

**EMPOWERING ENTERPRISES
WITH BUSINESS PROCESS INNOVATION**
BUSINESS PROFILE 2020





The greatest legacy we can pass on to the youth as a business's is character, faith and opportunity.



01

Company History

We are a proudly South African company based in East London, IDZ (a Strategic Economic Zone & World Class Manufacturing Site). Our Call Center is a Business Process Outsourcing (BPO) company that specializes in field service support, dispatching, technician scheduling, business intelligence analytics, and customer service.

THE RESOURCES OF A LARGE COMPANY WITH THE CARE AND SERVICE OF A SMALL BUSINESS



We are a multi-lingual BPO that prides itself in offering superior service at one of the lowest prices in the industry. We offer both onshore and nearshore BPO facilities to help us meet the diversified needs of our clients.

After more than 10 years in the BPO industry, our principals know what it takes to provide great customer service and technical support, and we are committed to providing solutions to keep our Customers happy.

At KGI BPO we know that a reliable, flexible and knowledgeable work-force with the proper tools to thrive in the cutting-edge BPO market can make the difference between a good company and a great company.

We enjoy working together with clients in the world's most dynamic industries, to develop complete business process solutions that exceed our clients' expectations.



02

Our Services

Inbound and Outbound Call Coverage

We offer dynamic, custom solutions for outsourcing your business processes. Our advanced telephony applications and global voice services make outsourcing simple and affordable. Let us handle your inbound and outbound call needs through our 24/7 multi-lingual customer service and technical support centres.



Technician and Ticket Dispatching

Technician and ticket dispatching from KGI BPO provides a critical communication link between your Customers, field agents, and operations team. Our specially-trained dispatchers are available 24/7 to offer customer service, handle calls and provide technician scheduling.



Business Intelligence Systems and Solutions

Through our custom ticketing system and Quality Information System (QIS), we are able to monitor all aspects of team performance. This approach makes it easier to execute operational and resource analysis, and identify the best solutions for our clients, turning metrics into action.



02

Our Services *continued*

Technical Support

We are experienced in a wide range of technical support including, internet service issues, product activation, warranty and post warranty support.



Sales and Telemarketing

We have Agents ready to help boost your customer acquisitions through new customer sales, order taking and fulfilment, lead generation and up-sell/cross sale renewals.



Customer Service

Our Agents are experienced Customer Service Representatives that excel at a myriad of customer service functions including maintenance of account information, processing of claims or investigations, processing of payments and or service changes.





OUR VISION

**IS TO BE THE LEADING COMPANY DEVELOPING
SUSTAINABLE PROFITABLE PARTNERSHIPS,
WITH AFRICA, FOR AFRICA BY 2022**



03

Industries We Serve

Telecommunications - ICT

We provide both technician and work order dispatch and tracking to the telecommunications industry along with new customer acquisition and current customer up-sells. Our hands-on campaign management for the sale of products and services, is what sets us apart.

Healthcare

Our healthcare clients use us to provide all of the functions of a virtual assistant including, taking calls, scheduling appointments and customer support.

Technology

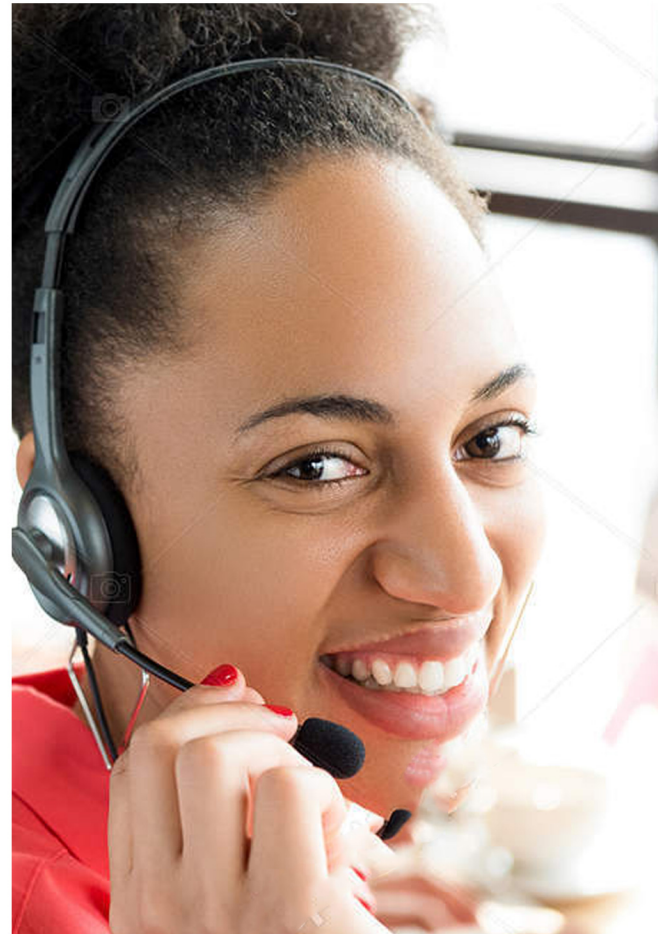
We provide both level 1 and level 2 technical support including managing internet service issues, product activation, warranty and post warranty support.

Insurance

Our Agents process claims, provide customer service, sales and scheduling across the health, auto and home insurance industries.

Hotel and Lodging

Our Agents qualify, gather, organize, record and execute bookings in a professional manner within predefined parameters and standards.





OUR MISSION

TO CONTINUOUSLY IMPROVE THE PRODUCT LISTING AND SERVICE OFFERING

that makes up our business portfolio in order to meet customer expectations, plus ensuring we achieve full satisfaction and loyalty.



05

The KGI BPO Systems Difference

Our people are our most valued commodity. What makes our team so special begins during the recruiting process. All applicants must pass an IQ and EQ exam to ensure that they are capable of engaging with Customers both intellectually and emotionally. Once hired, our Employees undergo 4 weeks of intense training focusing on communication skills, customer service and technology. Continuous education drives are also utilized to ensure that our Agents provide the best possible customer service

AN INFINITY OF PASSION IS STORED IN OUR WORK FOR YOU



Our Operations

Our clients' success is the #1 priority for our Operations team. Through our operational consulting platform, our team can provide you with expert recommendations on how to adjust to trends, implement new requirements and make strategic changes to face any service related challenges. We're here to help you keep your Customers happy.



06

Our Platform

With KGI, you will have an exclusive blend of technological know-how and expertise, coupled with the ability to uniquely tailor each call centre to meet your own special requirements. We have in-depth knowledge of the local call centre industry. This has enabled us to offer insight and perspective to customers on improving customer call centre productivity, at a competitive price.

We utilise the Avaya Aura® Platform which delivers a different approach to engaged communications, transforming traditional, single-purpose solutions for voice, video, email and instant messaging into a true multimedia and multimodal architecture.

Our Pricing Model

We service customers across many different industries, therefore we are accustomed to pricing our services in different formats to meet our customer's needs:



Per Agent Per Hour



Per Call



Monthly Lump Sum



Per Ticket or Work Order



Per Seat



Per Project

If your business requires pricing in a format not listed above, please contact us directly as we will work with you on a pricing format that is right for your business.

07

Community Relations

Through the involvement of local Indigenous people, KGI Holdings enables communities to take part in activities on their traditional lands. KGI Holdings's ethos is to provide a range of training, employment and community relations programs using the company's operations as a platform to assist Indigenous people in further developing their own communities.

Our goals and programs have been specifically developed in and around consultation with Indigenous people and to focus on job skills training, business development, education, cross-cultural development and the preservation of Africa's culture and heritage.

Community Growth Program

Through the involvement of local Indigenous people, KGI Holdings enables communities to take part in activities on their traditional lands. KGI Holdings's ethos is to provide a range of training, employment and community relations programs using the company's operations as a platform to assist Indigenous people in further developing their own communities.

Our goals and programs have been specifically developed in and around consultation with Indigenous people and to focus on job skills training, business development, education, cross-cultural development and the preservation of Africa's culture and heritage.





OUR VALUES

Help us all make informed decisions and unify our company culture.



08

Beyond the Employment Program

Beyond the initial recruitment and induction phase, Trainees are supported with ongoing training and development to build on their skill-set and professional capabilities, towards nationally accredited courses. Our highly trained senior personnel provide mentoring to trainees, offering on site support and aiding in skill development.

Where possible, KGI Holdings also uses local facilitators in Indigenous communities to assist with preparing trainees for work. This includes organising medicals, facilitating inductions and providing an easily accessible contact point for the Company in the community, and to answer questions and provide other assistance as required.

Health and Safety

KGI Holdings provides exceptional quality services, a strong safety culture and commitment to the preservation and protection of the environment. All projects are carried out under the supervision of third party accreditation management systems, resulting in the highest standards of project management and delivery.

Our Partners





+27 43 101 0196

ELIDZ, STP Block K
Lower Chester road,
Sunnyridge,
East London 5201

90 Rivonia Road
Sandton,
Johannesburg,
2196

info@kgiholdings.co.za

www.kgiholdings.co.za