



magellan
solutions

www.magellan-solutions.com



Highlights of the Presentation

- 14 Years and Still Growing
- Magellan by the Numbers
- The Expansion Of Our Menu Of Services
- Key Components of Magellan's Success
- The Process Behind our Principles
- Real Case Studies
- International Certifications
- Structure And Management Set Up
- Redundancies And Risk Management

Magellan milestones for more than a decade

2005

August 2005, 14 agents 1 team leader
In a home office in Metro Manila

2007

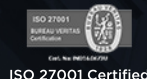
- Full 24/7/365 operation
- More than a dozen of clients. The number of agents grew to 400 agents

2010

- Acquired a client which belong to the Fortune 500 company
- 500 seats
- ISO 27001 Certified

2013

600 Seats



2016

60+ companies from UK, US, Australia and Asia

2018

Reached the 90-client mark

2019

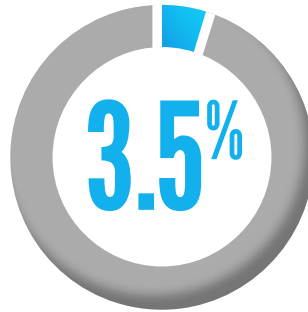
The 3rd site is built — increasing Magellan's capacity to 1000 seats

Our Company Numbers

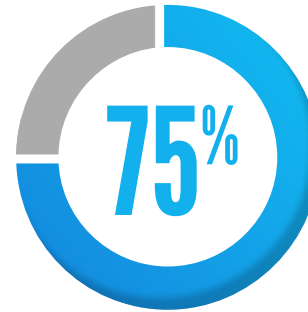
80+
CLIENTS



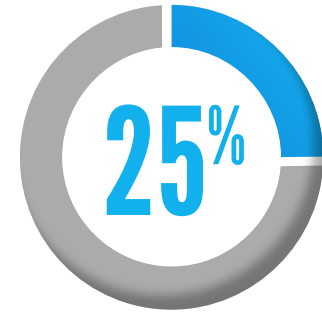
INBOUND + OUTBOUND + BACK OFFICE



Attrition Rate



**Clients Based in
United States**



**Clients Based in
UK, Asia, Aus**

Growing list of services and capabilities



INBOUND

Customer Service
Technical Support
Web Chat & Email Support
Order Taking
Reservations Booking
Client Retention
Ticketing Answering Services
Message Taking



OUTBOUND

Lead Generation
Telemarketing Surveys
Appointment Setting

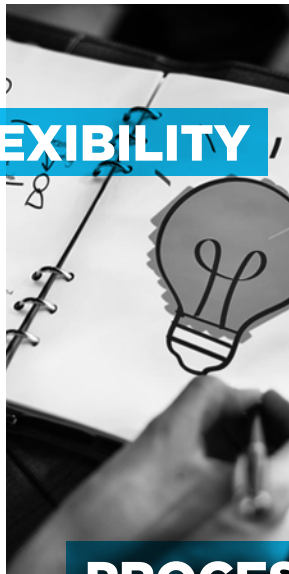


BACKOFFICE

Data Research
Data Encoding
Voice Transcription
Data Processing
Background Checking
Image Processing
SEO/SEM Content Management
3D Modeling
Engineering Services
Accounting/Bookkeeping

Closer look at our strengths

FLEXIBILITY



COLLABORATION



PROCESS DRIVEN



FAMILY CULTURE



Process behind the principles

1

Business Development

- Knowing your business and its Process

2

Implementations Group

- Project Management and Preparation of Campaign

3

Pre Launch

- Recruitment
- Train the Trainers
- QA Score Card Dev.
- IT, NOC Telecoms integration
- Operations

4

Go Live

5

Incubation Stage

- Continuous Monitoring
- Identification of Gaps
- Iteration of Moving Parts
- Regular Feedback Sessions
- Business Reviews

6

Growth Expansion Stability

It starts with a
well-manage process
through ample
oversight



Implementations Manager

- Main Point of Contact
- Takes on a Project Manager role
- Sole KPI is the success and stability of the campaign
- Oversees the team
- Working with the oversight team in a closed looped process
- Focused on step ladder continuous improvement



Team Leader

- Coach Mentor
- Handles program end to end
- Provides productivity report



Quality Assurance Specialist

- Ensures consistency
- Measures and Validates Call, Chat, and Email Quality



Training Specialist

- Documents and replicates training certified by Client
- Supports Team Leader
- Handles future training of new agents

Reason behind our method and goals



Featured Clients

Prescripto

Backgrounder

Small nutraceutical company based in the US

Requirements

- 24/7 order-taking - 200 to 300 calls-daily
- Managing Existing customer base

Challenges

- Cost-effective solution
- Continuous improvements
- Maximization of revenue

Magellan Solutions

- Implemented a 24/7 shared services order taking support
- Deployed a dedicated outbound customer service/sales team for the recurring customer base
- Implemented a leads management system to ensure that we manage all the customers properly.

Featured Clients

AT&T

Backgrounder

Needed customer service operations in the Philippines for supporting 8 lines of business in wireless mobile.

Requirements

- Redundancies in telecoms infrastructure
- Security guidelines
- Confidentiality of information
- KPIs for inbound
- Reports
- Large ramp up to almost 500 FTEs

Magellan Solutions

- Quick growth needs but was able to meet FTE targets
- Coping with the highest level of KPIs for a big company
- Implemented several redundancy measures on the phone system and telecom connectivity

Featured Clients

Nuance Communication

Backgrounder

- Fortune 500
- To become biggest voice transcription space

Requirements

- Creation of QA Scorecard, Guidelines, KPLs, and incentives
- Growth of recruitment from 20-man team to 300 in just 2 months.

Challenges

- No structure for voice transcription
- No system to support

Magellan Solutions

- Implemented an extensive quality assurance process
- Structured the process and guideline
- Implemented extensive screening criteria to get the right voice transcriptionists

Certifications that prove what we do

Compliances and Certifications



ISO 27001 (formally known as **ISO/IEC 27001:2005**) is a specification for an information security management system (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organisation's information risk management processes.



The Payment Card Industry **Data Security Standard (PCI DSS)** is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment.



Health Insurance Portability and Accountability Act, sets the standard for protecting sensitive patient data. Any company that deals with protected health information (PHI) must ensure that all the required physical, network, and process security measures are in place and followed.

We are built like the big boys

We ensure continuity



5 independent internet carriers with 20 MBPS dedicated bandwidth



Magellan Solutions, with its **3 locations**, has **1000-seat capability**. Each location has its own power generators. We also have Automatic Transfer Switch (ATS) setup so that the line to the generator switch occurs within 2 minutes of downtime.

All PCs have been setup with UPS units. Centralized UPS system setup for data center / server room.



5 Independent Voice Over IP (VoIP) providers which provide termination (Outbound) and origination (Inbound) calls all over the world.



In summary

This is Magellan's reason for being

Magellan's mission is to provide superior value to our clients by offering contact centre and business process outsourcing services with five important value levers.



**More than a
Decade of Experience**



**Flexible but Structured
processes**



**True-Balanced Cost
Saving Proposition**



**Process Transparency
through Close Collaboration
with Client Partners**



**Continuous Improvement
Methodology**



**Family Culture Environment
that promotes retention**



THANK YOU FOR YOUR TIME.

We hope to be of service in the near future

LET US OPEN THE FLOOR TO DISCUSSIONS AND QUESTIONS.



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