

## KPSG Video Presentation

### **Scene 3 - Introduction**

In the free market economy companies are coping with intense competition, scarce resources, and uncompromising consumers. To survive, businesses are focusing on their core businesses and strengths, and utilizing resources efficiently. They rely on outsourcing to achieve long-term competitive advantage and business existence.

### **Scene 4 – About KPSG**

Karyaputra Suryagemilang exists to provide the business and economy sector with full-scale outsourcing services, covering integrated call center, marketing, staffing, special projects, and consulting. Serving the corporate world since established in 1990, KPSG has grown into a premier outsourcing company that supplies more than 2000 skilled professionals to multinational banks. Our company is headquartered in Jakarta and has 3 branch offices in Jakarta, Bandung, and Surabaya, plus service areas in Palembang, Teluk Betung, Yogyakarta, Semarang, Solo, and Denpasar. By 1997 we have risen to be one of the most integrated outsourcing providers to banking industry.

### **Scene 6 – Service: Contact Center**

Contact Center Service is the crown jewel of our services, with state-of-the-art telecommunication technology. Besides Standard Telephone Call Center, it features Multimedia Call Center for multi-channel communication with customers via telephone, SMS, facsimile, email, postal mail, and the Internet. Also offered by Contact Center Services are Customer Service Hotline and Delivery Hotline.

### **Scene 7 – Service: Sales and Marketing**

Not less important is our Sales and Marketing Service, which include Direct Selling, Inbound and Outbound Telemarketing, as well as Sales Promotion Girls. With well-trained staff supported by exceptional level of product knowledge, communication skills, selling experience, and technologically advanced facilities, KPSG Direct Selling and Telemarketing assist clients realize higher sales, profits, and customer satisfaction.

### **Scene 8 – Service: Staffing and Headhunting**

Temporary Staffing and Head Hunting has been our flagship service. Supplying entry level as well as executive level employees, we have fulfilled our clients' requirements of well-skilled people for customer service, data entry, and administration departments. Similarly, our competency as a headhunter has provided top-notch people for supervisor-, manager-, and director-level positions.

### **Scene 9 – Service: Special Projects**

The proven professionalism of KPSG's human capital has enabled us to deliver specially arranged projects, such as dunning and collection services, customer retention and reactivation, payroll services, membership and reward programs, external credit verification, and SMS services.

### **Scene 10 – Service: Consulting**

The latest addition to our offerings is Consulting. We assist clients improve their operational competitive advantages by giving sound advice, recommendations, and strategies on multimedia contact center operation, IT infrastructure and architecture development, and call center project management.