

***Lean Staffing
Solutions*** 

Near Shore
Services Provider

***Back Office
Administration***

Empowering you to grow without limits



Near Shore Services Provider for *Back Office Administration (BOA)*

Near shoring is a form of outsourcing in which companies move their employees or business functions to a less expensive region close to their home base.

While traditional outsourcing firms domicile in the cheapest locations possible, such as India and the Philippines,

NSSP's take advantage of:

- ✈ Time zone
- 💬 Language
- 👥 Cultural similarities in regions closer to their clients.

Although Near Shore Services Providers are slightly more expensive than traditional outsourcing partners, they offer a similar quality of employee to what a US based employer would expect; rather than a cheaper substitute in which the employer must weigh a reduction in productivity with the cost savings.

BOA

Our Back Office Administration (BOA) at **Lean Staffing Solutions** can be a fast and simple solution to rapidly reduce costs, help your company survive the economic downturn and set the stage for future growth and expansion. When you partner with us, you are able to take full advantage of our size and strength by offering integrated, cost-effective solutions and allowing you to have total control over your employees overseas with top of the line technology.

The role in this relationship is to provide Near Shore services that help streamline essential administrative business functions so you can focus on making your business successful.



Our BOA at **Lean Staffing Solutions** has a proven record in:

- ✓ Increasing Revenues
- ✓ Improving Cash Flow and Capital Utilization
- ✓ Enhancing the Client's Overall Competitive Position
- ✓ Reducing Costs
- ✓ Maximizing Customer Satisfaction



Our Engagements Services Include:

- Collections
- Remote Administrative Assistance
- Remote Operations Assistance
- Customer Services
- Technical Support



Positions we offer:

Operations Analyst

Accomplishes business objectives by identifying and solving customer information and processing problems.

Is a key member of the operations team supporting data management, client reporting and trade processes.

Customer Service Agent

Provide product / services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

Debt Collectors

The collector will be responsible for handling inbound and outbound calls to reach out customers in an effort to secure funds for overdue payments, loans, or bills.

Technical Support Agent

Under general supervision, in a 24/7 in-bound call center environment, Technical Support Agents will provide technical and network problem resolution to end-users (customers) by performing a question diagnosis while guiding users through step-by-step solutions.

Administrative Assistant

Performs normal office functions such as setting up and maintaining files; interviewing callers and receiving, referring, or answering mail. Gathers, compiles and reports on information relevant to supervisor's assignment.

Why COLOMBIA?



Currently ranked # 1 by World Bank for the Ease of Doing Business in Latin America.



Highly Educated Work Force:

The vast majority of our employees receive their degrees in logistics and administration, economics, international business, and business administration.

Employee Education Profile:

- 77% have a bachelor's degree
- 98% have some form of tertiary education
- 6% with a graduate degree



One of the most efficient labor markets in Latin America according to Global Competitiveness Report 2014/15 World Economic Forum report.



Bilingual Professionals

Back Office professionals are relatively well paid in Colombia and therefore some of the brightest and best-educated graduates are attracted to this work.



FACILITIES

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***Come Join Us,
Let's Grow Together!***

www.leanstaffing.com

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