flatworld™
solutions

expanding possibilities

Flatworld Solutions™

Pulitzer-award-winning writer Thomas Friedman in his book "The World is Flat" has described the flatteners that shaped the 21st century global economy. These flatteners, allowed us to think of the world as a "seamless whole", to see it as "a single market, a single business ecosystem". With the advent of the flat world and the internet-enabled, level playing field of the 21st century, business ecosystems have undergone radical changes.

It is in this milieu that Flatworld Solutions™ presents itself as a single entity offering business solutions for organizations. These solutions, which include Call Center Solutions, Document Management Solutions, Engineering Solutions, Financial Solutions, Technology Solutions and Research and Analytics, are tailored to meet the specific demands of various industries, maximizing their profitability by increasing productivity, re-engineering processes, improving quality and reducing delivery time.

Headquartered in the Silicon Valley of India, Bangalore, we started servicing the global market in 1999 through our parent company by focusing purely on software services. We were soon offering a wide range of specialized business process outsourcing solutions designed to meet burgeoning market demands. Today, Flatworld Solutions™ is an independent company that has over 600 people in multiple delivery centers spread across India, South East Asia and South America.

Services

At Flatworld, we provide a complete spectrum of services to ensure total back office support and technology solutions to organizations. Our dedicated business units ensure consistent quality and productivity, while our multiple delivery centers minimize risk while leveraging local talent.

Our vast experience within the outsourcing services industry gives us the strategic advantage of being able to be flexible and open to varied models of delivery and operations.

Data Management Services

- Data Entry Services
- Data Processing Services
- Data Conversion Services
- Photo Editing and Imaging Services

Call Center Services

- Inbound Customer Support
- Technical Helpdesk and Support
- Outbound Telemarketing
- CATI and Surveys
- Disaster Recovery
- E Mail and Chat Support

Financial Services

- Accounting & Bookkeeping
- Tax Processing
- Payroll Processing
- AR Reporting

Architectural & Engineering Services

- Mechanical Engineering
- Reverse Engineering
- Structural Engineering
- Civil Engineering
- Plumbing, Piping, HVAC Design & Drafting
- CAD Services
- 3D Rendering

Flatworld Solutions™

SoftwareDevelopment Services

- Custom Software Development
- Web Enabling and Automation
- Product Development
- Software Testing
- Software Maintenance

Researchand Analytics Services

- Market Research & Analysis
- Financial Research & Analysis
- Life Sciences Research & Analytics
- Web Research & Analysis
- Web Analytics

Healthcare Services

- Medical Billing
- Medical Coding
- Medical Claims Processing
- Accounts Receivable Management
- EMR Software
- Revenue Cycle Management

Quality

Quality Assurance Process at Flatworld Our quality assurance methods evaluate processes internally, based on a checklist of requirements defined by the customer. Daily quality results are communicated and shared with the customer and all stakeholders via Dashboards. Customer Critical Performance Measures (CPMs) are parameters defined by our customers based on their measures of success. CPMs are identified upfront at the transition stage in conjunction with the customer and data available from the existing process. There are also regular reviews of the process daily, weekly or monthly based on requirements. Review parameters could be:

- Productivity
- Critical Performance Measures
- Overall Process Capability / Improve ments
- Hiring
- Training
- Feedback
- Reporting

The Flatworld Advantage

Business process outsourcing has established itself as a global mainstream strategy for business growth, and significant parts of a company's business processes have been moved to remote locations, handled by third party players. Flatworld provides the advantages of

- Increased Productivity
- Cost Reduction
- New Revenue Generation
- Core Business Focus
- Business Transformation

Infrastructure

Infrastructure and Technology at Flatworld's multiple delivery centers. At Flatworld, we ensure a seamless flow of communication and stringent information security. Our delivery centers provide the following: Internet Connectivity

- Secondary and tertiary level redundancy
- Marine Fiber Optic Cable/ Leased Line / Satellite Link

Power Redundancy
- All servers backed by a UPS (Uninterrupted Power Supply)
- All delivery centers backed up 100% by generators in case of prolonged power failure.

Security and Confidentiality We have Confidentiality and Non Disclosure Agreements, which are legally binding formal agreements. These are signed with our customers, employees and anyone who interacts with us on your project in order to protect all your information.

- Secured, robust, encrypted data transfer between the customer and our centers
- Firewall and intrusion detection technology
- Secure Smart Card, Secure Premises Login
- Secure Remote Access (VPN)
- Single sign-on to enterprise and desktop applications
- Employees sign confidentiality and Non Disclosure Agreements
- Workstations are secured individually by Anti-Virus

Workstations

Conferences

Servers

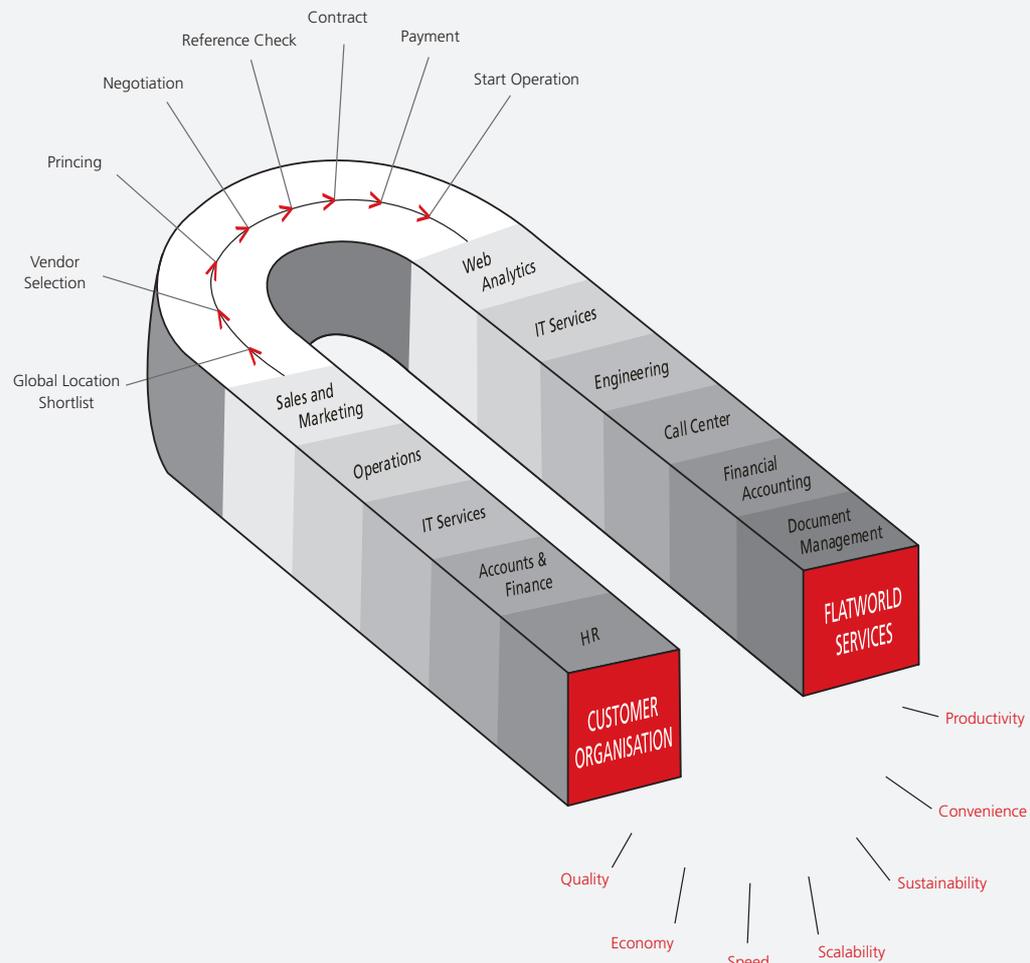# Our Unique Value Proposition

Consolidated service offerings under one roof

The unique advantage of working with Flatworld lies in our ability to offer a wide spectrum of focused business outsourcing solutions. The organization of these services as independent profit centers ensures specialization and expertise.

This combination provides you the advantage of dealing with a highly qualified, skilled workforce without the inconvenience of dealing with multiple vendors and contact points. What this traslates to, is valuable time saved in analyzing vendor capabilities, establishing a relationship, building trust, negotiating contacts and ironing out legal and SLA issues

Our vast experience in offering a range of services gives us the expertise to cater to a variety of different requirements. As you work with us, new possibilities will open up and you'll discover that the scope is limitless - for new processes or innovations that add value to your customers, simplify procedures for your staff or reduce cost burdens for your partners.

Our multiple delivery centers located across India, South East Asia and South America will ensure a cost-effective, yet risk-free outsourcing experience.

Contract
Reference Check
Payment
Negotiation
Start Operation
Princing
Web Analytics
IT Services
Vendor Selection
Engineering
Call Center
Global Location Shortlist
Sales and Marketing
Financial Accounting
Operations
Document Management
IT Services
Accounts & Finance
HR
FLATWORLD SERVICES
CUSTOMER ORGANISATION
Productivity
Convenience
Sustainability
Quality
Economy
Speed
Scalability

How We Work

Our 5-stage outsourcing process places a special emphasis on the transition of the outsourced process offshore and uses
existing, proven methodologies to ensure minimal interruption.

Stage 1 – Situation Analysis

Situation analysis involves a comprehensive study of the processes involved in the work you want to outsource. We will
analyze the "outsourceable" components of your business and devise an outsourcing strategy to fulfill immediate requirements. We also carry out an impact analysis to aid in de-risking the entire process.

Stage 2 – Transition Plan

An analysis of your existing processes, organization alstructure
and work management process is carried out. A comprehensive replication plan is formulated to ensure minimal interruptions to your workflow.

To effectively implement a seamless transition, the project schedule, process maps, manpower requirements and training
methodologies are finalized. Defining of Service Level Agreements (SLAs), contract finalization, and the facilitation of
customer visits if required are carried out during this stage.

Stage 3 – Pilot Project

The detailed transition plan is then implemented. We start production on a small scale to establish proof of concept. This
will help define parameters of quality, productivity, turnaround-time, and cost efficiency.

Stage 4 – Program Management and Process Improvement

At Flatworld, program management is carried out at two levels. At the execution level, we supervise the program to ensure the smooth functioning of operations and that agreed upon parameters of quality, productivity and turn-around-time are met.
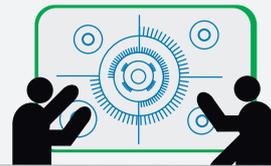
Stage 5 – Customer Relationship Management

Customer Relationship Management continues for the entire lifecycle of the program. With weekly telephone reviews, daily
reports, a single point of contact, and program management tools which allow tracking of a program on a daily basis, we ensure that you never lose control over the outsourced process.

This 5-stage process helps us build long-term relationships with our customers by delivering year on year productivity benefits, maximizing customer profitability and increasing
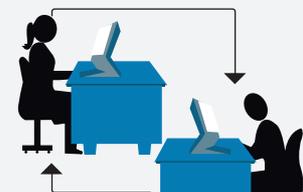
1 Situation Analysis

2 Transition Plan

3 Pilot Project

4 Program Management & Process Improvement

5 Customer Relationship Management

www.flatworldsolutions.com