

# FUTURE-PROOF YOUR BUSINESS WITH A CONNECTED GLOBAL OPERATIONS NETWORK

**SPS' global network of service centers allows companies to reduce costs and boost performance whilst increasing operational resilience. Our dynamic approach utilizes advanced technology and digital processes combined with a highly trained global workforce. As a result, we are able to create bespoke operational models that can handle entire backoffice processes, with the same quality as an onshore solution, but with lower costs and greater flexibility.**

SPS' innovative approach is based around success factors that help enhance control on global operations.

## Smart Shoring

This describes an approach that combines different shoring models within one business processes. It starts with Intelligent Task Segmentation. Backoffice processes are analyzed and then segmented into their component parts. Each element is then completed in the optimal location – be it onshore, nearshore or offshore – based on its complexity. This approach is enabled by our global network of operating centers, which are tightly connected so work-flows can be easily shifted between them. Smart Shoring allows companies to combine the advantages of different locations all over the world, savings costs while still increasing productivity, speed and quality.

## Rapid Scaling

This is perfect for clients who are looking to expand in new markets, or who run businesses that have seasonal peaks and troughs. Our automation systems are easily scalable and on-boarding for new workers is fast.

We use our own proprietary recruiting and training programs, as well as e-learning courses, to speed up the process. By cross-training workers in a number of different areas, we can quickly re-assign them to different business lines in response to volume increases.

## Key benefits

-  SPS has more than 20 locations worldwide. Our service centers form part of a global network with interoperable systems and workforces.
-  We can break down complex backoffice functions and split them between different locations. As a result, we can achieve onshore quality at lower costs.
-  Our global scale also allows companies to run 'sunset' strategies, where work in Europe or the US is sent to Asia overnight. It is then completed in the Asian time zone and is ready by morning in the original locations.
-  Our network provides unrivalled flexibility. We can scale up capacity rapidly to meet increased demand or to support clients as they target new markets.
-  Digital and physical workloads can be easily shifted between sites, providing greater resilience in the event of

## Global operations: Key figures

-  SPS has a proven track record for quality, innovation and data security, and we are already operating backoffice processes for over 60 companies world-wide.
-  SPS has 3,500 highly trained operators located around the world, allowing us to deliver 24/7 and in 36 languages.
-  Customer Net Promoter Score of 79 – which is designated as world class.

