



*Workforce Outsource is a leader in  
outsourced services management.*

*delivering  
results*

*“Do what you do best and Outsource  
the Rest!”*

*- Peter F. Drucker*

**OUTSOURCING**

The most successful organisations have learnt how to thrive in highly competitive environments by streamlining focus on their core activities. Research has also shown that leading companies are using outsourcing as a way not only to reduce costs, but to gain access to industry-leading practices and scarce skills and to embed innovation into their organisations.

At Workforce, we see outsourcing as a long-term business relationship rather than simply a contract between a client and service provider.

We understand that outsourcing is first and foremost about

realising business goals, and we have built capabilities that optimise our clients' performance and deliver their business growth aspirations.

Our services include;

- People Outsourcing
- Task Outsourcing
- Project Outsourcing



*If you deprive yourself of outsourcing and your competitors do not, you're putting yourself out of business.*

*- Lee Kew Yuan*



Workforce Outsource was set up to cater for a growing need of businesses in Nigeria to reap the economic, strategic and operational benefits offered by outsourcing and has since grown to become a market leader in Outsourcing services.

Across all industries, organisations come to us to help them enhance efficiency, optimise service levels and strengthen their competitive position, while they focus on the core competencies of the enterprise.

We deliver tailored and sustainable solutions that support business growth aspirations of organisations, helping them reduce the overall cost of running their businesses while they concentrate on core business activity.

## PEOPLE OUTSOURCING

Our People Outsourcing unit is built on a unique model where a number of HR processes have been effectively orchestrated to deliver a seamless, cost effective and comprehensive outsourcing solution to our clients. We act as a "Third Party Service Provider" that recruits, trains, and places employment ready candidates in line with client specifications to meet their Workforce needs.

Our outsourced employees are capable of delivering value that far outweighs the cost of engaging them to our clients. As a result of this value proposition, our client organisations have entrusted us with the outsourcing of roles such as:

- Virtual Assistants.
- Secretaries/Personal Assistants.
- Executive/Technical Assistants.
- Relationship Management Officers.
- Direct Sales Executives.
- Customer Service/Enquiries Officers.
- Guest Relations Officers.
- Call Centre Agents.
- Office/Administrative Assistants.
- Information Technology Officers.
- HR Support Officers.
- HR Consultants.
- Project Management Staff.
- Strategic Support Staff.

## TASK OUTSOURCING

Our Task Outsourcing unit caters to businesses and individuals who need to outsource tasks that are routine, require independent evaluation and reporting, or which can be executed more efficiently and cost effectively by an external partner. Achieving this requires significantly more than a 'lower cost' delivery centre. It involves systematic planning and an executable business framework coupled with a culture of delivering excellence through a combination of people, process & technology.

Tasks that we successfully handle include:

- Preparing PowerPoint/ Keynote Presentation.
- PowerPoint Slides Design.
- Transcription Services.
- Forms/Document Template Creation.
- Graphics/Logo Design.
- Data Entry/Capture.
- Online Research.
- Data Mining & Development.
- Lead Generation.
- Social Media Management.
- E-mail Newsletter Creation.
- Blog Post creation.
- Database building/CRM
- Contacts update.
- Reminder Services.
- Creating / Spreadsheet Management.
- Document Management.
- Basic IT Support.
- Corporate Events Coordination.

## PROJECT AND BUSINESS PROCESS OUTSOURCING

Project and business process outsourcing entail working hand-in-hand with clients to create and deliver business and technology solutions that fit their needs and drive the results they want.

Some of our technology-enabled solutions include:

- Content Research and Development.
- E-Learning Development.
- Training Courseware Development.
- Business Start-up & Growth Support.
- Call Centre Management.
- Financial Modeling.
- Finance & Account Outsourcing.
- HR Outsourcing.
- Payroll Management.
- Search Engine Optimisation.
- Digital Marketing
- Online Business Development Support
- Video Editing
- Infographics and Video Graphic development
- Website Development

services  
we  
offer

**Effective Capacity  
Building Intervention**

A leading Nigerian bank in the financial industry reported a 100% return on investment within the first month of deploying Workforce Outsource's training intervention for outsourced Sales Agents.

**Award Winning Service  
Delivery**

Workforce Outsource has consistently maintained best service provider status at a leading Nigerian bank.

**Cutting-Edge Technology  
Innovation**

Our clients enjoy the benefits of several customised tools – geared towards enabling seamless management of the outsourced employees – including an online performance management platform, e-learning solutions, a credential verification portal, employee service portal and call centre portal.

**Results-Driven  
Solutions**

Our unique sales simulation process, utilised as a pre-selection recruitment tool for Direct Sales Agents, has been proven to significantly increase on-the-job performance of Sales Agents and reduce attrition rate.

*our  
track  
record*

some  
of our  
clients







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*We are consultants to some of Nigeria's  
most important and interesting  
companies delivering value across diverse  
areas such as Strategy, Learning, Human  
Capital Development and Outsourcing  
Services*

Workforce Outsource is a member  
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