

Company Profile

An introduction to the CORE BPO Comany 2010



CORE BPO ... THE CORE OF YOUR SUCCESS

- Accounting
- Finance
- Certified Public Accounting
- Tax Accounting
- Human resources
- Training and Development
- Procurement
- IT Hardware Set up and Maintenance
- Legal Aids
- Strategic Management

CORE  **B.P.O**
Business Process Outsource

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Contents

1. Company Background	3
1 What we do?	3
2 BPO Types.....	3
3 CORE BPO	3
4 Our Mission	3
5 Our Vision	3
6 Mission statement	3
7 Our value system “Clients “	4
2. Operation Model	5
1 Operation Plan and System.....	5
2 Organization Chart.....	5
3 Operation cycle	6
3. Benefits	7
4. Services	8
1 Scope Services	9
1 Accounting	9
2 Certified Public Accounting.....	9
3 Financial	10
4 Human Resource.....	11
5. Our Clients	12-13

Introduction

- The most common reasons companies choose to outsource business processes are to reduce operating costs, improve company focus and increase flexibility to respond to business requirements.
- Its potential impact can be seen across many business activities, including information technology (e.g., applications development, programming, and coding), specific operations (e.g., some aspects of finance and accounting, back-office activities and processing, and administration), and contract functions (e.g., call centers).

What we do?

- Simply we are helping clients to accomplish their business and financial goals towards growth, efficiency and profitability.

BPO Types

- BPO is typically categorized into:
 - (1) Back office outsourcing - which includes internal business functions such as human resources or finance and accounting
 - (2) Front office outsourcing - which includes customer-related services such as contact center services.

CORE BPO

- An independent BPO services firm with primary focus on Knowledge Process Outsource based in Cairo.

Our Mission

- Capitalizing on time-sharing principals to provide Egyptian SMEs with essential strategic and general management service (back-office BPO) rendered with blue chips standards at competitive rates.



Our Vision

- Contribute to the economic growth of Egypt through acting as an SMEs business development catalysts.

Mission statement

- Work in partnership with our customers to improve their businesses toward achieving their objectives and help them play a leading role in the economy and society to acquire an eminent (well-known) place in today's competitive market.

Our value system “Clients ”

- **Innovation:**
what they (clients) see from us is new and fresh.
- **Recognition:**
We value our customers and recognize their importance to us through excellent service.
- **Happy:**
Getting the value they expect for the price they are paying.
- **Unity:**
Reliable service at all levels and all times.
- **Structure:**
A brand that can deliver consistently through organized services.

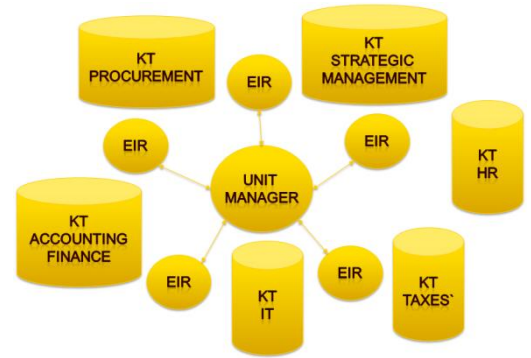
- **Culture mix:**
People from different cultures love us.

- **Cool:**
It's cool to work with COREBPO.



COREBPO Operation Model

- COREBPO will render services through a team of entrepreneurs who will be entrenched in clients' business to understand their requirements and administer provided services.
- Entrepreneurs-In-Residence (EIR) will refer to BPO Unit Mangers who will source expertise from Knowledge Tank in areas of service with 10 - 15 years of practical experience.



EIR

Entrepreneur in residence is a position within the company typically held by CORE-BPO to choose the best candidates in the market to be suitable for your company and your needs, he gains the best training and skills needed for different fields.

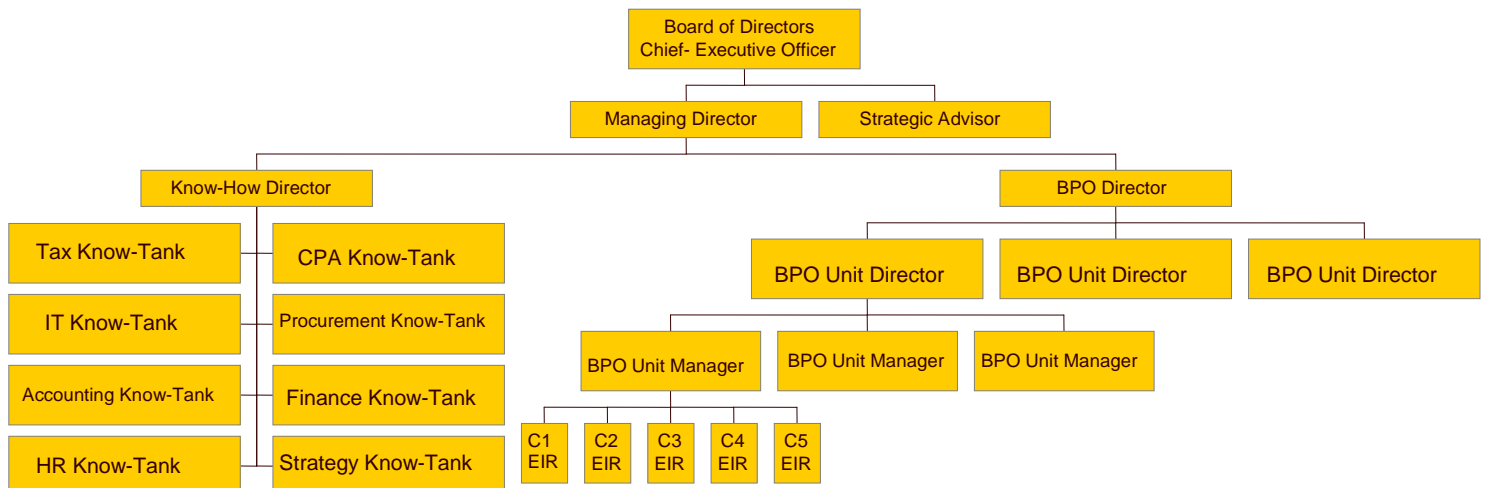


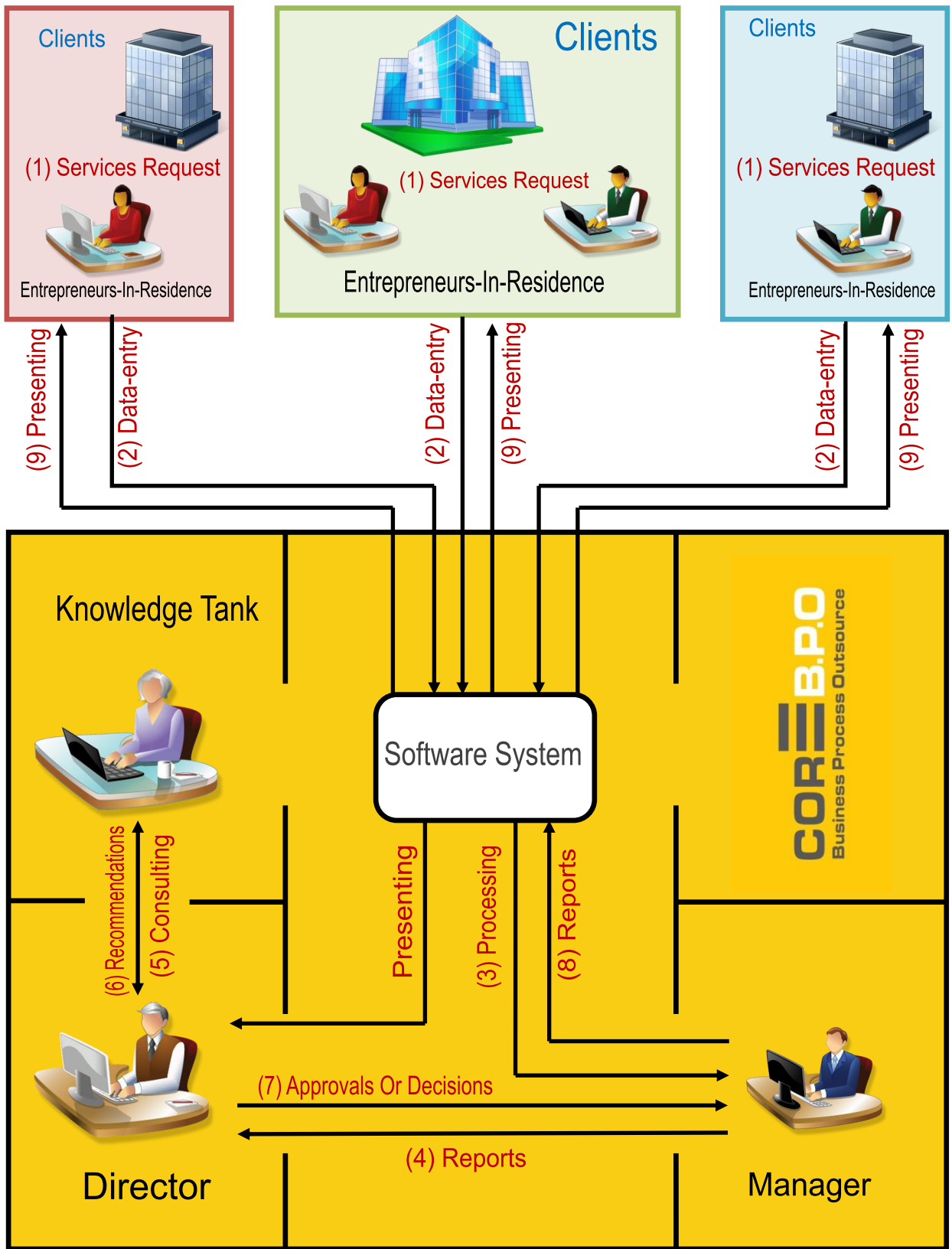
Operation Plan and System

- Each unit is composed of Five companies, each unit contains:

Five EIR (One EIR resident in each company), one unit manager and one director, The Five EIR's will report directly to the unit manager at the end of each week. There will be a meeting where they are going to discuss what happened during the week. In case of problems or unsolved issues the unit manager will contact the director manager which has a direct contact with the knowledge tanks. The EIR will either have a permanent place in the company where he will get his private PC or he will rotate on the different departments using his laptop.

COREBPO Organization Chart





Operation Cycle

Benefits

Improve productivity and operational efficiencies

Non-core business processes, such as human resources and finance and accounting, are critical, but also resource-intensive, time-consuming, and costly. Outsourcing improves operational efficiencies and drastically reduces costs without large, up-front capital investments

Reduce costs

BPO provides quantifiable benefits through improved efficiencies, lower overhead, reduced payroll and benefit expenses, and fewer capital investments.

Allow organizations to focus on their core business

BPO allows organizations to move non-core business processes to a services provider so that they may focus on the more important strategic, revenue-generating programs that create profitable growth and sustain business success.

Ensure best practices, skills, and technology

BPO provides access to proprietary workflow systems, process reengineering skills, and innovative staffing and delivery models, combined with world-class technology delivered by experts.

Strengthen clients' competitive position

Organizations must leverage a BPO strategy to improve their financial and competitive positions and differentiate themselves from competitors.

BPO results in increased customer satisfaction, more efficient operations, access to global capabilities, increased cash flow, and faster time-to-market.

Provide access to scalable operations and on-demand resources

BPO provides the flexibility to respond to a rapidly changing marketplace and scale operations up or down as conditions dictate.

In a BPO engagement, COREBPO delivers access to global staff, processes, resources, and technology wherever and whenever they are needed.



Accounting

Responsible for closing books at year end upon completion of annual audit and prepare profit / loss statement and monthly closing reports.

Human Resources

Responsible for all of the functions that deal with the needs and activities of the company including these areas of responsibility: Recruiting, Hiring & Performance Management.

Finance

Administer financial system to ensure that finances are sustained in a timely and accurate manner. This involves assisting in the creation of budget, implementation of financial procedures and supervising cash reserves.

Strategic Management

Help a company do a better job, to focus its energy, to ensure that members of the company s are working toward the same goals, to assess and adjust the company s direction in response to a changing environment.

Certified Public Accounting

Auditing service is provided to check the validity and reliability of the financial facts provided by the company and also for providing an assessment of a business company.

Training and Development

Designing and developing training and developing programs based on both the companies and the individuals needs.

Tax Accounting

Section of the most important accounting sections and depending on it to establish the right of the company and the State to each other as well as the right of the company with a third party (customer or supplier) on taxes.

Procurement

Procurement Service encompasses the strategic management and procuring of complex category services such as contract labor, consultancy services, marketing, and legal services.



Scope Services

Accounting services

- Responsible for closing books at year end upon completion of annual audit.
- Reviews accounting documents to ensure accuracy of information and calculations and makes or directs correcting entries.
- prepares annual expenditure reports and profit and loss statement report
- Maintains the various ledger accounts including reconciliation of the District general ledger, revenue accounts, expenditures, and cash balances
- compile and analyze financial information to prepare financial statements including monthly and annual accounts

Certified Public Accounting

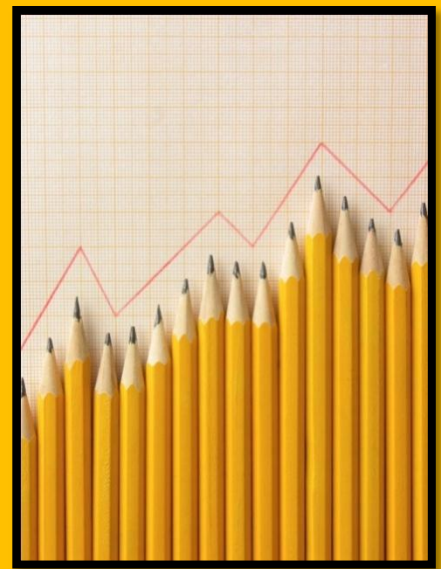
- Auditing service is provided to check the validity and reliability of the financial facts provided by the company and also for providing an assessment of a business, company
- Accounting audit helps to run a company/ business efficiently and cost-effectively.
- It includes thorough examination of how a company operates, how is keeps its stock levels, payment receivable period, creditors management etc.
- It helps a company know its areas of improvement and also helps to avoid any financial errors. It is necessary for testing the company performance against industry standards and its direct competitors.
- The process helps in providing and recommending ways to improve the company's existing accounting practice.

Types of auditing services

- A. Financial Auditing Services:
involving the examination of a company's financial statements
- B. Internal Audit:
The service involves assessing and evaluating a company's system of internal control.
- C. Management Audit Service:
The service involves assessing, checking and making sure that management procedures are being conducted in a way to assure quality, integrity or standards of provision and outcome.

Financial services

- Analyzes, reconciles, balances, and maintains accounting records; develops budgets and special financial reports.
- Monitors revenue and expenses for departmental or unit accounts; ensures expenditure control and compliance with funding and reporting requirements
- Prepares integrated financial and statistical reports, statements, projections, and recommendations that may have long-term impact on funding for the organization.



APPLICATION MANAGEMENT



COREBPO internet banking deal with HSBCnet offers a comprehensive suite of flexible online financial solutions, all designed to help you increase productivity and manage your cash flow. With real-time global account access and customizable setup features, you gain control over your critical financial functions at every level of your organization.

Keep track of your payments, receivables, liquidity and the changing value of your assets all with one secure, global Solution.

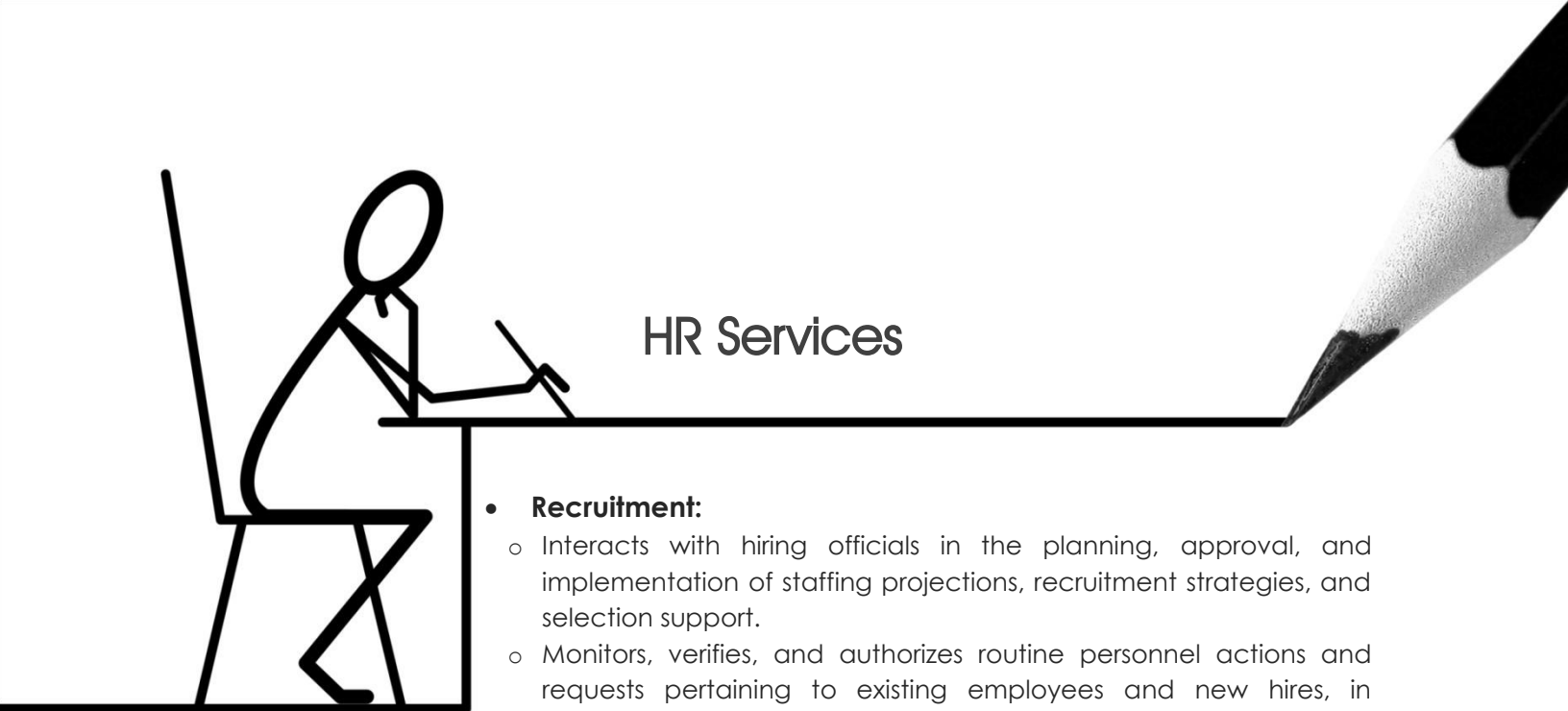
KEY FEATURES

- One easy-to-use consolidated interface gives you comprehensive and global cash management, trade and supply chain, securities and global markets solutions.
- Flexible reporting tools help you manage your cash flow and supply chain needs.
- Multilevel, end-to-end security.
- Customizable workspace and choice of HSBCnet in supported local language and time zone.
- Centralized, automated and scheduled enhancements means there is no need to download software updates.
- Comprehensive, yet easy to use with intuitive navigation, online learning resources and telephone support in your local language when you need it.
- Convenient Internet access while in the office, on the road or in different countries.
- Align with your in-house Treasury Management Systems and Enterprise Resource Planning systems.

SOFTWARE SYSTEM

Our services are assisted through providing enterprise software modules in the distribution, industry and service activities. We believe that our modules offer the perfect value per every invested penny than any other ERP software of the same category, as they provides secured analytical information accessibility from anywhere around the clock with the most available accuracy with other parties software and tools integration.





HR Services

- **Recruitment:**
 - Interacts with hiring officials in the planning, approval, and implementation of staffing projections, recruitment strategies, and selection support.
 - Monitors, verifies, and authorizes routine personnel actions and requests pertaining to existing employees and new hires, in accordance with established policies, procedures, and guidelines.

- **Performance Management:**
 - Monitors the Time sheet system & prepare monthly report.
 - Manage the Appraisal system.

- **Structure:**
 - Create, monitors and reviews job descriptions for all employees.

- **Benefits & compensation:**
 - Create all aspects of staff compensation policies, guidelines, and procedures.
 - Manages the Medical insurance process.

- **Training Management:**
 - Develops, designs, and presents training courses to employees.

- **Policies & Procedures:**
 - Participates in development, implementation and maintenance of the HR policy manual.

- **Employees Database:**
 - Directs and monitors the processing and entry of employee source data and documentation into the human resources information system and the manual personnel files; develops and implements policies and systems to ensure the highest standard of accuracy, timeliness, and efficiency in personnel records management.

Our Clients

AlKhawarizmy

Country Egypt
Industry Language Software
Service Accounting
WebSite <http://www.alkhawarizmy.com>



Connect

Country Egypt
Industry Marketing and Advertising
Service Accounting , Finance , CPA
WebSite <http://www.connectxm.com/>



Sumerge

Country Egypt
Industry Software Solutions
Service Accounting , Finance , CPA , Tax Accounting
WebSite <http://www.sumerge.com/>



ArtFormers

Country Egypt
Industry Marketing and Advertising
Service Accounting , Finance , CPA , Tax Accounting



Right Start Middle East

Country Egypt
Industry Business Process
Service Accounting , Finance , CPA , Tax Accounting
WebSite <http://www.rightstart.org.uk>



Cook Door

Country Egypt
Industry Fast Food
Service Accounting , Finance
WebSite <http://www.cookdoor.com.eg/>



ZadSolutions

Country Egypt
Industry Software Solutions
Service Accounting , Finance , CPA , Tax Accounting
WebSite <http://zadsolutions.com/>



Creative Production House

Country Egypt
Industry Media Production
Service Accounting , Human Resources , Finance
WebSite <http://www.cphproduction.com/>

RuyaClub

Country Egypt
Industry Country Club
Service Finance
WebSite <http://www.ruyaclub.com/>

LANE8

Country Egypt
Industry Digital Marketing Agency
Service Accounting , Finance , CPA , Tax Accounting
WebSite <http://www.lane-8.com/>



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