

indra

BPO SERVICES

Business Process Outsourcing

Corporate Presentation

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

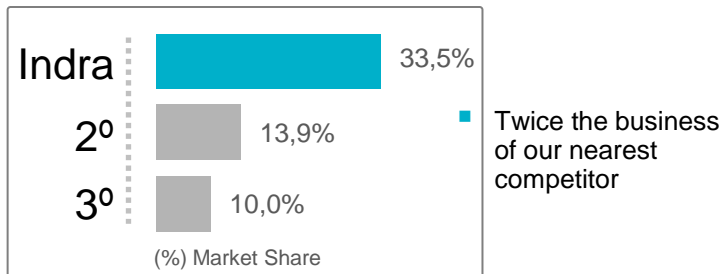


Indra in BPO

- > 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)



Production Centres in BPO



Indra's BPO

Business Process Outsourcing

Business

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...

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Process

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

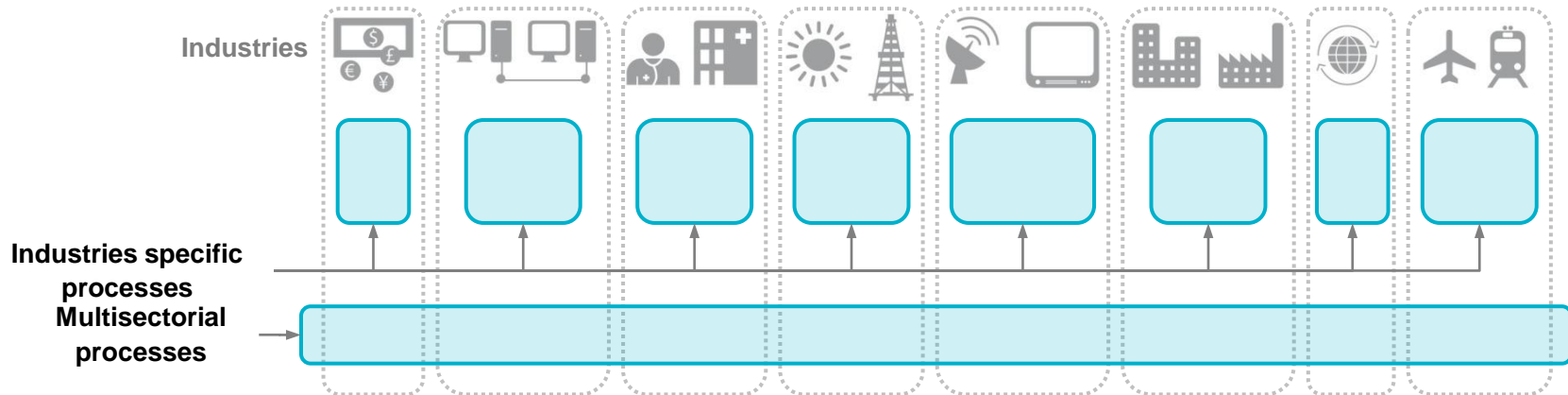
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Outsourcing

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.



SPEZIALITATION

- 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 inmediate 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 (Veritization).

Trends:

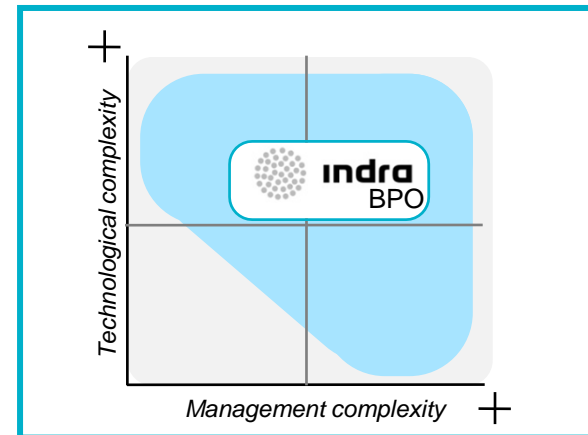
- **Outsourcers concentration** on **few suppliers** with **global capabilities** to externalize and **centralize end to end large scale processes** (and not just part). Development of Shared Services Centers.
- **Technology** as a **key** factor for **BPO**, but always **understood** as a process facilitator, 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.

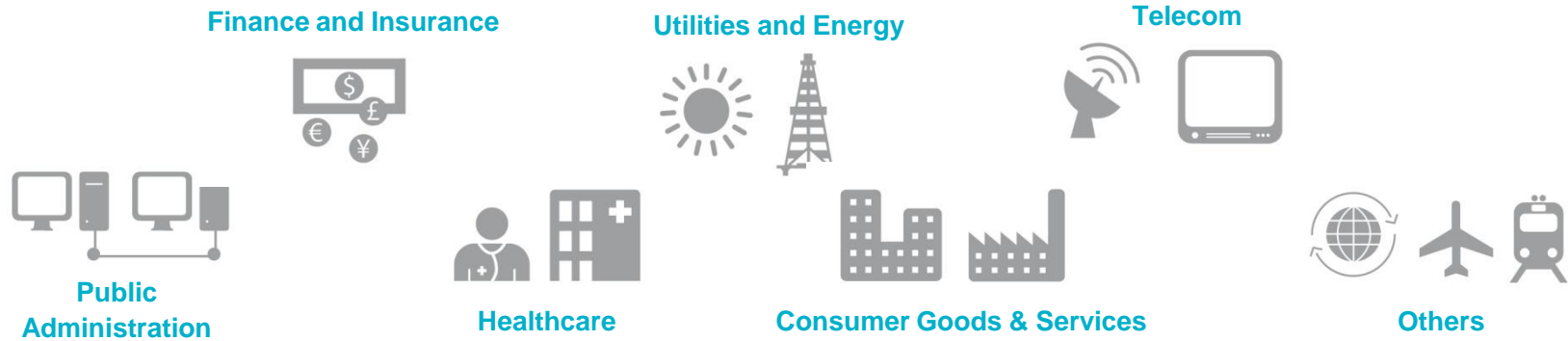


Excellence in process +
technology management

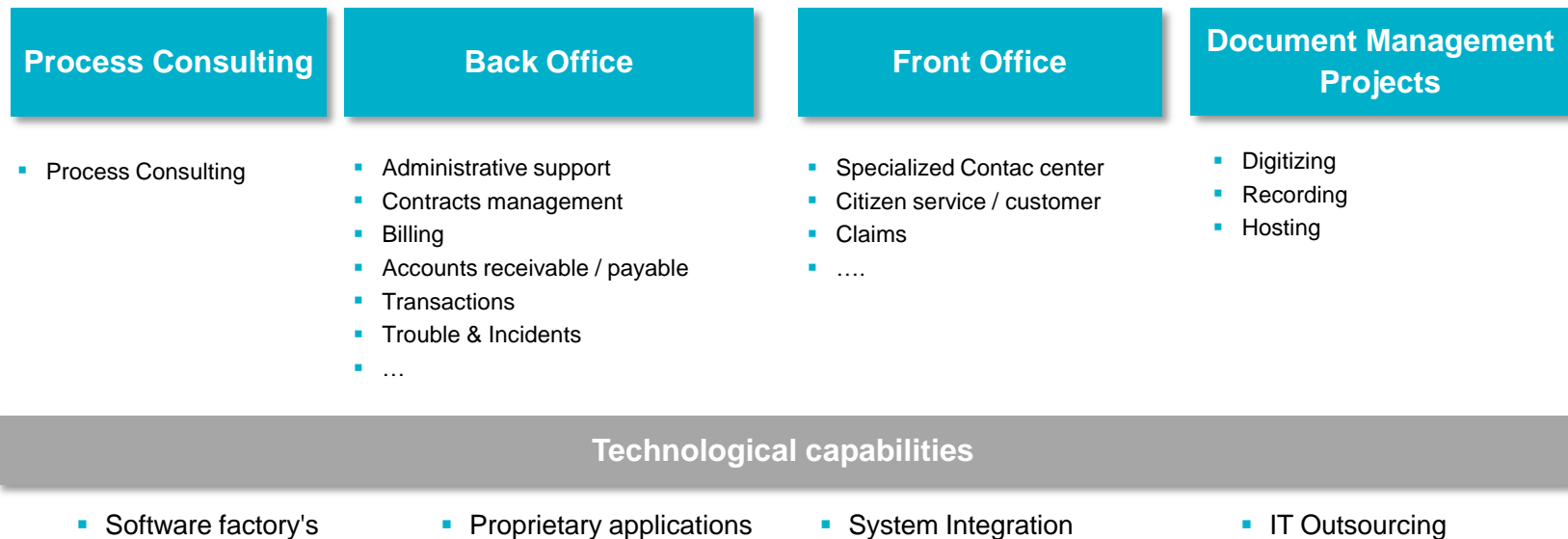
Whatever the function or the Industry, we help Organizations to improve their operational performance, starting with a smooth transition and achieving a rapid return on investment, with stability, predictability and ongoing improvement.

Specialized BPO services for each Industry

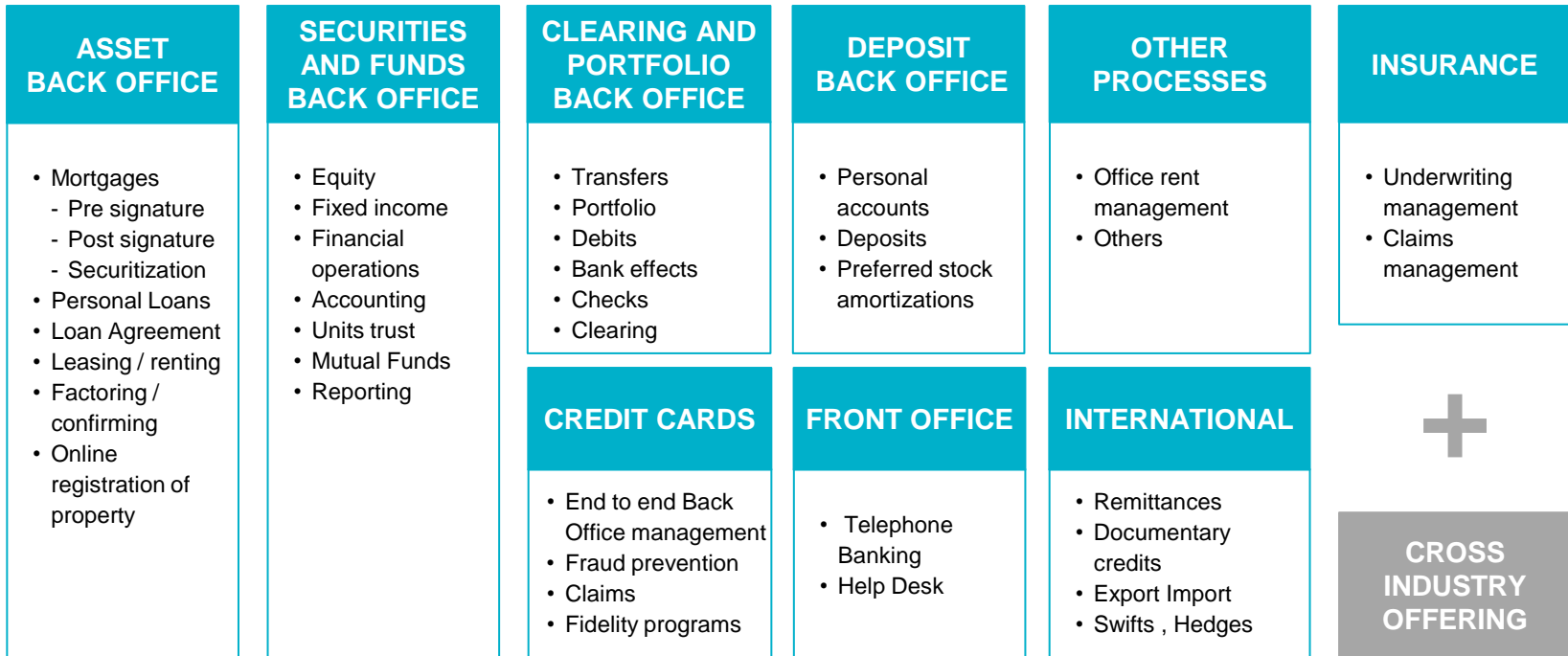
Strong Industry specialization



End to End process management approach



Specialized Services



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,..).
- 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.

Helping to build e-Government

Administrative processes Back Office	<ul style="list-style-type: none">• Files & records Back Office• Assistance programs and subsidy Back Office• Fines processing and printing• Tax BPO
Citizen Support	<ul style="list-style-type: none">• Public service and facilities Help Desk• Passenger Claims Offices.
Campaign Management	<ul style="list-style-type: none">• Campaign management or temporary programs<ul style="list-style-type: none">• Consumer incentives• Temporary campaigns• External evaluation of students
Housing services	<ul style="list-style-type: none">• Management of Public housing stock• Management of grants and assistance for subsidized housing (Construction, purchase and rental)



CROSS INDUSTRY OFFERING



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.

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

Specialized Front Office	<ul style="list-style-type: none">• Appointment Management (Primary and specialized care)• Management of surgery waiting list• Multichannel information for the public health issues
Patient Care	<ul style="list-style-type: none">• Patient Help Desk• Chronic patients monitoring centers• Multichannel management of administrative procedures
Clinic history	<ul style="list-style-type: none">• Digitalization and records management• Clinical records management
Prescription	<ul style="list-style-type: none">• Electronic prescription management
Health Insurance Card	<ul style="list-style-type: none">• Management applications, generation, distribution and management of incidents



CROSS INDUSTRY OFFERING



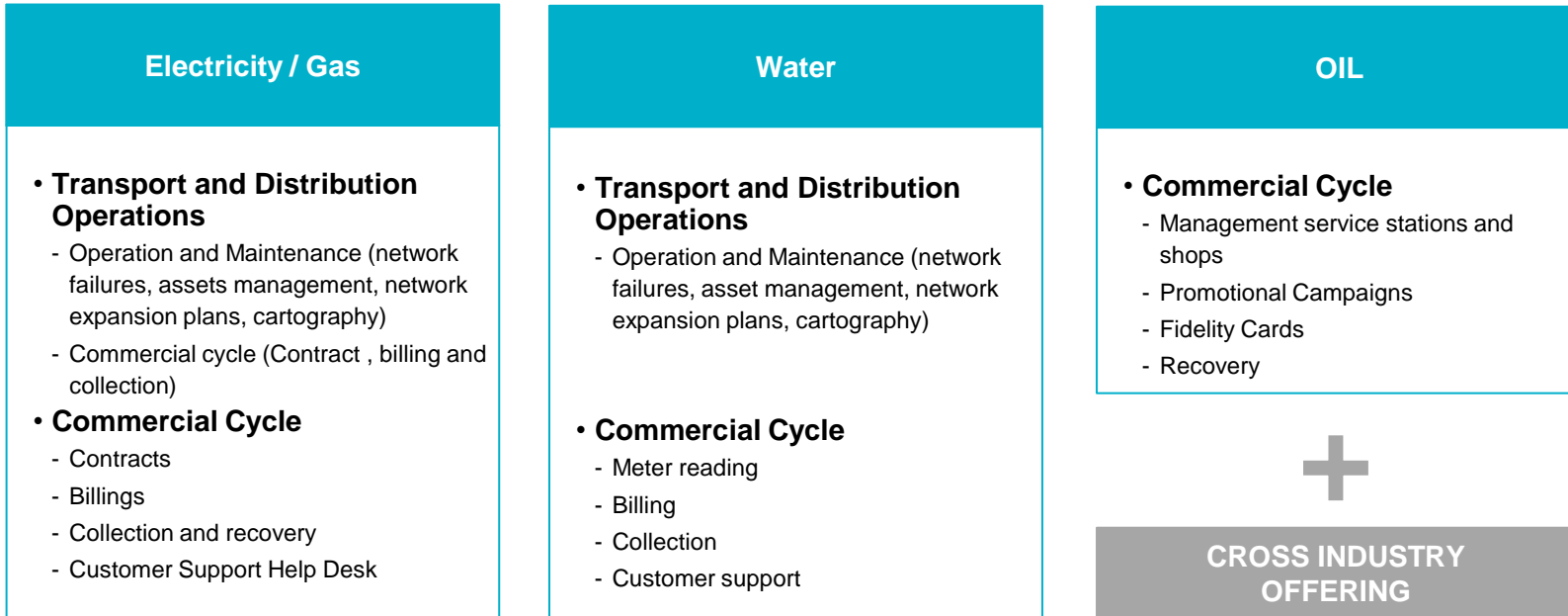
Indra's Contributions



- 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.

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



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

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

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CROSS INDUSTRY OFFERING



Indra's Contributions

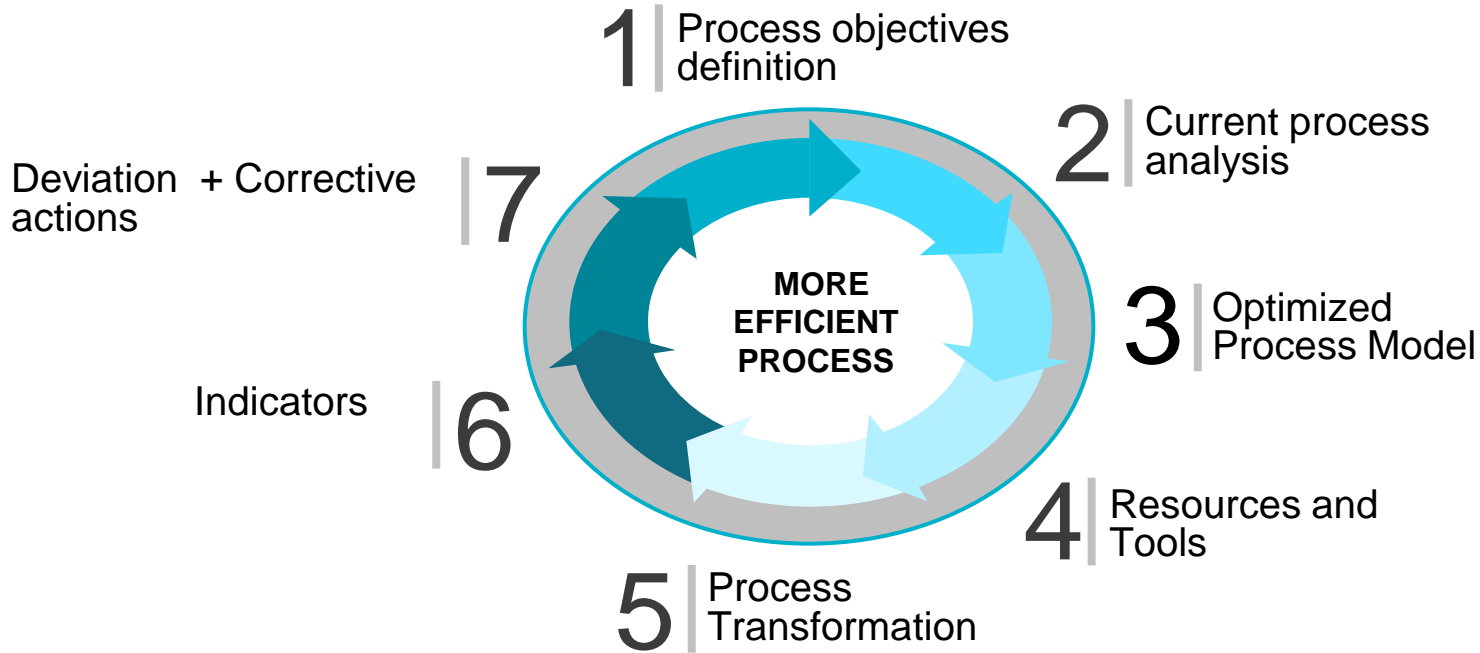
- Project Implementation management and customers services migration .
- Fully integrated solutions with internal automatized and centralized management of all processes.
- Commitment with customers dead-lines.
- Customer disconformities reduction, improve quality and efficiency ratios .
- Working with 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.



Process Consulting

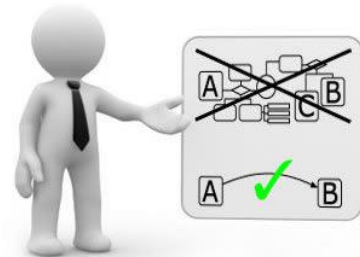
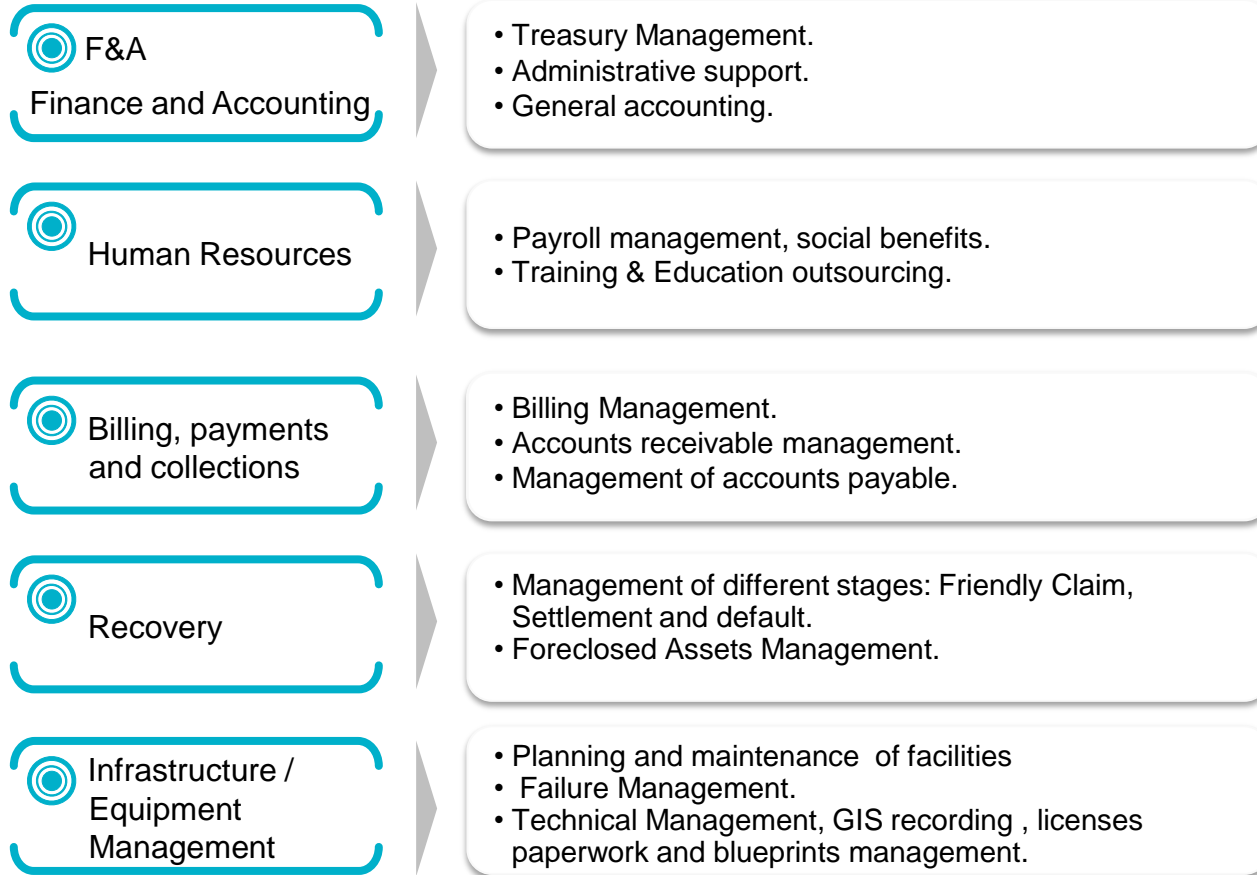


Helping to make the processes more efficient

- 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.

We propose improvements in the efficiency of business processes based on our extensive experience and strong specialization.

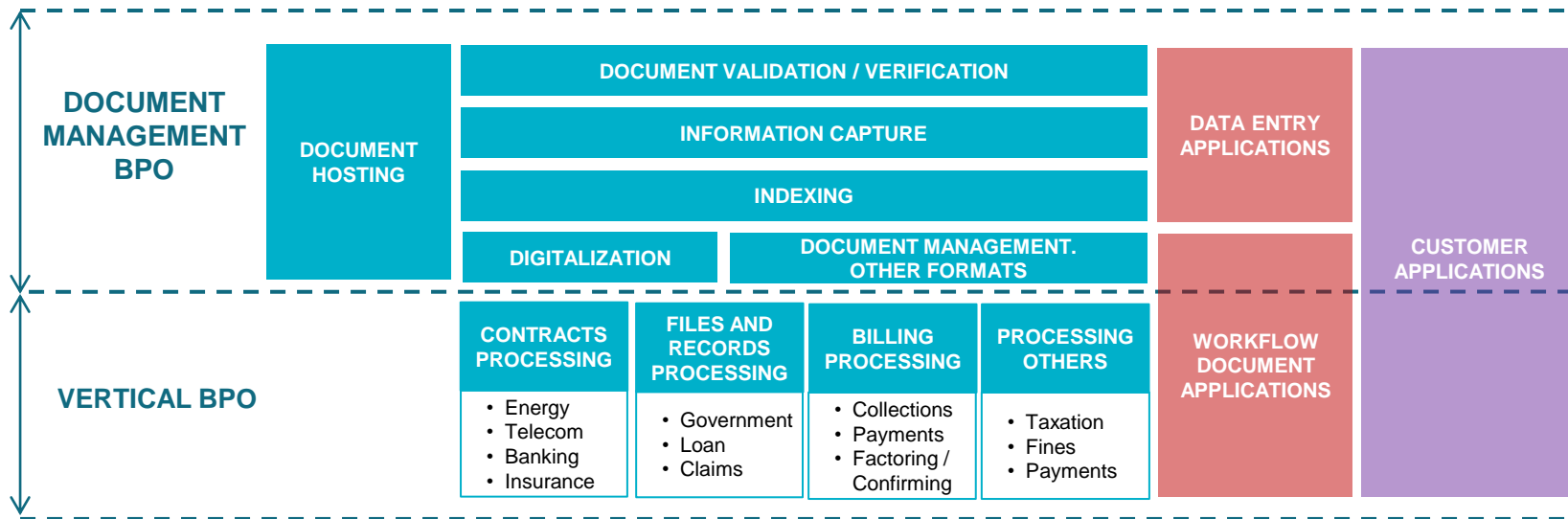
Back Office support functions



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

Document Management Projects

Process chain:



Indra's Contributions

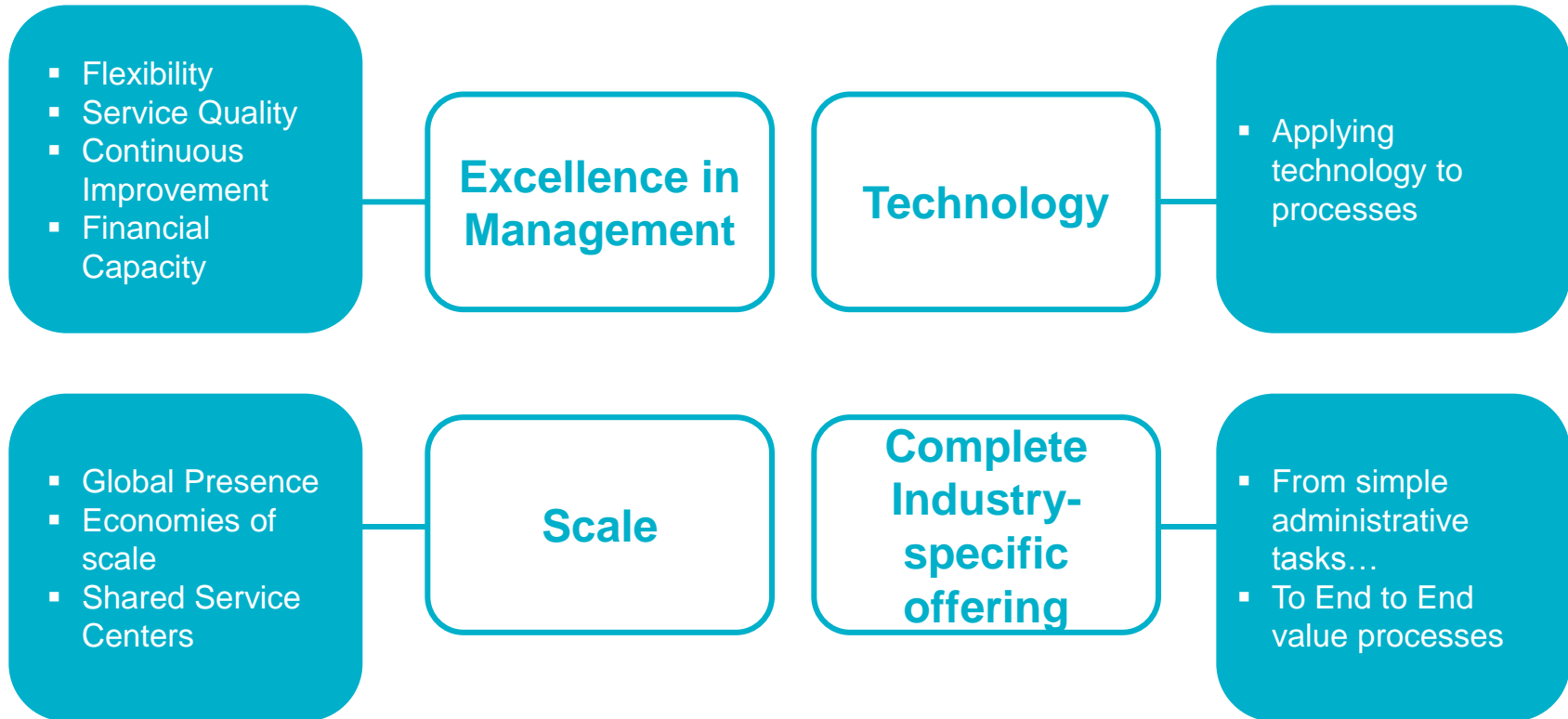
- Massive Production Facilities.
- Customized proprietary technology.
- Document Process Consulting and reengineering of production processes based on digital file/record concept.
- High flexibility to absorb work peaks by distributing workload between centers.
- Emphasis on quality control and production. On-line monitoring of production systems.

Over **110.000.000** of digitalized pages per year.

More than **170.000.000** fields captured per year.

Differential Business Model

“Indra BPO provides a differential process outsourcing model, based on a flexible and global management, that combines strong Industry specialization and technological capability”





indra

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