Model Highlights

- Unique & Innovative Service Delivery Model
- SSAE 16 Type II Certification
- 24x7 Operations Center
- Costa Rica Service Center
- Contractual Service Level Commitments
- World Class Tools, Processes & Reporting
- Onsite & Near Shore Resources

Costa Rica Advantages

The challenges of managing an Asia based offshore model strain the largest of US companies and are even more formidable for companies that have leaner and more streamlined management structures. Auxis' Costa Rica platform provides distinct advantages:

Strategic Location - Central Time Zone and close physical proximity to North America.

Cultural Similarities - Costa Rica and the United States share very similar business cultures.

Cost Attractiveness - Costa Rica has significantly lower labor costs than the US.

Quality Labor Pool - Costa Rica enjoys a diverse, young and deep labor pool. It has the highest ranked education system in Latin America, a literacy rate of 95.9%, and high English proficiency.

Strong Tradition of Stability - Costa Rica has been a democracy for over 100 years and has not had an army since 1948. It received the top ranking in the 2010 Latin America Global Peace Index.

Tholons 2013 Top 100 Outsourcing Destinations - Tholons 2013 ranks Costa Rica as the Number One Latin American Outsourcing Destination.

AUXIS
Consulting • ITaaS • Outsourcing

Grow Your Business, Not Your Backoffice™

The Auxis Formula For Outsourcing Success

High Performance + Scalability + Cost Effective = Competitive Advantage

Today's organizations do not have the luxury of operating inefficient back offices. New approaches are needed for businesses to remain successful and maintain sustainable competitive advantages.

Auxis offers an innovative, near shore outsourcing model that enables our clients to focus on their high value activities and core competencies, while driving operational efficiencies, reducing costs and improving overall capabilities.

OUTSOURCING SERVICES

Business Process OUTSOURCING

Information Technology OUTSOURCING

Customer Service OUTSOURCING

Our certified accounting professionals offer expertise in these areas:

- Order to Cash Services
- Procure to Pay Services
- Record to Report Services
- Decision Support Services

Our experienced IT teams provide skills in these areas:

- IT Infrastructure Management
- IT Service Management
- Applications Management
- Information Technology Strategy

We maximize customer service support through near shore service center offering:

- Pre and Post Sales Customer Support
- Fully Bilingual Resources in English and Spanish

Scalable Solutions. Near shore Location. Maximized Performance.

Who We Are

Auxis is a management consulting and outsourcing firm with a proven track record of delivering high value results for our clients. In business since 1997, our teams specialize in helping organizations develop the strategies and business infrastructure to support long term, profitable growth. We practice a multi-disciplined approach that allows us to deliver practical, robust and scalable solutions that generate superior business performance.

Why We're Different

What sets Auxis apart is our unique perspective and expertise gained over 15 years of successfully helping major enterprises design and implement highly effective shared services operating models. We have leveraged this expertise and insight to develop a scalable, flexible and high performance near shore outsourcing platform. Our team's deep expertise in process improvement, operational performance, information technology and project management enables our clients to reduce cost, drive efficiencies, improve capabilities and increase focus on their core competencies.

Case Studies

Overview: Led multi-year project to update outdated operating model which impeded its ability to serve its customers in an environment of increased competition and decreasing margins

Implemented a Shared Service Center Model for key back office and customer service functions

Outsourced IT Operations Management (24x7) and end-user support

Result: Project delivered **on-time and within budget**

New operating platform supported a **doubling of the companies revenue and 500% + improvement in EBITDA**

Overview: Provide a wide range of back office and customer service functions to this $3.5B retailer. Functions include accounts payable, bank reconciliations, cash application, billing, collections, credit card fraud management and customer service

Result: Delivering cost savings of over **35% in accounting back office processes and 25% in customer service**

Enhanced process efficiencies and internal controls (e.g. automated accounts reconciliations, imaging and workflow)

Overview: Designed and implemented best practices for IT Management and Operations for the enterprise

Outsourced IT Operations Management (24x7) and end-user support

Implemented several infrastructure technology projects resulting in scalable, efficient and cost effective solutions to the business

Result: Improved server, storage and network operations **by 100%** using IT Service Management best practices and proven process methodologies

Adopted a **scalable pricing model** fully aligned to the dynamic agency needs and practices

Implemented management and operational disciplines to enable increased **visibility and justification** over IT expenditures and investments