



Ready to Unlock the
'Full Value Potential'
of your **Business?**

EXPERIENCE NON-LINEAR GROWTH
WITH
'TRANSFORMATION IN A BOX'

END-TO-END
Tech-Integrated Solutions
DRIVING TANGIBLE VALUE &
Business Outcomes

YOUR GLOBAL NEW AGE TIER 1 PARTNER FOR ENTERPRISE SERVICES TRANSFORMATION

- ◆ We are a team of **GBS/GCC Pioneers & Practitioners with 600+ years of collective Global Experience** delivering to multiple geographies in the Business Services space
- ◆ With our '**Best-in-Context**' New Age/ AI/ ML/ Gen AI/ AGI/ RPA Solutions, we convert Operating Centres to **Transformation Centres**
- ◆ We provide AI-powered **Tech & Transformation as a Service (TTAAS)** across Support Functions lifecycle, converting them to Enterprise Functions that integrate with the core business functions
- ◆ We Co-Create Value with our proprietary **D-Cap (Dedicated Captive & Capabilities)** model
- ◆ **WE ALSO BRING 'SKIN IN THE GAME' FOR VALUE IMPACT TO BUSINESS**

Tech-Integrated Enterprise Functions

Management Assurance

P&L Impact

Simplified Business Processes

Cost Optimization

Success Stories



Transformed Finance SSC ops for a Global 300 Networking & Telecom major, making it achieve Rank 1 among 12 Global SSCs



Enhanced business services of a global Food Services chain - with cost saves of USD 70 Mn with offshoring and USD 40 Mn from outsourcing



Set-up "Dedicated Captive (D-Cap)" for a Media & Entertainment major, yielding >10% saves Y-o-Y with AI enabled DSO ops, POT {Paid on Time}, etc

INDUSTRY DOMAINS SERVED



Manufacturing



BFSI



FMCG



Pharma & Life Sciences



Auto & Components



Retail



Media & Entertainment

IN-SCOPE



Finance & Accounts



HR & Admin



ERP



Procurement



IT



Customer Experience



Marketing



Legal

WE WILL CO-CREATE VALUE & ENABLE BUSINESS OUTCOMES THROUGH TECHNOLOGY & TRANSFORMATION AS A SERVICE (TTAAS)

Your Transformed Capacity & Capability Journey with **Quintes Global**



BENCHMARK

- ◆ **GCC/ GBS** Transformation Roadmap
- ◆ **Process Maturity Assessment** & Optimization Roadmap
- ◆ **Digital Maturity Assessment** & Tech Roadmap
- ◆ **Work Distribution Assessment** & Org Redesign
- ◆ **Operating Model Structuring** & Execution Roadmap
- ◆ **Location Assessment**



TRANSFORM

- ◆ **QG ENGINES & OPERATIONS FOR P&L IMPACT & COST SAVES**
- ◆ **Dedicated Captive (D-Cap) unit** (offshore/ onshore), connecting upstream-downstream processes for unparalleled customer experience and management assurance
- ◆ **In-house captive unit – GBS/GCC** (offshore/ onshore) – set-up and/or manage tech-enabled operations delivering Efficiency, Cost Saves and Data Insights to business



OPTIMIZE

- ◆ **Control & Compliance Services**
- ◆ **Operations & Service Management**
- ◆ **Talent Management as a Service**
 - Resourcing
 - Attrition/ Retention management
 - Training & Skilling
- ◆ **Process Improvement Services for Business Impact**
 - Lean Six Sigma
 - NVA Removal
 - Upstream-Downstream
- ◆ **Tech-driven Transformation** at whatever stage of digital transformation journey you are – ERP Services, Tech Services, AI/ ML Solutions and RPA
- ◆ **Data Analytics Services** for Future-ready enterprise services providing business insights to the HQ & deliver Business impact



FULL-STACK GCC/ GBS SOLUTIONS

- ◆ **End to End of GBS/ GCC Setup** - Shaping Transformational Strategies, Solid Toolkit Driven Execution
- ◆ **TalentXcale** - Building Global Teams, Capacity to Capability, Global Leadership, Captive Mindset, Innovative People Practices
- ◆ **Workspace** - Global Standards leveraging top tier Partners, TQM Integrated
- ◆ **Tech-Transformation** - Differentiated Tech Solution Ecosystem, Power of Aggregation & Alternatives Global Standards leveraging top tier Partners, TQM Integrated
- ◆ **Service Operations** - Bespoke Structuring & Partnering Models (Assisted/Managed Captive, Dedicated Captive, BOT/JV, Outsourced to Strategic Partner)
- ◆ **Research & Community** - Best to Next Practices & Solutions, Industry Connect & Thought Leadership



200+

Tech & Transformation Projects including Captive/ GCC/ D-Cap Set-up



40+

Countries Served



500+

Mn USD Saves & Benefits from Ops Transformation



7500+

Positions Transitioned



Connect with Us Anytime, Anywhere



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