

Future-proof Your Business with FlexDev

FlexDev have pioneered a **Next Generation Delivery Center+ [NGDC] Model** using the latest methodologies and technologies available on the market today.

The Center is leveraged by companies as an alternative to a typical outsourcing model. Our clients are typically in the same time zone (Nearshore). FlexDev employs "best in class" business and finance professionals to help exceed our client's expectations

High performing, convenient and compliant nearshore location

A very important factor in BPO outsourcing is Poland is part of the EU and therefore adheres to European compliance requirements. This includes **GDPR, security** and **financial** compliance.

Centralization of business functions in the form of a shared services center (SSC) or a business process outsourcing (BPO) center can contribute to cost reduction. A favorable location for the SSC or BPO plays a key role in the success of such a project, considering also the quality and performance of business services provided by these centers in **multiple languages**.

Poland offers a stable and healthy economy, a highly skilled workforce, dynamic financial services and some of the highest US and EU standards in IP protection and data security, which is reassuring to companies that want to know that compliance is of the highest level possible.

Therefore, Poland is also becoming a popular destination for **BPO** outsource functions such as **Finance** with companies trusting Poland as one of the best places to **nearshore**. Culturally there is very little difference between Poland, the US, UK and other European countries.

This contrasts with the top outsourcing software destinations – China and India. Poland also boasts excellent language skills ranking ninth in the world in the **EF English Proficiency** index 2015 and 10th in the 2016 edition, getting ahead of most Eastern European countries.



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FlexDev has extensive, highly skilled Procure-to-Pay and Order-to-Cash experts that have unrivalled experience in terms of quality of service. We offer flexible engagement models.

FlexDev enables modernization of **finance processes**, increases **control** and ensures full control of **security** and **compliance issues**. We are not just doing the operational Accounts Payable (**AP**) and Accounts Receivable (**AR**) processing, our skilled professionals understand and master the entire Procure-to-Pay and Order-to-Cash process which enables you as a company to retain control on **DPO, DSO, security** and **privacy demands**.

- Our **Master Data** specialists continuously verify all GDPR requirements are in place
- Our **Purchase-to-Pay** specialists know how to analyze DPO and achieve your DPO targets
- Our **Order-to-Cash** specialist know your customers, limit credit risk and optimize your DSO
- Our **compliance officers** understand regulations and requirements and train the team

Our **BPO Next Generation Delivery Center+ [NGDC]** helps companies with future-proofing their business. When analyzed in detail no other company offers what we do. Due to increased compliance and regulatory requirements companies using the traditional outsourcing path are facing increased risk of non-compliance with new security, compliance and privacy regulations (such as GDPR). Therefore, there's an increased need to regain control of outsourced process and include more skilled talent in their near shore resource pool. In addition, companies want to ensure that the talent they invest in, stays with the company

This is a major issue in the UK as it's soon predicted there will be a shortfall of many professionals and the competition to attract the best talent will intensify. FlexDev is addressing this issue by building our clients their own centers with their own teams.

We manage them in such a way that we ensure we integrate the DNA and culture of our clients.



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Why should you trust FlexDev to build you an ITO Next Generation Delivery Center NGDC+



Local Anchor

Being based locally on the ground in Poznan, we have a very good understanding of the employment availability, the competitive landscape and excellent relationships with local suppliers and business's which makes us ideal to partner with to help your business grow. We have a proven track record of setting up end-to-end tailor-made functioning SSC with great success.



Industry experience

We have many years extensive experience building high performing teams and business processes and ITO and BPO centers of excellence. We have many years of relevant business, IT, Legal, administration, finance, recruitment and marketing experience which makes for a great fit when looking for a trusted partner.



Company Culture DNA

It has been proven that integrating clients company culture and DNA when outsourcing is critical to speed up digital transformation initiatives. Therefore, FlexDev makes cultural integration a priority when building out NGDC+ model. Our client's assets are 100% owned by them which enables them to create and build their owned dedicated part of their business.



Tailor Made

Due to FlexDev's ideal size, this makes us perfect to partner with as we are able to provide an integrated culture and tailored outsource solutions that larger organisations would struggle to deliver. We are flexible with the model we build and agree business objectives to make sure our client hits their business goals and requirements. We are deliberately nimble and flexible so we can cope with the most demanding of our client's needs, while focusing on quality of service to exceed our client's expectations.



Minimalize Risk

FlexDev will take on any initial risk of establishing the center. Due to our local expertise and knowledge of local business, we are confident we can deliver and so therefore are prepared to take the risk for the first critical steps of a NGDC center build.



Reduce Costs

Investing in a NGDC center build ultimately drives down cost. Typically, clients will see ROI and significant costs savings within a 12 to 18-month timeframe. Through our model, not only do our clients have their own center, but they also are able to retain and keep top talent with a highly skilled workforce and little attrition. With cost savings that increase significantly over time.

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FlexDev vs In-House

- 1 Risk Mitigation**
Less risk for failure.
- 2 Experience**
Significant experience in starting and optimizing SSC's
- 3 Faster process**
we adopt agile and lean methodologies.
- 4 Setup**
We provide legal entity, administration, real estate, recruitment, full management.
- 5 No interruptions**
Less business interruptions for our clients as business continues to focus on expansion and profit whilst we deliver the back end process.
- 6 Costs**
Reduce the costs for our clients.

FlexDev vs Traditional Outsource Model

- 1 Control**
Customer is always in control
- 2 Single Focus**
Sharing cultural DNA and experience for one company purpose only.
- 3 Time to market**
Ability to take a fully operational in-house SSC in months and optimized within 24-36 months
- 4 Tailor Made**
Uniquely tailored to individual client's needs
- 5 Own assets at the end**
Agreed IP and talent will belong to your company
- 6 Costs**
Reduced costs in the long term

For more information Please contact us at contact@flexdevgroup.com

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