About us

- IT and BPO Services Multinational number 1 in Spain and one of the main in Europe and Latin America
- 2.688 million € sales 2011
- 500 million € invested in R&D in three years
- 40,000 Employees
- Customers in more than 118 countries

Indra provides Global Solutions for its costumers
Indra in BPO

- > 200 M € sales in 2011
- More than 8,000 employees working on BPO
- Global presence (Spain, Latin America and Philippines)
- Leader in BPO services in Spain
- Proprietary technology Solutions (multi customer, multi country applications, Platform BPO)

Position in the Spanish market

Market leadership in the annual BPO sales DBK report (2011)

- Indra 33.5%
- 2º 13.9%
- 3º 10.0%

Twice the business of our nearest competitor
Indra’s BPO

Business Process Outsourcing

Indra outsources both, Business and support processes focusing on Back Office and specialized Front Office processes where technology and/or specific knowledge is a key value…

The process can be operated either under full delivery model (Full BPO), or as specific tasks externalization (Out Tasking).

Externalized operations Model (Outsourcing) leveraging on synergies and economies of scale (versus body shopping). The customer still keeps control of the whole process / task at all times.

**Indra’s BPO** approach is based on a strong process specialization, while the experience in different industries allows us to export cross industry best practices from one sector to another.
¿Why BPO?

- **FLEXIBILITY**
  - Easy adaptation to out burdens and workloads volatility.
  - Flexibility to make changes to current processes.
  - Quick implementation of new services.
  - Global response

- **COST REDUCTION**
  - Transforming fix costs into variable costs.
  - Achieving lower cost per operation.
  - Reducing space at customer’s workplace.
  - Decreasing investment in IT infrastructure.

- **AVAILABILITY**
  - Allowing customer to focus on core business.
  - Resources (HR / Funds) are available for core business activities.

- **SPEZIALITION**
  - Process standardization.
  - Ensuring ongoing improvement (best practices).
  - Learning from other’s experience.

- **SERVICE QUALITY**
  - Systems that allow quick an efficient response.
  - Specific knowledge of the operations and systems.
  - Exhaustive quality control through SLA., allowing early identification of problems and immediate reaction in a preventive and corrective way.
Our vision of BPO

Environment:

- Increasingly global and competitive environment generating a growing need to optimize processes through outsourcing and centralization.
- Need to transform fix costs into variable costs under pay per use models and indicators based on Services Level Agreements (SLA).
- In addition to the traditional objective of cost reduction, there is an increasing trend to gain deep knowledge of the specific industry/process, which allows faster, safer and more efficient deployment of the service, with a higher quality standard. Growth of specialized vertical BPO (Veriticalization).

Trends:

- Outsourcers concentration on few suppliers with global capabilities to externalize and centralize end to end large scale processes (and not just part). Development of Shared Services Centers.
- Technology as a key factor for BPO, but always understood as a process facilitator, to enable the implementation and optimization of the service.
- Rising demand of multiclient multicenter web platforms mainly for mind-side companies, but also for “isolable” processes of big companies (Platform BPO).
- Service allocation wherever provided in the most effective way (Best Shore).
- Tendency to provide indicators analysis (Analytics and Business Intelligence) so that the customers can make better decisions and improve results.
Competitive differentiation in….

The use of our best assets:

- Best practices management. Excellence in implementing big IT Projects.
- Broad geographic presence, adapting to customer needs (near shore, offshore).
- Complete offering for each industry.
- Quick implementation (time to market) of high volume services.
- Network of Shared Services Centers.
- Ability to approach processes in a complete way (end to end).
- Platform BPO capabilities (multicustomer and multi-country).
- Highly specialized employees in providing Industry specific BPO Services.

Whatever the function or the Industry, we help Organizations to improve their operational performance, starting with a smooth transition and achieving a rapid return on investment, with stability, predictability and ongoing improvement.
Specialized BPO services for each Industry

Strong Industry specialization

End to End process management approach

- **Process Consulting**
  - Process Consulting

- **Back Office**
  - Administrative support
  - Contracts management
  - Billing
  - Accounts receivable / payable
  - Transactions
  - Trouble & Incidents
  - ...

- **Front Office**
  - Specialized Contact center
  - Citizen service / customer
  - Claims
  - ....

- **Document Management Projects**
  - Digitizing
  - Recording
  - Hosting

Technological capabilities

- Software factory's
- Proprietary applications
- System Integration
- IT Outsourcing
### Specialized Services

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### Indra’s Contributions

- Specialized production centers, near-shore and off-shore.
- Shared Services Centers.
- Flexibility and capacity to absorb peak workloads.
- Various forms of collaboration (outsourcing, joint venture, partnerships...).
- Various forms of collaboration (outsourcing, joint venture, partnerships...).
- Proprietary technological solutions.
- BPO Platforms.

10 of the **Largest Financial Institutions** in Spain and 4 of the 10 **largest in Latin America** are Indra’s customers. More than **1,200,000 mortgages managed.**
# PUBLIC ADMINISTRATION OFFERING
## Helping to build e-Government

### Administrative processes
- Files & records Back Office
- Assistance programs and subsidy Back Office
- Fines processing and printing
- Tax BPO

### Citizen Support
- Public service and facilities Help Desk
- Passenger Claims Offices.

### Campaign Management
- Campaign management or temporary programs
  - Consumer incentives
  - Temporary campaigns
  - External evaluation of students

### Housing services
- Management of Public housing stock
- Management of grants and assistance for subsidized housing (Construction, purchase and rental)

### Indra’s Contributions
- Helps building e-Administration.
- Cost savings, efficiency, productivity, quality and operational flexibility. Able to absorb peak workloads and campaign management.
- Improved tax management. Increased income for Public Administration.
- Care services and multichannel information.
- Increase the quality of Public Service perceived by citizens.

### CROSS INDUSTRY OFFERING

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**More than 15,000 public houses managed**, **240 MM € in grants for houses** and **25 MM € in Renewal plans**. **80 MM € managed in fines processing.**
We provide global solutions to transform the health care system in a more efficient and modern sector.

**HEALTHCARE OFFERING**

**Indra’s Contributions**

- Personalized service that enhances digital healthcare.
- Patient care services promoting self-care, prevention and monitoring of chronic patients.
- Providing cost savings and operational flexibility.
- Care services and multichannel information (phone, mail, web, sms, digital kiosk counter, ...).
- Operations centers specializing in the health sector.
- Availability 24 x 7 with support centers.

**Specialized Front Office**

- Appointment Management (Primary and specialized care)
- Management of surgery waiting list
- Multichannel information for the public health issues

**Patient Care**

- Patient Help Desk
- Chronic patients monitoring centers
- Multichannel management of administrative procedures

**Clinic history**

- Digitalization and records management
- Clinical records management

**Prescription**

- Electronic prescription management

**Health Insurance Card**

- Management applications, generation, distribution and management of incidents

**CROSS INDUSTRY OFFERING**

- **4.000.000** of primary care appointments and **2.700.000** in specialized care managed per year.
- **250.000** clinic records digitalized.
- **More than 300 positions** in specialized VoIP platforms in healthcare.
We assure coverage of the operational activities of our customers

**ENERGY AND UTILITIES OFFERING**

**Electricity / Gas**
- **Transport and Distribution Operations**
  - Operation and Maintenance (network failures, assets management, network expansion plans, cartography)
  - Commercial cycle (Contract, billing and collection)
- **Commercial Cycle**
  - Contracts
  - Billings
  - Collection and recovery
  - Customer Support Help Desk

**Water**
- **Transport and Distribution Operations**
  - Operation and Maintenance (network failures, asset management, network expansion plans, cartography)
- **Commercial Cycle**
  - Meter reading
  - Billing
  - Collection
  - Customer support

**OIL**
- **Commercial Cycle**
  - Management service stations and shops
  - Promotional Campaigns
  - Fidelity Cards
  - Recovery

**Indra’s Contributions**
- Operations Centers in Spain and Latam (Best-shore)
- Shared Services Centers
- Specific Technology
- Flexibility and adaptability to customer needs, workloads peaks, regulatory changes…
- Support services and multichannel information, Help Desk, web, phone

**More than 1.700.000 contracts managed** per year.
**Assets management** in 40.975 km of electric network and 24.497 km of fiber optic.
We optimize the processes of the major Operators in the Industry

**TELECOM OFFERING**

**Management of Service**
- Feasibility Studies
- Network Resource Allocation.
- Management of leased circuits, OBA and Portability
- Transmission Settings
- Switch Configuration support
- Network Configuration Data
- Setting customer’s CPE
- Implementation support services and suppliers managements

**After sales Management Services:**
- DTV, voice, data and failure management, in the areas of transmission, switching data network and wired technologies, LLU, radio, etc.
  - Incident Management on 2 Levels
  - A single Level incident management
  - Scheduled work management
  - Customer Report generation
  - Central test Support
  - Customer services oversight
- Management of customer complaints
- Billing claims management

**Indra’s Contributions**
- Project Implementation management and customers services migration.
- Fully integrated solutions with internal automatized and centralized management of all processes.
- Commitment with customers dead-lines.
- Customer disconformities reduction, improve quality and efficiency ratios.
- Working with tier 1 Operators for many years.

**2.500.000 failure calls (corporate and residential) per year.**

**More than 1.750.000 documents of contracts managed per year.**
We propose improvements in the efficiency of business processes based on our extensive experience and strong specialization.

Helping to make the processes more efficient

- By defining the process optimization goals.
- Analyzing and documenting the current process (assessment).
- Defining the optimized process model and its main indicators (workshop).
- Selecting resources and tools to transform the process.
- Implantation of the new operation.
- Measuring and comparing results against indicators.
- Applying corrective actions.
CROSS INDUSTRY BPO

Back Office support functions

- **F&A**
  - Finance and Accounting
  - Treasury Management.
  - Administrative support.
  - General accounting.

- **Human Resources**
  - Payroll management, social benefits.
  - Training & Education outsourcing.

- **Billing, payments and collections**
  - Billing Management.
  - Accounts receivable management.
  - Management of accounts payable.

- **Recovery**
  - Management of different stages: Friendly Claim, Settlement and default.
  - Foreclosed Assets Management.

- **Infrastructure / Equipment Management**
  - Planning and maintenance of facilities
  - Failure Management.
  - Technical Management, GIS recording, licenses paperwork and blueprints management.

We provide **support functions Back Office services** so that our customers can devote to their core Business.
CROSS INDUSTRY BPO

Document Management Projects

Process chain:

Indra’s Contributions

- Massive Production Facilities.
- Customized proprietary technology.
- High flexibility to absorb work peaks by distributing workload between centers.
- Emphasis on quality control and production. On-line monitoring of production systems.

Over 110.000.000 of digitalized pages per year.

More than 170.000.000 fields captured per year.
Indra BPO provides a differential process outsourcing model, based on a flexible and global management, that combines strong Industry specialization and technological capability