

# **Outsourcing:**

An Extension of your  
Organization

# Outsourcing



Core Support Hub is an extension of your business. We partner with you to know your business and our team members deliver services to your customers as true representatives of your brand.

## Enhance Process Efficiency

Business process permeates the entire organization, from back-office operations to front office and customer facing functions to support functions. Delivery of services to customers entail business processes and in more complex organizations, complex processes integrate the entire organization. A small defect in one of the many processes can significantly reduce efficiency of service and product delivery. In some cases, defects can cause significant loss of revenue and increased cost of poor quality. One of the more common customer dissatisfactions is having an inefficient business process which causes customer churn.

## Optimization and Continuous Improvement Solutions

We endeavor to fully understand our clients' business processes, partner with the client to determine processes where we can make significant improvements and unlock value. We do a methodological review and analysis and provide insights and comprehensive recommendations. We then partner with clients to develop an outsourcing solution and proceed to implementation. But we do not stop there. There is continuous performance management and review and constant improvement is a requirement for us. We place strong emphasis on quality and ensure objectives are met and exceeded.

## Services We Offer:



**Customer  
Service**



**Social Media  
Content Management**



**Sales and  
Marketing**



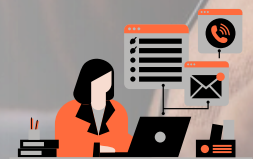
**Accounting and  
Bookkeeping**



**Back Office  
Processing**



**Recruitment**



**Virtual  
Assistants**



# About Core Support Hub



Core Support Hub is a technology consulting and outsourcing services provider founded by industry veterans in business process outsourcing, financial services, manufacturing, technology services and the academe. We believe that outsourcing should return to its core objective which is to be a true extension of the client's business, with a shared purpose and vision.

## An **Extension** of your Business

Core Support Hub is a partner of choice for small and mid-sized businesses as well as fast-growing startups. The leaders of Core Support Hub are seasoned executives who understand the needs of smaller, more nimble organizations. We understand the need to make quick changes in business and decision making, a strong emphasis on customer service, a watchful eye on cashflow and finances and the need to be efficient.

## Industries and Segments Serviced:



**BFSI**  
(Banking, Finance  
Services and  
Insurance)



**Retail and  
Ecommerce**



**Travel and  
Hospitality**



**Education**



**Logistics**



**Professional  
Services**



**Trade**



**Transportation**



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