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
- ISO 27001 Certified
- PCI DSS Certified
- HIPAA Compliant

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

Attrition Rate: 3.5%
Clients Based in United States: 75%
Clients Based in UK, Asia, Aus: 25%

Inbound + Outbound + Back Office

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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

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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

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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

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Reason behind our method and goals
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.

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Featured Clients

AT&T

Background
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

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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.

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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

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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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