



NEXT GENERATION SERVICE DESKS & OPERATIONS

**EXCEPTIONAL CUSTOMER & BUSINESS
OPERATIONS AT LOWER COST & PAY-AS-
YOU-NEED**

Our World Class Service Desks & Delivery Operation Centre offers you better business outcomes and performances, exceptional customer and business experiences, tasks and operations - all charged for and delivered as a service with the security & scale of the £6 billion Konica Minolta Group.



NEXT GENERATION SERVICE DELIVERY

LOWER COST, SCALABLE, PERSONAL, FLEXIBLE & OPEN ALL HOURS

"OK" customer service or business operations isn't enough nor acceptable anymore. In a world where every business and organisation is facing unprecedented complexity and rapid change, businesses must respond faster, deliver exceptional and personalised customer experiences and greater performances - all at lower costs that flex with your needs and volumes

NEXT GENERATION SERVICE DESK

Our Next Generation Service desks are proactive as well as reactive multi-channel communication and delivery operations that provide a single point of contact (SPOC) between a company and its customers, employees and business partners ensuring that all users

receive appropriate help in a timely manner.

Our service desks deliver the operational outcomes your business needs - all delivered and charged for as a service/ Pay-As-You-Go.

Exceptional customer experiences, lower operational costs, new performances and competitive advantage, world class and expanded operations - to a level you can't get in house and with all the control and visibility you need.

Our service delivery operations are based on best practise standards such as ITIL, ISO and Prince2. We leverage our industry leading toolsets such as ServiceNow and Intelligent Automation tools or we can use your own - which ever you prefer. We also have access to a broad pool of talent, expertise and skills for different roles, specialisms

2020
 BY 2020, CUSTOMER EXPERIENCE IS SET TO OVERTAKE PRICE & PRODUCT AS A KEY BRAND DIFFERENTIATOR
 HSO 2019

and sectors. We manage the resource so you don't have to - no more recruitment, training and daily management challenges and associated costs.

ITS TIME TO RETHINK YOUR OPERATIONS & YOUR POTENTIAL

77%
 OF LEADERS SAY THEY ARE SIMPLY SPENDING TOO MUCH OF THEIR BUDGETS ON 'KEEPING THE LIGHTS ON'
 IDC 2019



SKILLS (RESOURCE)

- i.e. Customer service agents, front of house, booking, support etc
- i.e. Microsoft Office 365 Application Support Specialist
- i.e. Account Payable Executive,



TASKS (TICKETS/ REQUESTS)

- i.e. 24/7/365 customer service, booking or reservation service - bookings
- i.e. 24/7/365 proactive Remote Monitoring & Management of IT - devices, tickets
- i.e. AP data capture service - Invoice data captured, validated ready for workflow - invoices



BUSINESS PROCESSES (BUSINESS OUTCOMES)

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



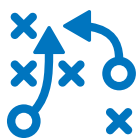
NEW POSSIBILITIES & POTENTIAL

Our next generation service desks can help your business deliver new operational performances and possibilities, achieve new cost savings and customer experiences at speed- all without the usual associated cost & risk, unlocking the kind of possibilities and benefits simply not possible in house:



Focus on your Core & buy results for your non core operations

Buy operational outcomes while you focus on your customer & core strengths. Derisk, remove the everyday operational burdens & complexity from your operations and improve customers experiences and satisfaction level



Be Agile with maximum flexibility

As well as realising Quick wins benefit from maximum operational flexibility consume as little or as much as you like - Cut back, add capacity or deliver new services faster than inhouse.



Significantly cut operational SGA costs

Guaranteed reductions in your operational costs and achieve even more through outcomes based operations and a service desk capabilities available Pay As You Go



Increase your visibility & control of performances across operations

Consistent reporting, measurement and communications of operational performances vs SLAs you set.



New Performances & Quick wins

Seize opportunities, launch new services, scale your operations up or down at speed to maintain service levels during peaks, extend your operation or hours of operation or scale back at speed - all without the usual risks, delays & SGA overhead costs. Buying experience and industry-leading skills



Deliver new customer experience & performances without barriers

Deliver new customer experiences & business models based on access to industry leading skills & service delivery systems and processes - All delivered & charged for as a service/ Pay As You Go & without the usual inhouse risks, costs and delays. From 24/7 helpdesks to custom service desks for any application.

Now more than ever too many managers and operators are consumed with transactional everyday challenges and tasks rather than driving the business & adding strategic value.

Where are your management distractions? Are your operations costing too much? Do you have operational gaps? Are your operations struggling to scale up or down and keep up with your strategy

& innovations?

We deliver for you exceptional customer and internal operations, skills, tasks & outcomes as service / pay as you use - all based on our world-class service delivery operation

**RETHINK YOUR OPERATIONS
LET OUR SERVICE DESKS DO
THE HEAVY LIFTING WHILE
YOU FOCUS ON YOUR
BUSINESS**

“MOVING OUR CUSTOMER SERVICE TO PROCESSFLOWS HAS BEEN A 100% POSITIVE EXPERIENCE BOTH FOR OURSELVES AND OUR CUSTOMERS. WE ARE MAKING SIGNIFICANT SAVINGS & CUSTOMER SATISFACTION RATES ARE MUCH HIGHER.”

OLIVIER THIRION
GENERAL MANAGER SOFTCITY
AVANQUEST

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

WORLD CLASS SERVICE DELIVERY PAY-AS-YOU-GO

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.

Through our UK and European operations and Service Desks we deliver the future of exceptional customer and business operations - from outcomes and tasks to Managed staff - all delivered and charged for as a service and pay as you go.

15,000
People, IT & IoT devices managed across UK & Europe August 2020

1 million
tickets/ requests a year resolved

100%
of tickets/ service requests resolved within SLA & by our 1st, 2nd & 3rd line service desk operators in 2020

10 seconds
average agent response time.

75
Service desks & 19 different service application areas

HIGH PERFORMANCES & BETTER OUTCOMES DELIVERED ON A FOUNDATION OF EXCELLENCE

Our next generation service desks use service delivery best practice across people, process and technology to be more versatile and flexible and ultimately deliver you better outcomes & performances from your internal or customer facing operations than you could achieve in-house.



Industry standard best practice ISO, PRINCE2 & ITIL aligned service desks & Projects



World-class service & operations management systems- ServiceNow, Solarwinds



24/7/365 services & support for End user or Admins



Consistent user experience across Multi-channels



Customisable servicedesk to suit your requirements in multiple languages



Multi-lingual support/ 14 languages currently in use & expanding



Knowledge base and sharing management



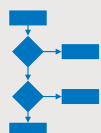
Shift left methodology for continuous gains i.e. Elimination, Self-service automation, First contact resolution, Escalated call, subject matter expert



3rd party / supplier management



Full account management with continual service improvement program to support your innovation



Incident management levels 1, 2 & 3 backed by expert & accredited technical expertise



Business Process optimisation, Digitisation and Automation benefits without the pain



A comprehensive 360° suite of end to end IT services and support



Realtime analytics and management information provision



Governed problem, case and change management processes



“HAVING PEOPLE THAT WERE 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

INDUSTRY LEADING TOOLSET, CERTIFICATIONS & AWARDS

We combine industry best practice standards for service & project delivery such as ITIL, ISO and Prince2 with industry leading toolsets such as ServiceNow and Intelligent

Automation Know-How with a wide talent pool of expertise and skills across industry, department and technologies.



MULTI-CHANNEL COMMUNICATIONS & SERVICES

The next generation service delivery operation is so much more than the traditional or reactive 24/7 multi-lingual desks. Next generation service delivery is also proactive, process driven, uses automation & AI where relevant and unifies multiple-channels and communications - to

deliver exceptional outcomes, performances and customer experiences. The kind of outcomes that differentiate and that are simply not realistic to achieve in-house and by yourself. Now they are available as Pay-As-You-Go.



Traditional
24/7/365 service delivered by human agents via telephone, email etc



Proactive Automation
Proactive outreach services to drive automation of ticket updates, monitoring alerts



Service Portal End user service
portal & catalogue for a seamless user experience, initiate requests, user education & address basic problems



Live Chat
real-time chat-based interaction and support as a convenient alternative to traditional methods



Virtual Agent
Future vision of automated/AI driven interactions via voice, chat or app-based systems in multiple languages

LANGUAGES





FOR EVERY SECTOR & DEPARTMENT

52%

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

YOUNGOV 2020

WHICH CUSTOMER FACING OR INTERNAL OPERATIONS TO OPTIMISE & RIGHTSIZE WITH A NEXT GENERATION SERVICE DESK?

More so than ever, 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.

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 operational skills, tasks or outcomes delivered and charged for as a service. There is a compelling business case for businesses to outsource their non-core but critical customer & business

operations to ProcessFlows, part of the £6 billion Global Konica Minolta organisation - from back office or front office, internal or client facing service desks, helpdesks, workforce planning & scheduling desks, reservations, escalations and complaint handling as well as customer relations and account handling desk.

IT operations as a Service



Remote IT & IoT Monitoring & Management



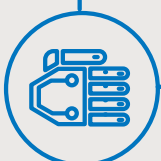
Helpdesks - Customer or Internal. 24/7/365



Technical Helpdesks



Customer Bookings & reservations



AI & Automation Assisted learning



Project Management



Facilities Management, Health & Safety Monitoring



Web & software development



Marketing, Inside Sales, Sales Administration



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



Giving Shape to Ideas

MAXIMUM FLEXIBILITY, 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:

- 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

To discuss your specific requirements, please email bpo@processflows.co.uk or call us on +44 (0)1962 670763



Quotes & Sales Order processing



Contract Management & renewals



Recruitment, onboarding & 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?



WHY PARTNER WITH US?

A TRUSTED PARTNER, SPECIALIST & LEADER IN DELIVERING BUSINESS OUTCOMES, TASKS & SKILLS AS A SERVICE

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 successes helping businesses and organisations adapt and respond faster to change, cut operating overheads whilst improving revenues, customer experiences and building competitive advantage as well as increasing the control and visibility they need.

30 years
EXPERTISE AND
SUCCESSSES HELPING
BUSINESSES AND
ORGANISATIONS ADAPT
AND RESPOND FASTER
TO CHANGE THROUGH
OUTSOURCED SERVICES
& MANAGED SOLUTIONS

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

91%

OF THOSE THAT
OUTSOURCED THEIR IT,
SAW BENEFITS IN
SECURITY, COST SAVINGS,
INNOVATION & STRATEGY

ProcessFlows 2019 SME IT
insight survey

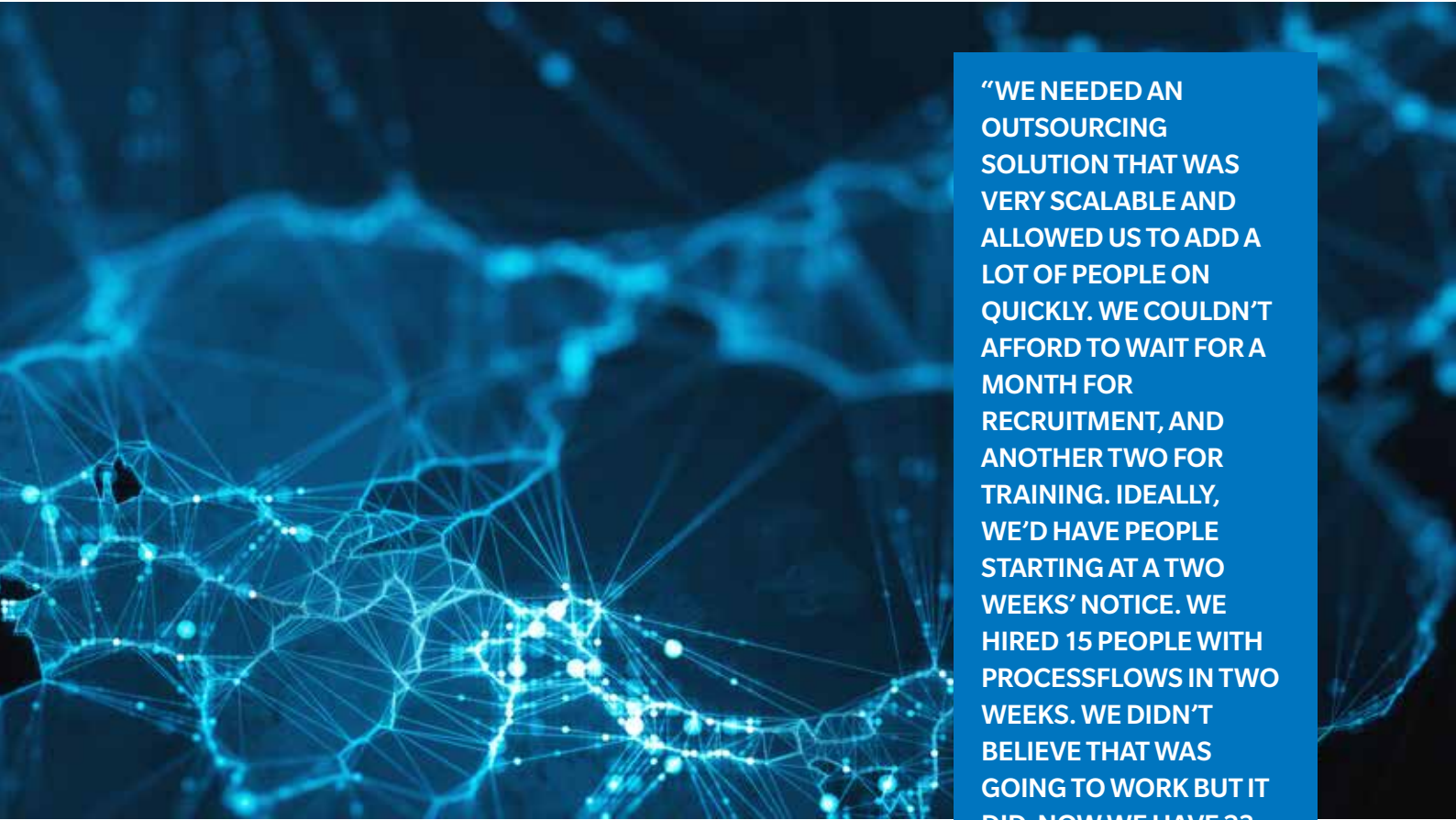
delivery centre is yours to use, as much or as little as you need. i.e Pay as you consume with little upfront investment.

Exceptional results through best practice – Our consultants and service delivery operation embraces best practice standards for IT and managed service delivery, industry leading toolsets as well as expert and accredited people to deliver exceptional customer experiences and business operations for our clients and their clients.

100%

Accredited

OUR SERVICE DESKS &
OPERATION USE
INDUSTRY BEST
PRACTICE ACROSS
PEOPLE, PROCESS &
TECHNOLOGY



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

THE RACE TO INNOVATE: BUSINESSES THAT USE THIS TIME TO TRANSFORM THEIR BUSINESS MODELS WILL COME OUT OF THE CRISIS STRONGER.
IDC JUNE 2020

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 we have with our customers define us and are the foundation of all our Awards and industry accreditations customer successes and

achievements.

“WE STRIVE TO BUILD TRUSTED PARTNERSHIPS WITH EVERY CUSTOMER, AS THIS IS THE BEST WAY TO DELIVER SUSTAINABLE GROWTH AND SUCCESSSES FOR BOTH PARTIES”
Martin Tierney – Managing Director ProcessFlows

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 £6 billion global organisation with the resources and resilience to match and deliver your desired IT & business outcomes consistently & continuously. This provides us with the perfect combination of global scale, depth,

“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

reach and security with the ProcessFlows established record and expertise in outsourcing as well as managed services.



KONICA MINOLTA

PROCESSFLOWS HELPED US & OUR TEAMS NAVIGATE THESE DIFFICULT TIMES THROUGH TO THE RECOVERY WE ARE NOW EXPERIENCING TODAY
MANAGING DIRECTOR
UK WIDE WORKFORCE AGENCY

30 Years

expertise & success
helping UK organisations
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

TALK TO OUR EXPERTS

REQUEST A NO OBLIGATION FREE OF CHARGE
CONSULTATION



Whether you are looking to fill a gap in existing operations, scale up for new capacity or services or to 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

Tel: +44 (0) 1962 670 763
Email: bpo@processflows.co.uk
Web: www.processflows.co.uk/bpo

ProcessFlows UK Ltd
Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG.
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