

Business Process Outsourcing



Focus on managing results. Focus on your core competency. Focus on giving better returns to your clients, your shareholders and your staff.

We can help you pull ahead of your competition by taking care of your routine but vital business processes for you. These processes include document management and presentment, inbound and outbound call centre and helpdesk functions, as well as recruitment training and development. Outsourcing these standard business processes allow you to focus less on managing resources – and more on managing results.

Redirect Resources

SANDIY Business Process Outsourcing in China gives you greater efficiency in high-transaction, high-volume environments without the cost burden of investment in equipment and manpower.

We give you trusted service delivery with proven reliability in Document Management and Presentment.

■ Document Imaging and Processing

With high-speed scanners and a secured, dedicated line, we accurately capture data from documents and transmit it back to our BPO centre for processing. Your benefit? Indexed information available for online search – at your fingertips.

■ Data Entry and Production

Encrypted connection between your institution and our BPO centre enables data to be captured and transmitted back to your backend systems swiftly for verification and storage. And we hold fast to comprehensive Service Level Agreements in

Reclaim Time

SANDIY Business Process Outsourcing in China gives you dependable, round-the-clock technical assistance, and adds industry-leading expertise to your IT-related recruitment and training services – without re-inventing the wheel. Day or night, we are there to help you reach optimal performance and

■ Technical Help Desk Services

With Level 1- and 2-capable resolution for both desktop and mobile notebook users across multiple operating systems, SANDIY IT Help Desk Services work tirelessly 24 x 7 to resolve issues with your network and office productivity tools. We electronically log, assign and monitor all requests – from initiation to closure, there is complete accountability. Your benefit? Comprehensive, round-the-clock technical assistance you can count on.

■ Recruitment Services and Training Development

Our presence in China, with offices in over 9 locations – plus our extensive network of industry contacts – gives us a powerful, winning combination to find the best IT professionals for you. As a truly complete service provider, SANDIY can give your people the relevant tools to get ahead with technical courses such as Cobol programming and Microsoft skills, as well as on-the-job training. Your benefit? The right people with the right skills, for optimal performance and productivity.

meeting daily collection cut-off times. Your benefit? Data in secure storage, ready-to-use, always.

■ GIRO Printing and Encoding

Security cannot be overemphasized. We guarantee your data for GIRO printing arrives safely – and seamlessly – at our BPO centre for off-site production, via a secured, dedicated line.

There, highly-trained operators print using controlled multi-PLY payment vouchers, with barcode encoding. With detailed Service Level Agreements in force, daily payment cut-off times are met strictly at all times. Your benefit? Better print efficiency without the capital-investment burden.

■ Printing and Delivery

Whether it's daily, weekly or monthly advice and statements, our high-volume printing is always on schedule, on time. We even work with the postal or courier companies to ensure delivery service standards are met or exceeded. Your benefit? Peace of mind and the freedom to return to your core activities.



业务流程外包服务



关注管理结果、关注为您的核心竞争力、关注为您的客户、利益相关者和员工带来更多的回报。

我们帮您处理繁琐的日常工作，让您走在竞争的前沿。日常工作包括文件管理和呈递，内联和外联电话系统以及问讯功能，还有招聘培训和发展。把这些常规的商业环节外包后，您就可以更多地关注管理结果而不是管理资源。

重整资源

SANDIY 在中国的业务流程外包服务提高您在大量高交易的环境下效率，而且不需承担设备和人力方面的投资负担。我们为您提供文件管理和呈递的可靠的服务传送。

■ 文档扫描和处理

通过高速扫描设备和加密专线传输，我们能从文件中正确地捕捉数据，并传回到我们的业务流程外包服务中心进行处理。您有何受益？只要一点击，就能搜索到索引信息。

■ 数据输入和处理

加密连接的机构与我们业务流程外包服务中心，这样就能快速获取数据，并传回您的后置系统进行验证和存储。同一安全系统确保异地产生的电子数据能安全地存储，等待您的指示。而且我们严格遵守服务条款中所规定的每日数据收集的截止时间。您有何受益？数据总是安全存储，即时可用。

■ GIRO 打印和编码

数据安全非常重要。通过加密的专线，我们确保您的转帐清单打印数据安全地传输到我们业务流程外包中心进行异地处理。熟练的操作人员使用受控的多层付款收据进行打印及条形码编码。严格遵守服务条款中规定的每日付款的截止时间。您有何受益？提高效率，减轻负担。

■ 打印和递送/交付

按时完成大量的打印工作，包括每日、每周、每月的通知单和报表。高质量地完成贵宾客户的打印任务。我们还与邮局、可靠的快递公司合作，确保投递准确无误。您有何受益？您可以全身心地专注您的核心业务。

赢得时间

节省您的时间。SANDIY 的业务流程外包服务提供适时的、信赖度极高的技术支持，并将领先的工业专业技术注入您与资讯科技相关的新兵招募和培训服务中，您将体会到事半功倍的效果。

无论日或夜，我们随时待命，帮助您达到最佳的表现力和生产力。

■ 技术服务呼叫中心

我们不仅仅为您的员工提供 24 x 7 问题解决方案和技术支持，而且帮助提升效率以及生产力。同时向台式电脑和手提笔记本用户在多样的操作系统平台上提供可靠的 Level 1 和 2 分析。SANDIY IT (Help Desk) 服务热线马不停蹄地通过您的网络和办公工具解决难题。我们承诺：我们会运用电子化方式自始至终分配、检测和记录您的要求。您的利益？您可依赖包罗万象的，适时的技术支持。

■ 招聘服务和培训

我们帮助您招聘、培训、并管理您的资讯科技专业人才。SANDIY 全力以赴支持您的人力资源管理。我们在全中国设有 9 个办事处，从而形成一个强大的关系网络，无形中促使 SANDIY 成为一个强劲的竞争力团队，为您网罗最杰出的专业人才。同时，我们也在大学校园和人才招聘会中为您寻找合适的人选，直到您满意

为止。作为资讯科技解决方案和服务的专家，SANDIY 还提供诸如 Cobol 和 Microsoft 等

合适的运用工具技术培训与在职培训，帮助您在技术领域独占鳌头。您的利益？合适的人才以及匹配的技术，创造最高效的生产力。

