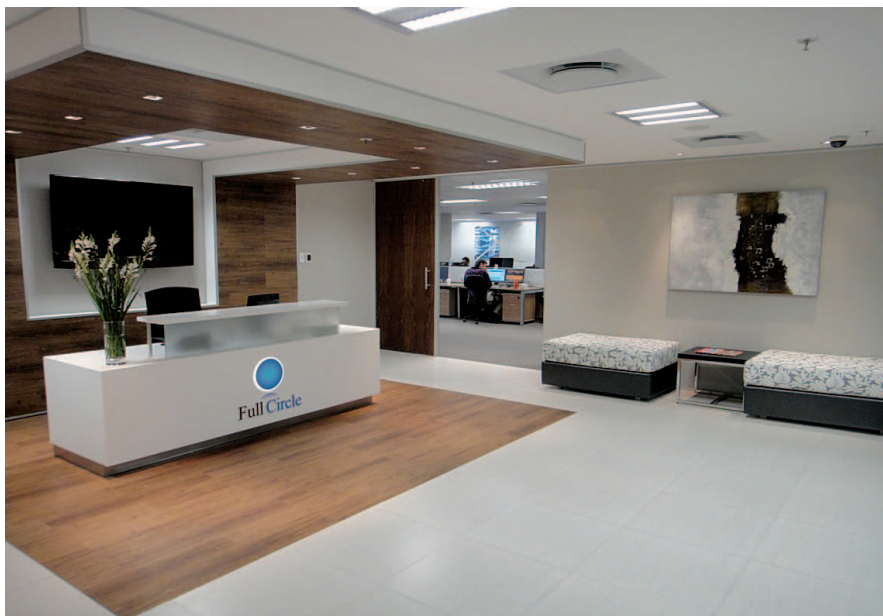


## About Full Circle

***A unique “try before you buy” service is helping the Western Cape contact centre industry to attract new international business, by offering low-risk pilots that allow clients to experience service delivery from South Africa before making any long-term commitments.***

- Established in 2005
- Involved in assisting a number of international clients to offshore to South Africa, including *Amazon.com, Bloomberg, Carphone Warehouse* and *CapQuest UK*
- Office in Cape Town and London, with head office in Cape Town, offering 350 hosted seats
- One-stop-shop approach designed to assist clients in evaluating, developing and transitioning quickly, cost effectively and successfully to South Africa
- Two industry awards for innovation for Model Office in 2009 from BPeSA National and BPeSA WC



**Full Circle,  
Cape Town  
office reception**



*We speak your language*  
[www.offshoringsouthafrica.com](http://www.offshoringsouthafrica.com)

## Range of Services

**OFFSHORE STRATEGY** Assisting clients in evaluating, developing and transitioning quickly, cost effectively and successfully.

**MODEL OFFICE** A facility allowing clients to experience, firsthand, customer service delivery from South Africa for a trial period prior to making any long-term investment or commitment with regard to location or specific operating model.

**CAPTIVE BUILD** Demonstrated ability to assist in the planning, designing and operational implementation of efficient offshore operation aligned with each client's unique strategic objectives, deployed in a cost and time-effective manner.

**OUTSOURCE EVALUATION** Relationships with leading international and local professional outsourcers, to assist clients in a robust selection process to ensure that reliable suppliers and services are contracted.

**SUPPLIER SELECTION** Full Circle provides a comprehensive range of transitional services directly, and through a carefully selected "tried and tested" network of strategic partners and suppliers, offering our clients an end to end solution.

**TRAINING** Full Circle has devised and developed a comprehensive training and facilitation capability.

**CONSULTING** A range of programmes including management methodologies, tools and operational management.

**PROPERTY** Locating purpose specific property, assisting with lease negotiations, duration and tenure structure.



*Full Circle, model office*

## Client Case Examples

### Key Model Office clients



**amazon**

- Amazon – **Leading online retailer (200 seats)**



**Bloomberg**

- Bloomberg – **Research, analysis and information services (40 seats)**



**capQuest**  
Debt Recovery SA (Pty) Ltd

- CapQuest – **UK debt recovery services (100 seats)**

#### Case Study Global online retailer – Build Operate Transfer

##### SOLUTION OVERVIEW

- Fully hosted call centre solution
- Designed IT & telephony solution
- Implemented English and German operational services for US and European markets
- 185 seats over two sites through Model Office

##### RESULTS

- Successful implementation within 8 weeks, achieved required timelines

#### Frank.net Case Study – Consulting & Project Management

##### SOLUTION OVERVIEW

- Site selection and design, build & fit-out of 100 seat operation
- Solution design on IT infrastructure and telephony
- Operational support including HR, Quality and Training

##### RESULTS

- Design and implementation of flagship multi-channel contact centre

**“I would have no reservations whatsoever in recommending Full Circle to other businesses considering a move offshore..”**

*Tommy Musgrave, CapQuest, Group  
Operations Director*

## Why **South Africa**

### A strong value proposition that includes:

- Cultural compatibility
- English competency
- Accent acceptability
- Positive consumer reaction
- Quality of Voice and Service
- Brand enhancement
- Significant cost reduction
- Skilled resource pool
- Compelling government incentives
- Legal & Data Protection Compliance
- Time zone alignment & 24 hour service
- Robust and stable infrastructure
- Proven offshore capability
- Established Call Centre industry
- Attractive business destination



To know more about Full Circle, contact: Franco Cotumaccio  
[info@fullcirclesa.com](mailto:info@fullcirclesa.com)

©Design Copyright by ALLART STUDIOS  
<[allart@iafrica.com](mailto:allart@iafrica.com)>  
2011



"Full Circle has always been passionate about the South African value proposition and has been an advocate for this internationally since 2003."



*Franco Cotumaccio,  
CEO, Full Circle*



*We speak your language*  
[www.offshoringsouthafrica.com](http://www.offshoringsouthafrica.com)