



# ADAPT FASTER & THRIVE THROUGH UNCERTAIN TIMES

**PAY AS YOU GO, FLEXIBLE &  
EXCEPTIONAL OPERATIONS  
AT LOWER COST**

Customer facing and internal tasks or processes delivered as a service to help UK businesses adapt, reduce operating costs, innovate, de-risk as well as scale up or down faster





# NEW WORLD, NEW RULES

UK businesses are facing the greatest wave of change, complexity and uncertainty in living memory. It's unprecedented and the result is a completely new world and operating environment for businesses:

- Remote working is fast being adopted as the new normal - expensive office estates & constraining contracts are being superseded with remote working initiatives and digital innovation.
- Growing economic uncertainties are forcing businesses to revise their budgets and seek lower operating costs whilst still competing in their market space
- Businesses are turning to digital innovators to help deliver remote customer solutions allowing them to control their expenses by reducing office and travel costs.
- Cybersecurity is a constant battle all businesses face on a daily basis and now, due to the rapid shift to remote working, it has an even higher priority than ever before
- COVID-19 has without a doubt caused an unprecedented level of disruption to businesses but it has also presented opportunities for businesses to rethink their models, markets and how to survive and best serve their customers
- Changing dynamics in the Markets and economy always leads to uncertainty and anxiety about survival let alone growth. In today's world business must demonstrate agility and flexibility to respond to change quickly by challenging their own thinking.
- Compliance, governance and health and safety are always leading factors when businesses are planning strategic or tactical changes. Whether it is concerned with environmental impact or social responsibilities it can quickly burden companies with complexities that inevitably result in increased cost.

These socio-economic, political and technology trends are forcing all

# 98%

98% OF CFOS EXPECT UK BUSINESS TO REDUCE THEIR CAPITAL SPENDING DURING 2020"

Deloitte May 2020

businesses to rewrite their strategic and tactical priorities.

## TOP BUSINESS PRIORITIES IN 2020

- Ensure the business rapidly adapts to the new world to survive & thrive
- Seek new operational cost savings faster to protect cash and the business
- Respond faster to customer demands up or down, new opportunities & uncertainty but without the associated delays, risks, SGA overhead & burdens.
- Refocus on core business value to the customer instead non core operational delivery, management and complexity & other challenges
- Improve delivery, visibility and control as well as resilience

# 52%

OF UK SMALL & MEDIUM BUSINESSES PLAN TO OUTSOURCE PART OF THEIR OPERATIONS IN 2020.

YOUNGOV 2020

THE RACE TO INNOVATE: BUSINESSES THAT USE THIS TIME TO TRANSFORM THEIR BUSINESS MODELS WILL COME OUT OF THE CRISIS STRONGER.

IDC JUNE 2020



"Moving our customer service to Konica Minolta | ProcessFlows has been a 100% positive experience both for ourselves and our customers. We are making significant savings & our customers are getting a much higher response rate to their helpdesk queries."

Olivier Thirion  
General Manager Softcity  
Avanquest

# REINVENT & REIMAGINE YOUR BUSINESS

More than ever, it's time to rethink operations and focus on your priorities and what is really important to your customers, your business growth and survival.

Partnering with us will help you focus on what you do best while we look after your critical but non-core customer and business operations.

ACHIEVE GUARANTEED COST SAVINGS, IMPROVE PERFORMANCES, INNOVATE & SCALE UP OR DOWN - ALL AT A LEVEL & SPEED NOT POSSIBLE IN-HOUSE

- **Guaranteed reductions** in your operational costs
- **Realise quick wins**, respond to change & customer demand faster
- **Scale operations up or down** at speed without the usual risks, delays & SGA overhead costs. Buying experience and industry-leading skills
- **Maximum operational flexibility** consume as little or as much as you like - Cut back, add capacity or deliver new services faster.
- **Increase your visibility and control** with consistent reporting, measurement and communication
- **Achieve new performance** accessing best practices across people, process and technology.
- **Focus on your customer & core strengths**, derisk, remove complexity from your operations

Let us do the heavy lifting.

## WHAT COULD YOU ACHIEVE BY OUT-TASKING VITAL CLIENT FACING AND INTERNAL TASKS AND PROCESSES

Where are your gaps? Are your customer or business operations struggling to scale up or down quick enough? Are they costing too much? Are no longer able to keep up with your business strategy & deliver new services levels or services? Distracting management time, better used to strategically accelerate your business.

**We can help. We deliver a range of operations, skills, tasks & outcomes as service / pay as you use.**



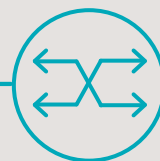
### SKILLS (RESOURCE)

i.e. Microsoft Office 365 Application Support Specialist  
i.e. Account Payable Executive



### TASKS (TICKETS/ REQUESTS)

i.e. 24/7/365 proactive Remote Monitoring & Management of IT  
i.e. Invoice data captured, Validated/ corrected



### BUSINESS PROCESSES (BUSINESS OUTCOMES)

i.e. Fully Managed & Secure IT infrastructure for your business  
i.e. Accounts Payable Process - PO, GRN, Invoice Matched, supplier paid

Giving Shape to Ideas



# FLEXIBLE SERVICES FOR EVERY OPERATION & SECTOR

## WHAT TO OUTSOURCE, RIGHTSIZE AND OPTIMISE?

UK businesses are facing complex, wide-ranging challenges – and many don't have the time, the budget, or the desire to handle them in-house. Recent YouGov research of small & medium enterprises in the UK reveals that outsourcing has become a

common response to these challenges, with 70% of B2B decision-makers saying they've handed off key services to third parties. There is a compelling business case for small & medium businesses to outsource their non-core but critical customer & business operations to ProcessFlows, part of the £6 billion Global Konica Minolta organisation.

Whether you are looking to remove internal overhead and running costs, scale back heavy internal management operations, or innovate and scale up at speed -all whilst improving performance; we can help you with skills, tasks or outcomes delivered as a service and purchased by consumption as you use it.

IT Monitoring,  
Management



IoT Monitoring &  
Management



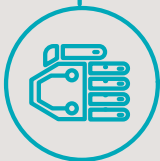
Helpdesks - Customer  
or Internal.  
24/ 7/365



Technical  
Helpdesks



Customer  
Bookings &  
reservations



AI & Automation  
Assisted learning



Project  
Management



Facilities  
Management



Web & software  
development



Sales & Marketing

I have been so impressed by the quality of staff assigned to our project. They go the extra mile, coming up with new ideas, advising our students and following up to check that a problem has been resolved, or they have received information sent."

Claire Agutter, MD ITIL Training Zone





## CUSTOMISABLE, VERSATILE, COMPLIANT, MANAGED AND COST EFFECTIVE ...

Our Helpdesks & Service desks can be tailored to your specific requirements. To fill a gap, scale or reduce an existing operation or to establish a new service from scratch To discuss your specific requirements, please email [bpo@processflows.co.uk](mailto:bpo@processflows.co.uk) or call us on +44 (0)1962 670763



- Skills, Tasks or Outcomes
- Customer-facing or back-office functions
- Technical or non-technical etc
- Helpdesk or service desk
- Dedicated or shared desks at even lower cost
- To extend & enhance or replace your operations
- Seasonal, part-time or 24/7/365
- Reactive or customer outreach, proactive service/ customer ops monitoring, etc
- Multilingual options – Currently 14 languages and expanding
- Telephone service or multi-channel communications – Voice, email, Text, chat, service portal etc
- Skills, Tasks or Outcomes as a service
- Based on time, aligned heads, outcomes or SLAs



Quotes &  
Sales Order  
processing



Contract  
Management &  
renewals



Recruitment & Resource  
Management



Data verification,  
Data Entry &  
Admin services



Field-based  
workforce  
scheduling & mgt



Human Resources &  
Payroll services



Logistics  
Management



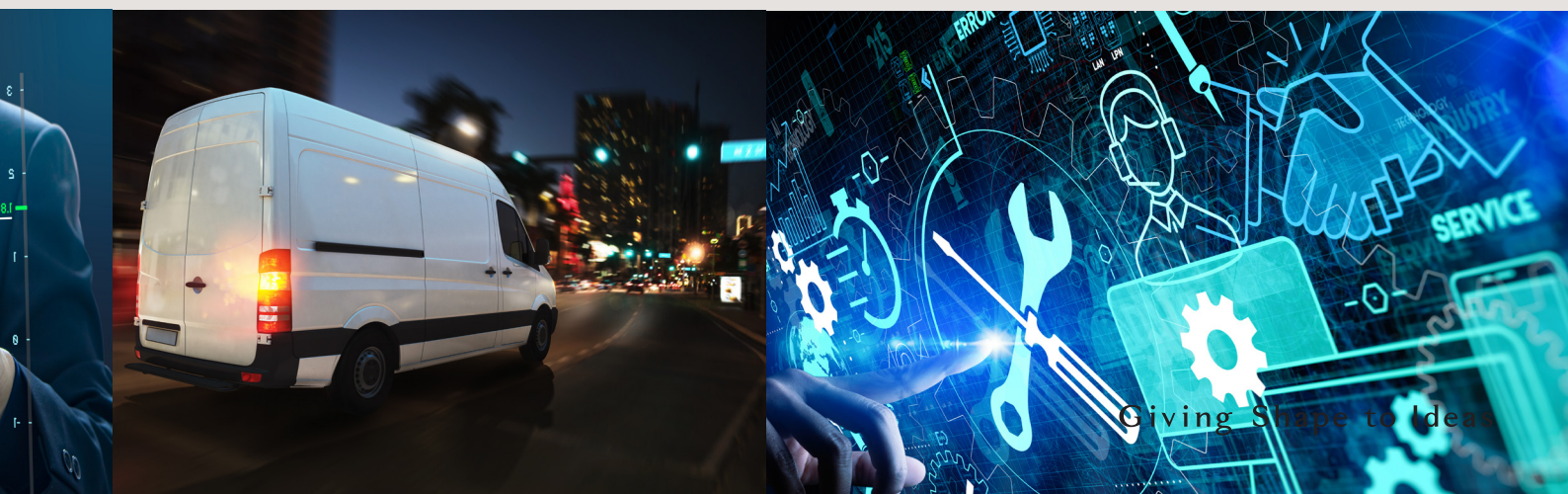
Credit Control,  
Accounts Receivable



Procurement &  
Accounts Payable



Possible applications  
for you?





# WORLD-CLASS AWARD WINNING SERVICE DELIVERY

Our world-class and award winning 24/7 service delivery centre operation is the heart of everything we do, our services and all our successes. It is yours to use, as much as you like or as little as you need.

Staff, Skills, Tasks or Business Outcomes are all delivered through our UK and European Customer Service delivery Centre; based on best practice across people, process and technology to ensure we deliver exceptional customer experiences and business operations as a service for our customers and their clients.

- Fully industry leading ITIL aligned customer service desks; Back office/Front office, internal or client facing service desks, helpdesks and external workforce planning and scheduling desks.
- Incident management levels 1,2 and 3
- Problem management
- Change management
- Knowledgebase management & shift left methodology
- Case management
- Escalations and complaint handling as well as customer relations and account handling desks.
- 3rd party management
- End user support for any issue with Full IT and software support.
- 24/7,365 multi lingual Excellence and innovation across technology, people & process



Gold  
Microsoft Partner





## WHY PARTNER WITH US?

These are uncertain times and we can help businesses adapt and thrive in this new normal and through challenging times .

**We help UK businesses to take away pain around certain critical but non core internal functions, remove cost and complexity as well as innovate and respond faster – either to scale up or down without taking on overhead cost and risk – so that they can focus on their priorities and core value to their customers.**

We specialise in delivering exceptional and flexible business and customer operations as a service and at lower cost. In doing so we deliver guaranteed cost savings whilst removing risk, increasing performance and also enabling innovation across operations– All to a level and speed which is often simply not possible in-house.

Our successes and partnerships are all based on :

**Proven Track Record in delivering results** – We have over 30 years' expertise and customer successes in the delivery of cost savings and innovations through Outsourcing and managed services for UK businesses

**The ultimate in flexibility and “Pay as you Go” for rapid agility & scalability.** We deliver Skills, Tasks or Business outcomes as a service to meet the changing needs and requirements of your customers. Our services and 24/7 multilingual delivery centre is yours to use, as much or as little as you need. i.e Pay as you consume with little upfront investment.

**Exceptional results through best practice** – We only use best practice across people, process and technology across our service delivery operations to ensure we deliver exceptional customer experiences and business operations for our clients and their clients.

**Faster Innovation & competitive advantage** – We deliver better outcomes by combining end to end capabilities & expertise in Managed IT services, Process Automation and Artificial Intelligence. You can use our technologies saving you investment, deployment time and cost or we will use yours; your choice.

**Success through trusted & transparent Partnership.** We strive to be a trusted partner with each customer. Each partnership we have, is earned through the results and advice we have delivered. These partnerships and the relationships with have with our customers define

us and are the foundation of all our Awards and industry accreditations customer successes and achievements.

**Robust Infrastructure and Business continuity mechanisms** Our fully managed service centres, datacentres and operations have a robust infrastructure and business continuity plans to ensure the health and safety of our employees and customers as well as continuity of service to our customers at all times.

**Global scale & security** we are part of the Konica Minolta group, a £6 Billion global organisation with over 20,000 customers in the UK alone. This provides us with the perfect combination of global scale, depth, reach and security with the ProcessFlows established record and expertise in outsourcing as well as managed services expertise

**“We needed an outsourcing solution that was very scalable and allowed us to add a lot of people on quickly. We couldn't afford to wait for a month for recruitment, and another two for training. Ideally, we'd have people starting at a two weeks' notice. We hired 15 people with ProcessFlows in two weeks. We didn't believe that was going to work but it did. Now we have 23 agents working for us and there have been no complications at all. That's been the biggest win for us.”**

Dan Rose  
CEO of Paperflow





# 30Years

expertise & success  
helping UK small and  
medium enterprises  
remove costs, improve  
performance & control,  
innovate, scale up or  
down faster as well as  
de-risk - All at a level &  
speed not possible in  
house

“We strive to build trusted  
partnerships with every  
customer, as this is the  
best way to deliver  
sustainable growth and  
successes for both  
parties”

Martin Tierney – Managing  
Director ProcessFlows

“Having people that are  
able to quickly get up to  
speed provide a great  
service and represent us to  
those small business  
customers has helped us  
grow our business, retain  
our customers and provide  
an excellent service.”

David Watson - MD Evolve  
Computers



## LET'S TALK



Whether you are looking to fill a gap in  
existing operations, scale up for new  
capacity or services or remove cost – We  
can help.

To build your business case for change or  
to discuss your requirements for skills,  
tasks or outcomes delivered as a service  
- Book a Free of charge Consultation with  
our experts

email: [bpo@processflows.co.uk](mailto:bpo@processflows.co.uk)  
tel: +44 (0) 1962 670763  
[www.processflows.co.uk](http://www.processflows.co.uk)  
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Giving Shape to Ideas