

IMPROVE YOUR SERVICES
REDUCE YOUR COSTS
IMPROVE YOUR PROFITABILITY

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Emendare

INTRODUCTION

At Emendare, our mission is to relentlessly strive to improve our clients' business processes & services resulting in improved long term profitability. We are therefore proud and honoured to present to you our latest service proposal to further advance our common cause.

BACKGROUND

Skills shortages combined with short labour supply results in high labour costs. This prohibits many, already, successful organizations in Australia from developing and dedicating the required specialist knowledge needed to improve their cost base while delivering better services on a timely basis. It is only by addressing these issues today that you will ensure your future success.

PROPOSAL

We can add value to your core competencies by helping you better understand your true underlying cost drivers on a timely basis. We then help you target your improvement efforts towards the most important cost drivers. This is an efficient & effective way as you do not waste precious resources on low impact but high visibility cost drivers. The result is a direct improvement to your service delivery specific to your organization. To take a hunter's analogy, *"you bring your gun and we provide you with effective ammo and the laser guide to precisely hit your target"*

We do it by applying our intimate working knowledge of business process improvement (Lean Six Sigma methodology¹) and combining it with an overseas based niche business processor, specialised in the methodology used to process work across continents.

This type of service has up to now been available mostly to larger organizations due to infrastructural cost of deployment involved. We have, through skilful selection of the core aspects of the methodologies and scaling it to the smaller size organizations, been able to retain its core benefits and develop a personalized service for your benefit.

OUR SERVICES

We give you three possibilities:

- **Basic Service**

See & key, including initial review and upfront improvements in your processes;

- **Gold Service**

Basic Service + regular reports on costs / revenue and any movement noted;

- **Premium Service**

Gold Service + Comprehensive analysis of the real underlying causes of your costs & revenue (if applicable). We then work with you to design and implement an improvement program with ongoing monitoring of progress made.

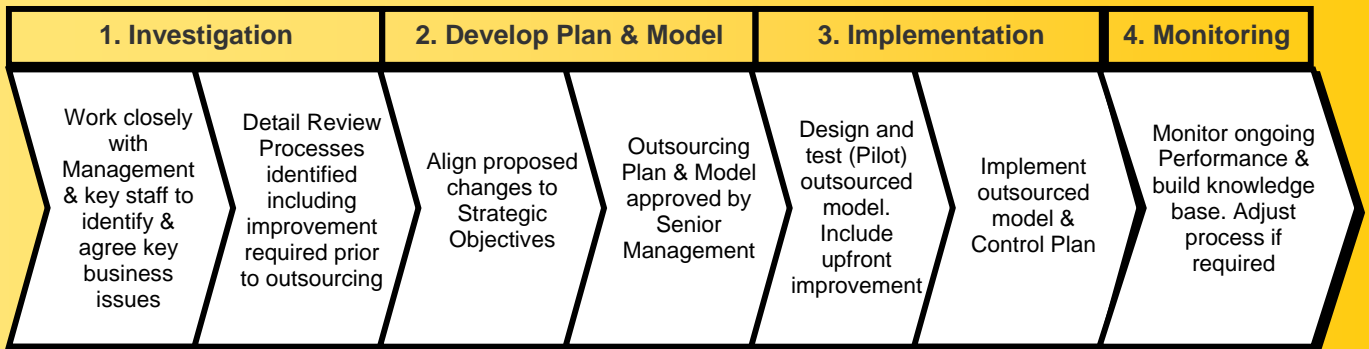
Your choice: How profitable you want your business to become?



¹: Lean Six Sigma methodology is a rigorous, facts based business process improvement methodology. It focuses on the identification of the key root causes of problems, not just the symptoms, to drive significant process improvement. It is therefore able to deliver robust long term highly cost effective solutions.

OUR APPROACH

We work closely with you and your key staff to first confirm your business needs in terms of services and then work through a four part working model as outlined below:



BENEFITS TO OUR CLIENTS

We offer our clients a customer friendly service that offers the most cost effective solution for their business. Our solutions are developed through close working arrangements with you. We see this as an important aspect of our offer as it provides a solution with which you feel more comfortable with.

This philosophy drives the rationale behind the above approach which is for our client to:

- Derive optimal benefits (based on current circumstances) out of the Business Process Outsourcing (BPO) system;
- Maintain the proposed changes within the firm's strategic focus;
- Minimize the risk (Business & Reputation) of outsourcing to business;
- Adjust the outsourced model to reflect improved knowledge & performance long term;
- Enable management to concentrate on servicing and satisfying more customers;
- Reinvest savings made in resources to better attract and retain key specialist personnel; and
- Create an outsourcing model better suited to their organization's requirements.

WHY EMENDARE?

Our Mission

Improve our customers' profitability by enhancing their processes and services.

In operation since 2006, **Emendare** came out of a passion to have businesses deliver smooth, efficient & effective services to their customers. We research and apply a wide variety of business process improvement tools, with a focus on Lean Six Sigma.

Having captured the essence of the tools, we scale it for Medium & Small Enterprises while minimizing deployment costs and improving success rate. Our Off-shoring model facilitates a highly responsive approach to clients and you know where to find us both in Australia & Mauritius.

Lead by Patrice Moutou, a consummate professional with more than 20 years international experience with a reputation to deliver. We specialise in Medium to Small Size enterprises which are generally neglected by big firms and we dare implement our recommendations.

Improve your profitability through better processes and services





WE HAVE EXPERIENCE IN THE FOLLOWING:

- **Financial Services:**
 - Funds Management
 - General Insurance
 - Retail Banking
 - Superannuation
- **Professional Services:**
 - Accounting
 - Business Processing
 - Administrative Services
- **Leisure:**
 - Gaming
 - Bar
 - Restaurants
- **Manufacturing:**
 - Textile Clothing
 - Plastic
 - Food Processing

OUR STRATEGIC ALLIANCE PARTNER

Transcontinental Outsourcing (Mtius) Ltd. (TOML)
 An ICT (Information Communication Technologies) agency based in Mauritius bearing registration # 077243. It is a division of Transcontinental Accounting Services Ltd which has been involved in the Accounting BPO segment for overseas clients since 2005.

The objective of TOML is to offer the appropriate services in the specialised domains of Customer Relationship, Voice Contact centre - both Inbound & Outbound, Data Capture & Treatment, IT Support and Web-based Technical support from our multi-sector platform.

CAPABILITY

- Currently has a processing capacity of 200 positions. (Can ramp up to 600 positions over three shifts – Maximum Capacity).
- Bandwidth: International Lease Line - IPLC on SAFE Fibre Optic Cable
- Optimum Security Protocol at all levels of operations [norms HIPAA, US]
- Bilingual Resources [English/French] + availability other common EU languages
- Uses state of the art technology architecture for both voice & data segments. Updated Dell IT infrastructure with SAN/Blade systems, (CRM) Microsoft Dynamics / Cisco applications which

delivers comprehensive process management that is fully compatible with end to end process flow, storage and data security.

- **Operations:** 24/7 to cater for current international clients.

REPUBLIC OF MAURITIUS

All conditions converge in order to facilitate the business of 'Outsourcing' in Mauritius.

- **Political Stability.** Westminster style government democratically elected (5 year term)
- **Economic Stability.** No.1 country within the African Region according to latest economic indicators in ICT, Banking & Finance, Off shore, Industrial Growth, Social Welfare & Competitiveness.
- Highly educated workforce.
- Modern Infrastructure. Liberalisation of the Telecommunication sector since 2003.
- SAFE fibre cable connection to the world 24/7.
- Mauritius uses its smaller size to offer the SME market a closer and more personalized service than that available in other parts of the world. As a consumer, you will definitely not feel like "a small fish in a big pond surrounded by much bigger fish".



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