

KNOWLEDGE PROCESS OUTSOURCING

IBEX | GLOBAL

creating value. delivering impact.

Our Vision

To provide reliable, consistent and predictable performance

Our Mission

To build the industry's most dynamic team of customer service and marketing associates and deliver cost-effective, high impact customer management strategies to the world's leading organizations

Our Values

Integrity
Respect
Transparency
Excellence

Knowledge Process Outsourcing (KPO)

Business process outsourcing has shifted from outsourcing back-end, non-core, and repetitive processes to outsourcing core processes that require analytical thinking and judgment.

This new dimension of outsourcing services is known as KPO.



IBEX uses the latest in software, technology and infrastructure. You can be assured of error-free work and speedy deliveries.

By outsourcing KPO services, you can concentrate more on your core business functions while we handle all your KPO requirements.



Creating
Business Value
through KPO

KPO services cannot be provided by just about anyone. For quality KPO services, you require highly qualified professionals who are very knowledgeable and skilled. You can get access to such professionals at IBEX.

Get proficient KPO services at a cost-effective price. With IBEX as your partner in KPO services, you can save more than half of your current operating cost.



Human Resource
Outsourcing (HRO)

Our KPO Services



Finance &
Accounting (F&A)

Human Resource Outsourcing

IBEX can develop customized HR outsourcing services for you based on the type of workforce you have and the specific needs of your business. You deserve a partner that can provide you with the freedom to focus on growing your business every day.



- HR administration
- Payroll Services
- Employee Benefits
- HR Training
- Time keeping
- Solutions
- HR Analytics & Consultancy



HR administration

The HR administration services begin with the applications for employment and continue through all the paperwork requirements including employee termination and exit interviews. IBEX manages these tasks with the least amount of disturbance to you and your management team. You have the liberty to be as involved as your schedule or corporate culture allows. All of your daily HR administration such as setup and compliance, new hire paperwork, employee files, employee handbooks, job descriptions, and termination services with all the relevant employment law is handled by our trained staff, under your direction, of course.



Payroll Services

Would you like to avoid spending time and effort from non-profit earning tasks such as payroll? Outsource your payroll activities to IBEX. We will handle all the nitty-gritties of payroll services, tax payments while ensuring compliance with the law. To guarantee efficiency, part of our service also includes meetings with your processor and their team to discuss pitfalls or potential efficiencies that could be created between our two companies.



Employee Benefits

If you want to attract and retain talented employees, providing benefit packages can be the turning point. We at IBEX understand the cost benefit analysis when it comes to limiting expenses but spending just enough to keep your employees happy. Other than designing the employee benefits plans we will also handle administration if these benefits, invoice reconciliation, worker's compensation, and safety programs



HR Training

One of the most important factors that influence the success of an organization is the employees themselves; their development, diligence and way of handling different situations. Our range of management trainings, safety trainings, and conflict resolutions can help you nurture your employees to reach their potential.



Time keeping

Have you been looking for a cost-effective way to track time and attendance easily?

Would you like to see increased productivity within your organization? Would you like to track time off requests and approvals electronically? If your answer to any of these questions is yes, then the solution is our Time & Attendance administration.



Solutions

Are you finding it difficult to manage the many intricacies of your HRIS system? Do you find it time-consuming to modify the system to your specific company's changing needs? We offer you the services of managing your HRIS system while providing you and your employees with online access to data with as much control as you want.



HR Analytics & Consultancy

What if you could predict which high performers were at risk of leaving six months before they walked out the door? What if you could merge external data with your own business metrics to project workforce demand six, nine or even eighteen months from now? What if you could triage incoming resumes overnight to predict employee success and tenure – before you hire? These are key questions that we can help you answer by measuring human capital investment (HCI), measuring HCI's impact, and analyzing how performance, productivity & profitability is driven.

Finance & Accounting (F&A)

IBEX can offer its experts to cater to your Finance and Accounting needs so as to help you achieve high performance through an effective and efficient finance organization.



- General Accounting
- Procure to Pay
- Order to Cash
- F&A Reports



General Accounting

Do you want to reduce your stress and still satisfying the auditors in efficient time?

Let IBEX provide you the most transparent and comprehensive general accounting solutions, keeping track of all transactions from beginning to the end. While minimizing the chances of fraud and error. We will cater to your specific business needs by maintaining your general ledger, fixed asset journal, and performing periodic account reconciliations and tax planning.



Procure to Pay

Do you want your liquidity to be optimized, maintaining sufficient funds yet ensuring there is no loss of time value on money, while keeping your suppliers happy? IBEX offers you accounts payable management which performs effective creditor aging analysis and sustaining sufficient cash flows for timely reimbursements. Furthermore to avoid discrepancies both from internal and external documents we also provide accounts reconciliation.



Order to Cash

Are you looking to enhance your treasury operations and bootstrap financing?

We can cater to your desires through improved cash collection and optimizing debtor aging while keeping your customers content. We ensure ideal management of working capital that caters to your requirements of cash in hand, receivables and inventory simultaneously.



F&A Reports

IBEX offers to compile and centralize all your information in final accounts. Preparing financial statements as per regulatory standards and looking after aspects of legal circulars and notifications and filing of tax returns.

Head Office

USA

1700 Pennsylvania Avenue NW
Suite 560, Washington DC20006
+1.202.289.9898

Global Offices

PAKISTAN

7th Floor, FTC
Shahra-e-Faisal
Karachi 74400
+92.21.356.99.225

PHILIPPINES

8th Floor, Hanston Building
No.20 Emerald Avenue
Ortigas Centre, Pasig City 1605
+63.2.667.1100

SENEGAL

Immeuble TRG - Rue 3xB
Point E, Dakar
BP. 45595, Dakar Fann
+221.33.869.1660

UK

2nd Floor, Castlemead
Lower Castle Street
Bristol, UK, BS1 3AG
+44.127.534.4344

IBEX | GLOBAL

www.ibexglobal.com
www.ibexglobal.com/pakistan