



technology
Expanding your world



**Multisourcing Solutions -
How the EU can help your Organisation reduce
Personnel Costs by 30% to 40%**

What is Multisourcing?

"The disciplined provisioning and blending of Business and IT services from the optimal set of internal and external providers in the pursuit of business goals."

ISG technology offers a range of EU based solutions, as in our opinion, compared to services from more remote "Offshore" locations, this offers the optimal balance of benefits and controls with minimal risk. The Company offers a range of Multisourcing Solutions that allows the customer to choose how involved they would like to be, ranging from full outsourcing to the self management of their own dedicated team that ISG technology will create on their behalf.

The service allows customers easy access to some of the best-qualified, highly productive, loyal, knowledgeable and trustworthy personnel in the EU, without the well-known difficulties of staff retention, high inflation and quality management that is frequently associated with more remote locations.

What type of Business can benefit from Multisourcing?

Multisourcing offers benefits to Organisations of all sizes in the Private and Public Sector. ISG technology can provide solutions to smaller entities but specialises in providing solutions for medium to large entities that offer services across the UK or globally.

The need to drive down costs has never been greater. For many entities this is mandatory for corporate survival, for others, failure to lower costs can mean significant reductions in service provision to the community that they support. Whether a "For Profit" or "Not for Profit" entity, Multisourcing Solutions from ISG technology can be an important tool in addressing the challenges faced by organisations and provide reductions in personnel costs of 30% to 40%.



Multisourcing Solutions

EURO Source (Dedicated Resources) - We provide the people, premises, IT, legal HR and fiscal support and allow the customer to retain control of their new team.

Key Benefits: The customer remains in control of their resources as this is not outsourcing; significant cost reduction and ISG technology makes it easy to use some of the best resources in the EU.

EURO Outsource (Outsourcing) - A great solution for a company to work with a trusted partner where the responsibility for the total service delivery is outsourced to ISG technology. We will provide solutions in line with Service Level Agreements as agreed with the customer.

Key Benefits - Fixed pricing, guaranteed service delivery, the customer focuses on their core business and significant cost savings.

EURO Flex (Build, Operate and Transfer) - We will build the capability, run the service and then transfer over to the customer in accordance with an agreed set of commercial criteria and timelines.

Key Benefits - The best of all worlds, significant cost reduction, a traditional Outsourcing agreement and the option to transfer the entire set up to the customer at a later date.

EURO Share (Shared Resources) - Resources would be dedicated and shared between organisations that have common interests and goals (e.g. Charities that assist with similar diseases or Housing Associations). This enables the organisations to gain further cost and efficiency advantages.

Key Benefits - Greater cost savings than when acting as a single entity, access to some of the best resources in the EU.



ISG technology's office is located in Business Park Sofia

Advantages of Multisourcing with ISG technology

- ▶ Reduced personnel costs by 30% to 40%
- ▶ Access to some of the most skilled and educated personnel in the EU
- ▶ Low salary inflation, loyal and dedicated staff, low staff attrition rates
- ▶ Enhanced services with around the clock and multi-lingual support
- ▶ Improved overall competitiveness
- ▶ Flexible solutions from complete Outsourcing to the creation of the customer's own EU based team that remains under their management control
- ▶ Compatible time zones and Western culture
- ▶ Low travel costs and easy travel between countries

Why Bulgaria?

ISG technology conducted over six months of research with the assistance of external advisors before selecting Bulgaria. The workforce is very well educated benefiting from 41 universities, 45 colleges and 3,600 schools. Bulgarians rank second in the world in terms of IQ tests (Mensa) and employees are multi-lingual, highly flexible and loyal. In addition, Bulgaria is a full EU member and has deployed a robust communications infrastructure which is vital for the provision of efficient services. Bulgaria is also relatively close to the UK and as such you can reach Sofia in less than 3 hours and be in the Sofia office within 15 minutes of arriving in Bulgaria.



ISG technology's office locations in Bulgaria and the UK

What functions or activities can Multisourcing be used in?

Advances in the ease by which we can all communicate means that most desk based activities that do not require day to day interface with customers can be undertaken anywhere. As such the scope for Multisourcing is substantial. Examples of the services that ISG technology can provide are given below:

IT Services – 24 x 7 help-desk support, multi-lingual support, network, server and web management and application support.

Business and Project Support – communication with clients, reporting, project co-ordination and support, QA, data entry and AutoCAD design.

Finance & Administration – accounts preparation, recording financial transactions, management accounting, finance control, human resources administration, asset management, purchase ledger, credit control, sales ledger and billing.

Marketing/Telemarketing – creating and implementing campaigns, producing case studies and brochures, sales support, data gathering and telephone marketing.



Preferred Partner



About ISG technology

ISG technology has extensive experience gained over 30 years in providing Networking, IT and Multisourcing solutions to some of the best known entities in the world and the Public Sector. Employing over 200 technicians, the Company has a wide UK branch infrastructure and a European Support Centre in Sofia, Bulgaria from which it provides solutions across Europe and beyond.

ISG technology has in - depth experience working within the retail, finance, hospitality, transportation, health, education and leisure sectors. In addition to working directly with end user customers, the Company is a strong supporter of IT delivery partnerships and supports many of the largest System Integrators and IT Service providers in the World.

ISG technology

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