



ICT Philippines:

OFFSHORE OUTSOURCING SOLUTIONS

Cost-Effective, High-Quality Outsourcing: The Philippines Advantage

The ICT Philippines Difference:

- 5+ operations centers supporting Global 1000 customers across the U.S., Canada, Europe, Australia and Asia-Pacific
- Telesales, upselling/cross-selling, customer care and technical support
- Financial services expertise, including customer care, telesales and collections for auto finance, mortgage, banking and credit card
- Remittance processing, e-mail management and other non-voice BPO support services
- Market research and data entry (business and consumer)
- Redundant, private voice/data transfer using centralized VoIP technology and common IT/telecom platform

More and more Fortune 500 companies are offshoring and outsourcing (O&O) to remain competitive in today's complex global economy. Leading multi-national corporations have already sourced their BPO and knowledge process outsourcing (KPO) initiatives to offshore centers in the Asia-Pacific, namely the Philippines.

According to the National Outsourcing Association (U.K.), the Philippines was awarded Offshoring Destination for 2007. Today, this region hosts more than 160 contact centers and over 60 non-voice BPO providers supporting customers across the U.S., Europe, Australia, Asia and other emerging global markets.

Quite understandably, a number of U.S.-based companies have established operations in the Philippines. For those who haven't, but are still interested in benefiting from the cost savings and efficiency improvements offered by this region, ICT Group offers cost-effective, high-value customer management and BPO solutions from its expansive offshore Philippines service delivery network.

ICT Philippines: Proven Offshoring Solutions

ICT Group has found the Philippines to be a highly effective location from which to deliver high-quality, cost-effective O&O services. One of the fastest growing regions in Asia with a stable, prospering economy, the Philippines offers an abundant, high-quality

labor force with strong English language skills, U.S./Western assimilation, a resilient business environment and robust, highly scalable IT/communications infrastructure with competitive rates.

Quality, Educated Labor Force:

The Philippines offers a substantial pool of highly educated employees, with a 94% literacy rate and over 450,000 college graduates per year. Not to mention, Filipino employees offer proven sales, customer care and IT/technical support skills as well as demonstrated professionalism, teamwork, flexibility and responsiveness.

Cultural Assimilation:

The Philippines shares modernized governmental, educational, legal and financial/accounting systems similar to North America, Europe, Australia and other global markets, making training easier and faster. The region also offers a high quality of life with modern recreational facilities and first-rate educational institutions, helping to attract and retain operations managers and other senior-level customer management and BPO/KPO staff.

Resilient Business Environment:

The Philippines offers a growing economy with relatively low inflation rates and strong governmental support for O&O services. Industry experts estimate that by 2010, 8% of the nation's GDP will come from the O&O industry, surpassing the current share generated from finance, real estate and

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transportation and communication (*Offshoring and Outsourcing Philippines: Roadmap 2010, BPAIP, October 2007*).

Reliable IT/Communications Infrastructure:

The Philippines offers a robust technology infrastructure with abundant bandwidth capacity, redundant international connectivity and competitive telecom rates. Utilizing VoIP and other centralized voice and data compression techniques, ICT Group has leveraged this infrastructure to deliver cost-effective, high-quality, seamless customer management and BPO/KPO services from its Philippines operations.

ICT Group: Your Philippines Connection

The Philippines continues to prove itself as a preferred choice in the delivery of consistent, high-quality sales, service and back-office BPO support services for customers around the globe.

ICT Group's common technology platform and ISO-9001:2000 certified quality management procedures help ensure optimal BPO/KPO service delivery – from anywhere in the world.

This approach has helped ensure ICT Group's own success and rapid growth within the Philippines. Among the first outsourced customer management and BPO services companies to expand offshore, ICT Group has successfully grown its Philippines operations since opening its first Metro Manila center in 2003.

Today, the Philippines is ICT Group's largest offshore operations market, comprising 5+ operations centers and a dedicated ICT Philippines executive, administrative and support team, located at the Company's centralized PBCOM Tower in Manila.

Put the offshore operations infrastructure, industry knowledge, financial stability and BPO/KPO expertise of ICT Group to work for you.

Call 800-990-1496 or e-mail info@ictgroup.com to learn more about ICT Philippines today.

ICT Philippines: Non-Voice BPO Expertise

- **Document Processing.** Data entry for credit card, auto finance, mortgage applications, document verification/acquisition.
- **Loan Servicing.** Documentation processing, rule-based assessment, closing document production.
- **Treasury Services and Transaction Processing.** Wholesale and retail lockbox, EOB processing.
- **E-mail Response Management.** E-mail inquiry support and processing of customer requests.
- **Analytics and Research.** Rapid turnaround information and product research and analysis.

In fact, ICT Group was named "*The Fastest Growing BPO Company of the Year*" for 2007 by the International Information and Communication Technology community in the Philippines.

ICT Group is a proven market leader with consistent, strong revenue growth and nearly 15 years' O&O expertise. Combined with our incredible staffing power, operating flexibility, ISO-standardized quality management processes and comprehensive services, makes ICT Group uniquely qualified to successfully manage your offshore Philippines customer management or BPO support services initiatives.



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