

## PROCESS OUTSOURCING

## OUR TEAM IS YOUR TEAM

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Entirely Configurable. Absolutely Scalable.  
Totally Doable.

Your business is packed with policies, procedures and workflows, many of which require manual intervention. Our non-voice business process outsourcing solutions take advantage of both technology and human brainpower to create powerful automation engines.

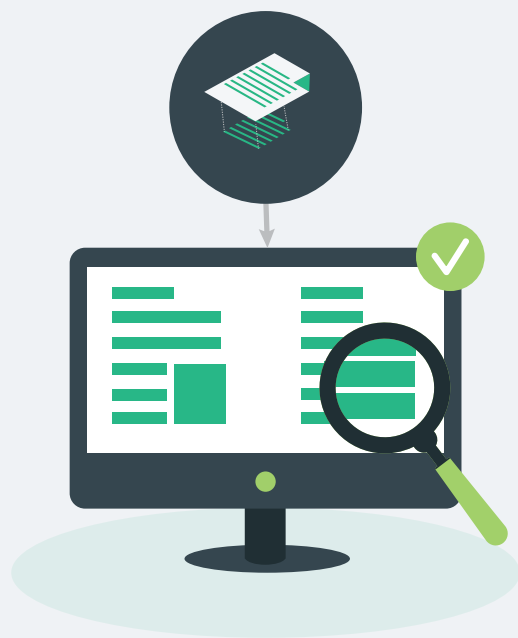
Our methodology allows for scalability of even the most complex business rules and workflow needs. And by integrating with your existing ERP, our solutions can operate seamlessly with your organization.

## DOCUMENT COLLECTION

Documents provide the data at the heart of your business processes. While crucial, managing the collection of documents across multiple locations can be a major drain on resources. Circulus, a division of XTGlobal, makes this task simple. We'll work with your existing systems and platforms to consolidate your document collection into a single destination for document management.

Document collection mechanisms include:

- ✓ Proprietary Circulus web scan tools
- ✓ Client portal uploads
- ✓ External data feeds
- ✓ EDI, email or FTP
- ✓ PO Box services



## DATA EXTRACTION

Crucial data lives within physical documents, and we all know how cumbersome data entry and extraction can be. Circulus utilizes proprietary software in addition to data entry experts to extract and validate data from any format. Our capabilities leverage human intelligence with technical automation to give you the best possible quality, including undefined document formats and handwritten data.

Data extraction services include:

- ✓ Tech-enabled data entry, with 99% accuracy
- ✓ Client templates and data mapping
- ✓ Data validation, QA and QC services
- ✓ Image review

## WORKFLOW

Each business is unique, with processes and rules specific to their needs. Circulus outsourcing takes these requirements and translates them into a powerful customized workflow and business rule engine. From there, even the most complex workflow needs can be accomplished, complete with cloud portals and back-end data integrations.

Workflow capabilities include:

- ✓ Complex business rule automation
- ✓ Back-end integrations
- ✓ User and vendor portal development
- ✓ Workflow, exception handling, and reporting





## WHY CIRCULUS BPO?

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Our approach to process outsourcing can be summed up into a single word: **flexibility**. With Circulus, your unique business requirements aren't forced into a pre-configured cookie cutter solution. Rather, we partner with you to develop a tailored solution just for your business needs, no matter how complex.

### Not Too Big. Not Too Small.

Having been a pioneer in the tech-enabled BPO space since 2007, we are experienced and capable enough to serve Fortune 500 companies, all while remaining agile enough to serve smaller clients. In fact, we pride ourselves on our scalability.

For smaller organizations, large providers can often be distracted by focusing on “bigger fish,” leaving you waiting for your needs to be met until the provider gets around to it.

And for large companies, smaller providers quite simply cannot meet the needs of a hyper-complex workflow.

At Circulus, we've taken the needs and learnings of companies large and small, and developed a methodology which is scalable, affordable, and effective for businesses of all sizes.





## In House & In Control

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Unlike most providers, the Circulus product and service offering is 100% owned, and in-house. What that means for you: **visibility**. Your project, process, data, and workflow are housed entirely within the Circulus ecosystem at all times.

How does this help your business? It allows us to communicate within departments and functions on any and all nuances, details, requirements and

expectations of your business. And should any issue arise, there's no need for us to reach out to 3rd parties responsible for specific components of your workflow. There will be no runaround, no finger pointing and no long resolution times.

With Circulus, your process resides within our walls, **entirely**.

## Any Document Any Time

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Without a doubt, proper management of payables is key to running a business and keeping vendors happy. But there's more to your day-to-day than just invoices. Here's where Circulus comes into play. While we've got deep expertise in invoice automation and management, our solution extends into other document types as well. From credit card reconciliation to check requests and expense reports, our platform is your one-stop shop for document efficiency.

## 1-Stop Shop

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Given our expertise in cloud portals, software development, workflow engines and complex process automations, **it could easily take anywhere from 2 to 5 vendors to provide what Circulus brings to the table**. For accounts payable personnel, there is a benefit in having a singular partner with the knowledge of their AP needs from end-to-end. And for the C-Class, they can rest assured that our methodologies and capabilities ensure a virtually immediate ROI.

## You Make the Rules

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Our experience across industries and the complexities within has given us a keen understanding of business rules. Chances are, we've addressed similar challenges that face your company, and have yet to encounter business rules which we weren't equipped to handle. Our rule engines are designed to scale with your business, and provide you with the ability to make changes to your workflow on the fly.

And what good are business rules without workflow? Our approval and exception workflows take your rules and transform them into a tangible business benefit.

Fully-automated and comprehensive, even the most complex processes can now be executed with the click of a button.

## METHODOLOGY

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### Perform Needs Assessments

We will work closely with you to identify which processes are good candidates for outsourcing and which should remain in-house. This involves collaboration with all internal stakeholders in order to develop a holistic needs assessment.



### Establish Governance Models

A well-defined governance model will be constructed to aid in the initial and ongoing ownership of accountability, controls, compliance, and quality. This includes project management, technical, and delivery personnel.



### Define Project Structure

Once the needs are assessed, the process will shift to detailed requirements gathering sessions. From there, the project can be properly scoped, phased (if necessary) and adequately staffed. This can include on-location staff, offshored resources, or a combination.



### Define Success

Before embarking on any technical implementations, we will establish an agreed upon and easily-defined measure of success, whether it be financial, operational, or both.