

# QUINTES GLOBAL

**A NEW AGE VENTURE - LETTING INNOVATION TAKE THE LEAD**

*Businesses thrive when they focus on their core products and services and leave the rest to third-party agencies. But outsourcing of business processes often proves detrimental to customer experience and ultimately to the business. Quintes Global is changing this scenario by offering a unique model called the Dedicated Captive*

**A**ll customers-centric businesses want to focus on customer experience or CX. But, at the same time, they also cannot afford to lose focus on their core services. Quintes Global is solving this problem by helping businesses create their extensions onshore and offshore. These extensions meet the goals and objectives of their parent / client companies without compromising on customer experience. Quintes Global allows businesses to have even a small center with a unique purpose like customer experience or cost saves with zero or least investment. Dedicated Captive™ or D-Cap™ model is clearly becoming an alternative to the traditional Business Process Outsourcing model (commonly known as BPO) with a new tech-driven, customer-centric solution.

## A VENTURE OF PIONEERING LEADERS

The disruptive model of Dedicated Captive™ at Quintes Global was envisioned by a team of pioneers. The founding team of the company has decades of collective experience in leading Business Process Management in global and India-based multinational companies, since the mid-1990s. The main goal of the founding team while establishing the company was 'co-creating value' instead of the benefit to only one side. So far, Quintes Global is successfully achieving this goal every year by helping several businesses across the globe.

## THE PERFECT BRIDGE

Quintes Global does not try to become the center of attention while helping clients but acts as only the bridge between the line functions and the support functions of other organizations. A few examples of support functions that Quintes Global helps in transitioning from the main business to Dedicated Captive are Finance, Procurement, Human Resources, and

so on. These functions might not be the core of any business but they are still indispensable and help in achieving the main objective of any company. It focuses on the low scale opportunities of 50 or 100 headcounts to up to 500. For these businesses with low scale opportunities, it becomes unsustainable to adopt the outsourcing model or even the Pure Play Captive model. In this context, Quintes Global brings into picture its unique service TCAAS or Transformation Capability as a Service. At its core, TCAAS is the aggregated capabilities of Enterprise Service function/process strategy, transition and offshoring management, process redesign, existing and the new-age business technology, to drive end-to-end service transformation and optimization to deliver results.

## A SUCCESS STORY IN NUMBERS

Numbers tell the story of how Quintes Global changed the very core model of businesses. To this day, the company's Founders have helped create more than 15 captive center set-ups that have resulted in 20 to 40% savings in the bottom line of businesses. And, it has managed

130 clients worldwide. The collective experience of the core leadership running Quintes Global goes well over 250 years. This experience includes servicing both India and overseas client, so far, the team has helped transition 5000+ positions to Captive Operations. The work done by the company has saved its clients more than 400 million US dollars in Transformation and Operations. These numbers depict the scale at which Quintes Global transforms the business process management model of its clients.

