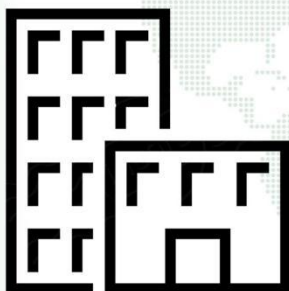


SC « GPG Consulting » SRL

Presentation



We are proud and pleased to be present
in 3 cities and 2 countries



Balti Office



Chisinau Office



Lviv Office



GLOBAL PHONING GROUP

Call Center/BPO solutions 24/7/365

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Company overview

SC GPG Consulting SRL is the leading Eastern European outsourcing company that operates since 2007, having a single owner throughout the whole company's history.

GPG Consulting is a Limited Liability Company, SRL prefix being the equivalent to LLC term on the local level.

Currently we deliver Call Center, BPO solutions and Media Monitoring services for more than 20 Clients, having strong, long-lasting business relationships established with the major Clients.

Among the Clients we are currently working for and we worked for in the past, the major ones are:

Company	Collaboration Period	Type of Services Provided
Argus de la Presse	7 years	Media monitoring
Neguit	9 years	Web Site Animation/Moderation
Premier Energy	11 years	Customer Service Support, Tech support, Back Office
Easy Fairs	13 years	Data Base Qualification, Data Entry for the Europe's leading organizer
Axialis/Axiatel	7 years	Customer Service, Back office
Belinked	10 years	Appointment Setting
Orange Moldova	7 years	Customer Service Support, Tech support, Sales

You may check for the entire list of our Clients in GPG Consulting_Clients List.

Facilities

Our employees operate in 3 facilities arranged to bring cost-effective and high-quality solutions.

The first facility used is the core of the company, represented by the Head Office, concentrating most of the multilingual employees working on diverse Call Center and BPO projects.

Our major Client on the national market, Premier Energy, have offered its on-site facility for the GPG Consulting Customer Support team assigned to its projects. Currently we have 1 dedicated team working in that facility.

Below you may find a descriptive chart showing the labor force availability per each facility:

Facility	Number of Agents	Number of Seniors
Head Office	88	14
Premier Energy	33	2
Balti (Regional office)	11	1
Remote Agents	13	0

We have successfully opened two new facilities in other locations as well, first target being Lviv, Ukraine – operational April 2016 - May 2018 (for the moment we are working with freelancers); and Balti, Moldova – operational since September 2016. This gives us a huge advantage and open doors to new labor market possibilities. We are now able to easily scale up our current agents' capacity on a short term. We have a decent possibility to hire German, English, French, Italian, Spanish, Portuguese, Russian, eventually Polish and Arabic speaking agents.

Language capabilities overview

We have more than 100 multilingual employees already working with us, covering more than 7 European languages, including English, French, Spanish, Italian, German, Russian, Romanian, Portuguese. Per Clients' request we may also cover such languages as Ukrainian, Bulgarian, Polish, Hebrew, etc.

Our local talent market pool gives us continuous possibility to hire new, multilingual personnel, with a solid Call Center experience. Most of them speak more than 2 foreign languages, besides native ones, widely spoken on the local level. English is usually the most popular language studied as the primary foreign language, usually coming in a combination with French, German and Spanish. Moreover, our population is mostly bilingual, covering several FSU territory languages: Romanian – Russian, Russian – Ukrainian, Romanian/Russian-Bulgarian, Russian – Hebrew, Russian – Turkish, etc.

Opening new facilities in different location will give us an even possibility to cover an even wider range of languages required to hold the process under the same tag.

Per our Clients' request we can hire highly qualified profiles with studies and working experience in diverse industries, such as E-Commerce, Mass Media, Finances, Banking, Accounting, Engineering, IT, etc.

Relevant Experience

GPG Consulting has a total of 13 years experience in Technical and Customer Support provisioning for several European Clients. We cover 24/7 service provision. Our dedicated teams of professional agents provide a large variety of services including:

- Customer Support
 - Emails
 - Chat
 - Inbound line
- Tech Support
 - Emails
 - Inbound line
 - Ticketing system

We have a significant sales experience as well, mostly related to financial markets activity. Sales profiles are carefully selected, tested and properly trained in order to increase their capacity to deliver best results, meeting the pre-set KPIs accordingly to the SLAs signed with our Clients.

The biggest Clients we have had the pleasure to go through a tech support / customer support operations would be Orange Moldova, Premier Energy and Axialis/Axiatel. Along with these 3 major players, we have had multiple, short to long term, agreements with other Clients as well, however, in terms of the deployed labor force - those were lesser.

HR procedures used for this type of project are based on vigilant pre-selection process of the candidates, with the relevant profiles and adequate age (all our employees are over 21 years), and strict confidentiality agreements, thus NDAs are signed with each agent took on board.

Premier Energy - Customer Support and Back Office, Ro/Ru Agents

Î.C.S. "Premier Energy" S.R.L. is the largest electricity supplier in the Republic of Moldova. The company serves over 900 thousand consumers in the center and south of the country.

Our collaboration with Premier Energy started in 2008 (at that time it was Red Union Fenosa, a Spanish Group that sold the company in 2019), a one year pilot project with a team of 13 Agents from GPG Consulting, helping the in house team to answer inbound calls and back office requests. As the KPIs of our team were better than the ones of the in house team, in 2010 the whole service was outsource to GPG Consulting, 44 Ro/Ru FTEs, 2 Supervisors and 1 Project manager

The main responsibilities of our team are:

- To answer inbound calls 24/7;
- To register all incidents in Client's software;
- To update the Client's data base;
- To switch to back office requests in case of low volume of calls;
- To serve clients in the Commercial Office: receiving payments and necessary documentation for the registration of the new clients (2 FTEs daily upon Client's request)

The main KPIs:

- Average call duration: 2 minutes
- Average waiting time: 14 seconds
- Quality of service: 98%, based on monthly calls listening by Client's supervisors
- Monthly % of answered calls: 92%

GPG Consulting is also responsible of providing 10 additional FTEs in case of higher volume of calls due to bad weather forecast or technical incidents.

The Agent's remuneration system is based on a fix salary plus a bonus system calculated monthly on personal and team achieved KPIs.

Methodology & Services

We imply a team of professionals who efficiently collaborate to meet the Clients' preferences and requirements. We have acquired experience, knowledge and competences in the business along the years of handling projects in various domains. Our experience ensures highly effective call center services at the best price/quality rate on the outsourcing market.

GPG shapes itself to fit every business model by understanding the target audience and elaborating the most efficient way of delivering company's services.

Type of Services provided

GPG contact center offers a wide variety of BPO services such as inbound and outbound call management, e-mail management, chat support, data and content management, tech help desk and diverse back office.

All these are offered by our professional multilingual agents who possess several European Languages.

The breakdown for the types of services we provided is described in the chart below:

Service Type		Hours 2019
Voice projects	Customer Support, Telemarketing	55999
Non voice projects	Web Sites Animation/Moderation, Media Monitoring, Back-Office Processes, Data Entry	167677

The overall company's workload curve may vary in terms of the country/zone origin of the services we provide and project specifics.

The average metrics for the specific inbound projects you may find below:

Metrics	Value
Wait Time	~15 sec
Abandoned Calls	3%
Service Level	100%
Blockage	1%
Productivity *	15 calls/hour
Agents' Utilization Ratio	85%

*Concomitant non-voice interactions are not included

Our reporting model may vary in terms of the project type, per Clients' request. Due to security reasons, our agents use CRMs provided by the Clients, thus, the reporting process and delivery options are strictly stipulated by the Clients. In case of short-term projects that do not require CRM or special reporting tools, or per Clients' special requests or due to lack of CRM we develop non-standard reporting procedures and structures at no additional costs involved. Statistical data collection and reports development timeframes may vary in terms of the project type, its technical background, specific Clients' inquiries, etc.

Account Management

Our current branding line, marketing policy and strong references from the existing and loyal Clients, allow us to acquire new prospects and establish a prosperous, effective and long-term collaboration.

Potential project development forecasting is done on the basis of the overall project specifics discussions, preliminary KPIs set, relevant in-house experience data and results achieved; initial results shown by the testing period, if applicable, etc.

The common start-up process for a new account management consists of:

- Contractual agreements stage:
 - Contract terms negotiations:
 - conditions
 - requirements
 - pricing
 - timing
 - sustainability and collaboration longevity
 - termination conditions
 - Agreements upon the project operational and technical requirements
 - Agreements upon the testing period conditions (if applicable)
 - Agreements upon the contract period
 - Contract Conclusion
- Administrative processes scheme development, materials and sources adjustments for a new team to be build
- In-house technical background review and adjustments for the project launch
- Recruitment process development:
 - Internal Selection:
 - Internal talent pool review
 - Selection of the appropriate profiles for the senior positions required
 - Selection of the appropriate profiles for the agents' positions required
 - External Selection:
 - Job offer announcement posts, advertisements made:
 - o online job offers posts both on job advertisement platforms and social/professional networks
 - o posts made in the specialized and/or general press

- o collaboration with the specialized organizations and institutes
- o collaboration with the Moldavian High Education Institutions
- Candidates pre-selection stage
- Interview phases:
 - o Initial Interview
 - o Technical Interview (if required)
 - o Final Interview
- Training Period
 - Initial Industry & Company Culture Training
 - Technical Training
 - Initial Product Training
 - Testing (if applicable)
 - Final Product Training (if applicable)
 - Specific function training for the senior positions (if applicable)
 - Final Testing (if applicable)
- Team structure design
- Project launch

General administrative processes, schemes, scheduling the shifts and operators job within the shifts may vary in terms of Clients' preferences and requirements. Our managerial personnel works in a flexible manner to increase the work process efficiency and optimize workload distribution.

Per your request, you may find the list of the potential primary contacts in case of our successful co-operation*

Name	Position
Olivier Puebla Prado	CEO at GPG Consulting
Alexandra Matveiciuc	COO at GPG Consulting
Veronica Opaleva	CMO at GPG Consulting
Tatiana Eni	CFO at GPG Consulting
Savelii Matveiciuc	CTO at GPG Consulting

*Potential Supervisors and QA managers are not included

Agent Hiring and Training

Moldova's local talent market pool allows us to hire qualified multilingual employees, with high education diplomas and expertise in various domains. This gives us the possibility to offer our Clients highly qualified personnel, even in case of the specific profiles requirements. Our company offers high level working conditions and friendly environment, registering the average turnover rate at a 10% mark.

Our company's usual recruitment campaign consists of the following steps:

- The pre-selection process is done on basis of the several factors in line with the position requirements: overall presentation, educational background, language(s) skills (both written, oral and comprehension levels), computer literacy, relevant experience and other skills/capabilities per specific Client's preferences.
- Initial interviews consist of a face-to-face conversation with the applicant, which results in a thorough analysis of the candidate's profile characteristics, applicable skills relevant to the project requirements. Usually it is held by one of the HR officers.
- Technical interview is the second interview phase that might be required by the Client. Normally all the pre-selected candidates are asked to pass specific tests, related to the project they apply to (language skills test, general culture background test, computer literacy test, applicable skills verification, etc.)
- Final interview – Individual/group interview with the candidates held by the Project Manager(s), Supervisor(s) and Trainer(s) assigned to the project in question.

Training procedure: initial and on-going.

Normally, the training procedure schemes are dependent upon the project specifics and the Client's preferences. However, the regular training procedure structure consists of the following phases:

- Initial Industry & Company Culture Training – Initiation training, common for the newly hired employees;
- Technical Training – computer literacy training and technical specifics introduction;
- Initial Product Training – introductory training on project specifics;
- Testing - if applicable, per Client's request;
- Final Product Training - if applicable, per Client's request;

- Specific function training for the senior positions - if applicable, per Client's request;
- Final Testing - if applicable, per Client's request.

Motivation and Retention system

The bonus systems generated for the motivational purposes may have two sources – company's internal motivation and retention policy and the bonus system built within the project frames. The bonus system for the operational team(s) is usually to be discussed with the Client, if applicable.

Motivational program may vary in terms of the projects specifics, overall KPIs set, target achievements, administrative and disciplinary factors.

Quality and Monitoring

Quality Assurance programs are being implemented in each and every project run by our company, an exclusive approach being offered to monitor agents' performance, in an effort to supplement supervisory effect and/or reduce some of the burden.

New technologies used and dedicated QA specialists have made it possible to conduct a thorough quality improvement process, with the multiple monitoring sessions per month per employee.

GPG ensures consistency in improving agents' performance through supervision, coaching and continuous feedback. Agents' activity is monitored by the Quality Assurance Specialists, Team Leaders, Trainers and Managers, both side-by side and through remote monitoring techniques.

The ultimate objective of monitoring is to manage performance through:

- Assessing agents' performance.
- Developing specific individual performance improvement plans and goals.
- Engaging in a personal performance feedback with the agents.
- Tracking results on a Team, Project and Department level to search for emerging trends, activity patterns, training needs and overall performance improvement.

For the reason that each project has its own operational specifics, KPIs set, we do not practice a centralized Quality Assurance program. Though, we assign dedicated QA specialists to each of the held campaign if required by the Client specifically. In addition to that, the Quality Assurance and Monitoring functions are sometimes performed by the Project Managers and Supervisors on duty, creating a flexible and efficient monitoring and evaluation system.

In certain cases, Clients may assign specialized QA personnel to monitor the overall outsourced activity through remote monitoring tools, incorporated in the offered CRM.

Usual Quality Assurance system is based on the daily monitoring process and continuous performance review sequences. Therefore, we set certain milestones for our company's employees - an evaluation process consisting of the following phases:

- Initial evaluations of the newly hired employees (usually performed after the first two weeks of their activity)
- First month evaluations
- Quarterly evaluations
- Semiannual evaluations
- Annual evaluations

Technology

IT Infrastructure

GPG Consulting facilities are equipped with 148 workstations within the Head Office, 48 workstations within Premier Energy facility and 20 workstations within Orange Moldova facility. In addition to the above mentioned, GPG Consulting is able to increase the number of workstations per Clients' request.

Our computer centers are staffed 24/7 and we have 1 full -time employee in our Head Office IT/system department. The rest of facilities are serviced by the in-house technical teams.

Head Office Technical Infrastructure description:

Every hired employee signs the Computer Security Terms and Conditions to enhance stable production environment, secured and constantly monitored infrastructure supported by our highly qualified IT department.

Please check for the technical description of the Head Office Technical Infrastructure below:

Servers:

12 e-mail servers, 3x Asterisk Server, CRM Server, Server Hosting, Elastix Server, Web Server Firewall (KerioWinRoute), Network Server, Data Back Up Server, 5 Data Servers.

Routers:

Cisco Router for leased line, 3 Internet Back UP Routers, 1 Voice Router, 1 Voice Back UP Router, Wi-Fi Router.

Workstations technical description:

PC Configurations:

AMD 3GHz, 4Gb DDRIII, 500Gb HDD, 19-23" TFT, UPS APC Back-UPS "BR500CI-RS" RS 500, 230V

Operating systems supported:

Windows 10, Windows 7, Linux

We do not emulate any external operating systems through real-time, direct data links

Network equipment:

Switches: TP-Link, D-Link, Mercury, Cisco, LinkSys

Connectors and Receptacles: Krone

Cable: UTP, STP

The current number of working stations/PCs distributed to all call center agents, supervisors and administrative staff supports VoIP (Voice over IP) communication channels, integrated with/through a secure LAN.

Most of the current projects are using Clients' ACD equipment. We also have our own developed ACD and Elastix predictive dialing platform. Currently we number 2 T1 circuits provided by Orange and unlimited T1 circuits provided by Vitgrand carrier.

Usually we use the CTI's provided by our Clients, however, we have developed our own automatic call routing software and we also practice Elastix predictive platform.

Our technical infrastructure includes several internet channels supported by the fiber-optic internet broadband.

GPG Consulting is a customer of the three largest ISPs in Republic of Moldova. Orange Moldova, Starnet and Arax service providers are offering us at least two different routes, one being with a direct connection going through Frankfurt and the other one connecting with Deutsche Telecom, passing through a Romanian switch. Our technical team uses the offered options in most effective way to ensure our employees with reliable connection alternatives in case of connection losses with one of the above mentioned ISP. The automatic switch to a different ISP's route is done using the above described scheme.

ISP	GTR	MTTR	Latency Fluctuation Rate per Gigabyte	Capacity	Maximum Capacity
Starnet (since 2003, 67.000 clients) Main activity – Internet Service Provider	4h – day 8h – night (VIP access)	2h – day 4h – night (VIP access)	55-65 ms	30 Mb/sec	Almost Unlimited
Orange (since 2008 as ISP) Main activity – Mobile Telephony	4h – day 8h – night (VIP access)	2h – day 4h – night (VIP access)	55-65 ms	30 Mb/sec	Almost Unlimited
Arax (since 1994) Main activity - Internet service provider)	4h – day 8h – night	2h – day 4h – night	55-65 ms	10 Mb/sec	Almost Unlimited

All workstations have antivirus network and firewalls installed to prevent intrusions, providing up-to-date protection system, ensuring safe data transferring within the organization, keeping protected data confidentiality and integrity.

Currently GPG Consulting is using services of the 3 telecommunication service providers, Orange being our preferred telecom services provider:

Telecom Service Provider	Tech info
Orange	2xTDM E1 Line
Moldtelecom	Facility Landlines
Vitgrand	2x SIP Trunks

Security: our office is provisioned with firefighting equipment, fire detection and temperature rising threshold systems; with the automatic private guard signal transferring notification system that is being active 24/7; office climate control integrated systems working 24/7.

Disaster Recovery - Failover Process

Internet connectivity down case (ISP-internet service provider):

- Finding out the reason and complexity of the problem
 - Issues caused on ISP's end – the connection is automatically switched to the Back Up channel by the Kerio WinRoute Firewall, Technical Director or other person in charge will call the ISP support team and inform about the persisting problem and find out approximate timing for the problem solving period.
 - Internal issues (1PC or 1office involved) – it will take up to 5 minutes for the IT personnel to find the core of the issue, analyze current situation and have it solved.
 - Internal issues (the whole company involved) – it will take up to 5 minutes for the IT personnel to find the core of the issue, analyze current situation and have it solved.
- The Technical Director will inform the administrative staff and all Departments' Heads that the problem has been solved and will give explanations to the superiors per request.
- Preventing and avoiding technical issues in the future:
 - Issues caused on ISP's end – The Technical Director or other person in charge will send an informative letter to the ISP putting CEO in copy the.
 - Internal issues – The Technical Director will call upon a meeting with the company's and ISP's Technical Department reps to discuss the list of instructions and actions to be held in order to avoid similar problems in the future.

Electricity Shortage case (ESP-electricity service provider):

- Finding out the reason and complexity of the problem

- ESP problem – the electricity supply is automatically switched to UPS for all the PCs, servers, routers and network equipment which will last for at least 1 hour. Technical Director or other person in charge will call the ESP support team and inform about the persisting problem and find out approximate timing for the problem solving period. If it takes more than 30 min, the technical team will switch on the Generator.
- Internal issues (1PC or 1office involved) – it will take up to 5 minutes for the IT personnel to find the core of the issue, analyze current situation and have it solved.
- Internal issues (the whole company involved) – it will take up to 10 minutes for the IT personnel to find the core of the issue, analyze current situation and have it solved.
- The Technical Director will inform the administrative staff and all Departments' Heads that the problem has been solved and will give explanations to the superiors per request.
- Preventing and avoiding in the future
 - Issues caused on ESP's end – The Technical Director or other person in charge will send an informative letter to the ESP putting CEO in the copy.
 - Internal issues – The Technical Director will call upon a meeting with the company's and ESP's Technical Department reps to discuss the list of instructions and actions to be held in order to avoid similar problems in the future.