



Delivering performance.
Daily.

Our job is to design and implement tailor-made outsourcing solutions in utilizing adequate and efficient human resources for our clients.

Background

Both born in France with Vietnamese origins, Duc HA DUONG (graduated engineer from Ecole Centrale Paris) and Cao Phong DUONG (MBA from ISC) founded Officiencia with a strong vision in mind:

Vietnam will be a major player in the worldwide BPO services industry, thanks to the country's numerous competitive advantages.

Officiencia started to operate in Vietnam in 2005.

Core competencies

Officiencia is a state-of-art French provider of business performance services and has pioneered the outsourcing industry in Vietnam. Our development is based on three core competencies: process, data and content management (BPO- Business Process Outsourcing, KPO-Knowledge Process Outsourcing); information systems (software development, application maintenance, quality assurance, test, web solutions, dedicated offshore teams), artwork and design services (2D, 3D image processing, video, GIS).

Back-office definition according to Officiencia

We are specialist in providing our clients with dedicated teams able to process support tasks on their behalf. From our two operation centers in Ho Chi Minh City, Vietnam, our multilingual teams carry out outsourcing missions by operating in real time tasks and processes defined by our clients.

Why outsource ?

Outsourcing allows your organization to optimize its overall efficiency and business performance. It enhances your organization's flexibility thanks to the support of additional and new skills.

Project methodology

Our project methodology enables us to implement easily business process outsourcing solutions specifically tailored to your needs and organization.

1- A free pilot phase allows you to test our solution without any risk and initial investment

2- During the design and implementation phases, your project manager

- > is your dedicated key contact with end-to-end accountability;

- > analyzes your needs and designs the optimal solution in cooperation with your teams;

- > gathers the right competencies and people to build your project team in Vietnam.

3- As operations are running, your dedicated team in Vietnam:

- > is virtually integrated within your organization;

- > scales transparently to best fit the volume variations during the mission;

- > manages the deliverables and the reporting;

- > is fully responsible for the quality and continuous improvement of the solution.

Officiencia facts and figures

- > 2 delivery centers in Ho Chi Minh City, operational 24/24;

- > 150 staffs (6 in 2005);

- > 90% holding master's Degree;

- > 10% time dedicated to professional training;

- > Turnover < 10%;

- > Founders graduated from French Grandes Ecoles;

- > Expatriate multicultural management;

- > Client portfolio from start-up to Fortune 1000 MNCs located in USA, Europe and Asia.

services

Business Process & Knowledge Outsourcing

BPO (Business Process Outsourcing): business processes management

- > Database management: catalogs, inventories ...
- > Data solutions: digitization, reconciliation, control
- > Sales support: call center, sales administration
- > HR Support: recruitment personal management

KPO (Knowledge Process Outsourcing): content design and management

- > Market & business intelligence: market watch, business data collection
- > Content design and management: translation, transcription, publishing, search engine optimization

Information Systems

- > Software development
- > Web solutions
- > Quality tests & assurance
- > Application maintenance & support
- > Dedicated offshore teams

Artwork & Design

- > 2D images processing
- > 3D images processing
- > Video publishing
- > Geographic Information Systems (GIS)



Market watch

For a Fortune 100 company, Officience implemented a market watch team capable to update on a real time basis prices and availabilities of several thousands of service offerings around the world. This process guarantees our client's commercial catalog to be always up to date.

HR support

For an international high profile head hunting company, Officience set up a 7 people strong back-office team whose mission is to screen international HR databases on a daily basis and to send it through a tool a preselection of profiles identified according to its client's criteria.

Web application development support

A telecom operator is willing to develop a world class search engine. To sustain the developement phase and fine tune the search engine's capabilities, Officience is committed to run extensive and large volumes of testing.

Web, 3D virtual world

For a leading IT company, a 45-person team is developing a 3D virtual world by modelling and texturing buildings and urban objects from raw pictures.



clients benefits

Competitiveness

You benefit directly from Vietnam's low cost environment.

Simplicity

A free pilot phase allows you to test our solution without risk and any initial investment.

Our project teams are virtually integrated into your organization and use your own tools.

Our staff is multilingual, which makes communication along the project easier.

Flexibility

Officience adapts for you the staffing to volume variations transparently.

The solutions evolve softly, quickly and smartly.

Skills

Officience's management is expatriate, multicultural, graduated from top universities.

Our staff is graduated from the best Vietnamese universities and trained to our methods and tools.

Results

Officience commits on the quality of deliverables.

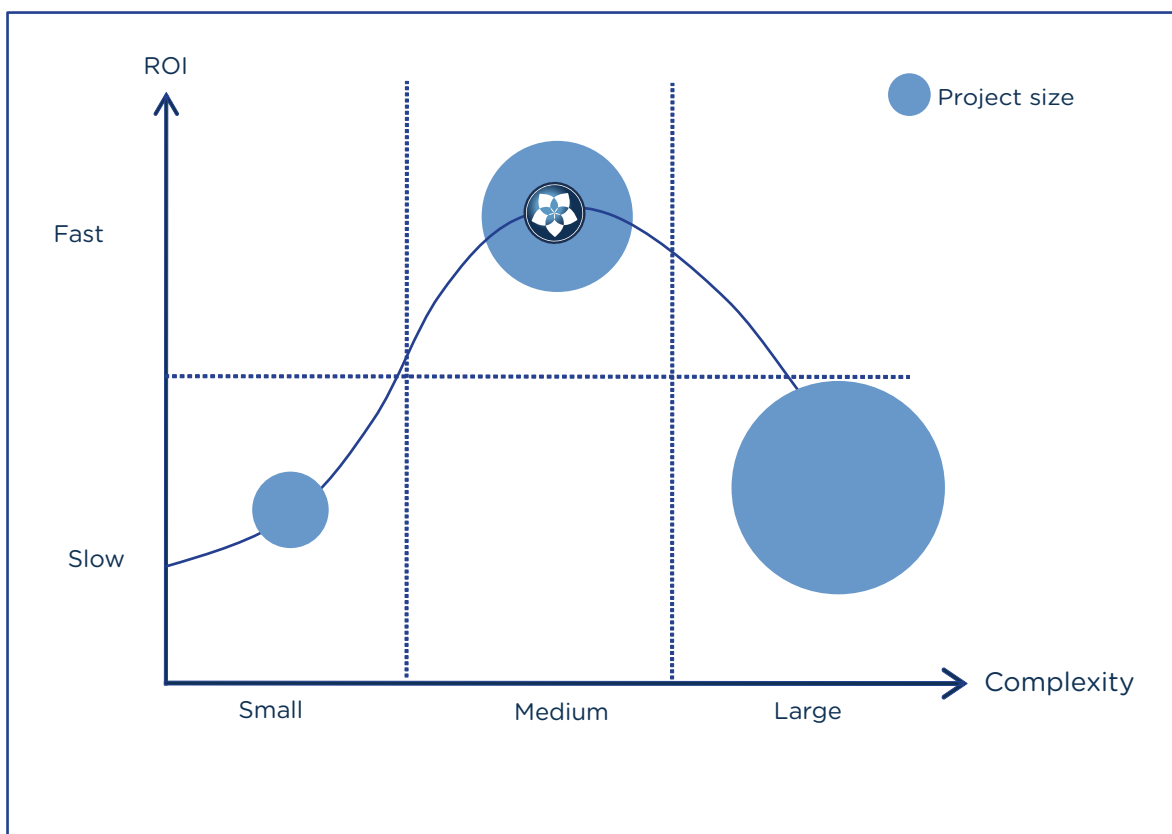
You benefit from our continuous improvement clause.

How to maximize your ROI from outsourcing projects?

The project size has a strong effect on the scale and timing of its ROI.

> Small projects need to be implemented very quickly to meet profitability. But the necessary implementation costs (know how transfer, SLA definition, testing, solution design...) often put in danger such projects.

> Multi-year large scale projects including often staff transfer induce a long term ROI. Moreover, companies' perimeter and organizations evolve so quickly that quantification of a trustfull ROI measure is a challenge.



"This is the reason why, at Officience, we focus on medium sized projects (from 5 to 100 man-month), which allows us to grant our clients outsourcing solutions that are flexible, fast, and with immediate tangible results." Duc HA DUONG, Officience cofounder.



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