

auxis
CONSULTING & OUTSOURCING



**GROW YOUR
BUSINESS,
NOT YOUR BACK-OFFICE.**

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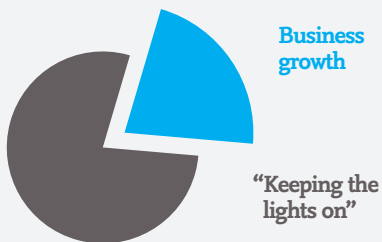


Rethink your back-office.

Globalization, emerging technologies and overall market volatility require you to have a more adaptable, flexible and cost effective business model.

You do not have the luxury of an inefficient back office. New approaches are needed to remain successful and maintain sustainable competitive advantage.

Increase focus on core competencies and value drivers.



The typical back-office spends 80% of their time keeping the lights on. Transactional processing, compliance and internal meetings dominate your day. This leaves only 20% of your capacity for business growth activities such as strategic planning, customer insight and operational analytics.

The key to compete is to change this dynamic and increase the amount of resources and time you focus on growing your business.

The tools for change “One size does not fit all”

Global Business Services (GBS), Outsourcing, and Shared Services are some of the key buzz words around back-office optimization. At the end of the day, you need to develop a customized model that fits your business. You need access to best practices, emerging technologies and a resource model that matches the cost to the inherent value of the activity being performed.

The end result:

- ✓ **Lower and more variable cost model**
- ✓ **Paying appropriately for the work being performed**
- ✓ **Improved efficiency through process standardization and automation**
- ✓ **Increased productivity, scalability and flexibility**
- ✓ **Higher operational visibility and insight**
- ✓ **Increased focus on Business Growth activities**

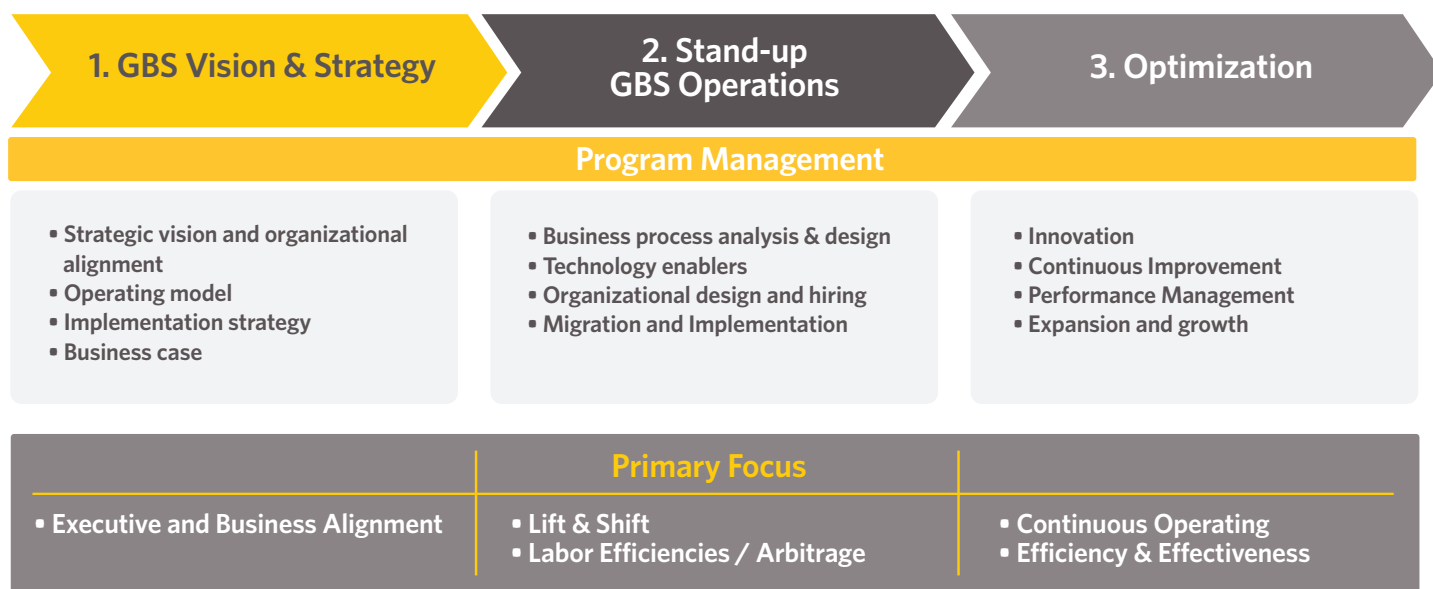
5% - 10%
Cross
Company
Leverage

15% - 30%
Operating
Efficiency

25% - 50%
Labor
Arbitrage

Savings Over Time

Our Proven Roadmap for Success



Sustaining your momentum

Maintaining momentum is a common challenge once you have implemented your GBS model. It is critical to have a strategy and operating plan to ensure continuous improvement, service culture and the discipline of governance and performance management. Without this, inevitably the natural cycle of change will take you back to the status quo.

Auxis brings deep expertise to help you avoid these pitfalls and maintain ongoing success.

What our clients say...

"Auxis' commitment, accountability and personal hands-on approach was refreshing. It was very clear that their team was concerned about OUR success. Auxis completely earned our trust and respect"

Barbara Gomez.
CFO, Latin America Beverages North and Mexico, PepsiCo.

"Auxis has become an excellent partner to our company. We were initially skeptical, having previously tried to outsource some of our accounting functions, without success. Auxis brought the expertise and flexibility to deliver a custom outsourcing solution that has resulted in improved efficiencies that exceeded our expectations"

John Ollet.
Executive VP of Finance, Tiger Direct.

"The Auxis team brought deep expertise in shared services, process improvement and Latin American operations, and was quickly able to assess our situation and develop a practical operating model that aligned with our overall business strategy, grounded in sound operating fundamentals and analytics"

Juan Figueroa.
EVP, Chief Financial Officer, NII.





The Auxis Difference

We have the Unique Perspective of Advisor, Outsourcer and Former Industry Operator

Our founders led the start-up and operation of one of the first Latin American shared services center as employees of a Fortune 50 global company. For nearly 20 years, Auxis has been helping Global 2000 corporations become more efficient by leveraging the power of Global Business Services.

- ✓ GBS knowledge from every angle - unique perspective of advisor, outsourcer and former industry operator
- ✓ Center of excellence focused – not just about transactional processing and labor arbitrage
- ✓ Performance improvement experts – leveraging technologies and best practices is part of our DNA
- ✓ State-of-the-art, nearshore outsourcing operation in Costa Rica
- ✓ Broad, multi-functional expertise and skill sets
- ✓ Emphasis on designing customized, collaborative back-office solutions

Auxis Shared Services & Outsourcing Service Offering includes:



Shared Services Strategy & Execution

- Strategy & Viability
- Operating Model Design
- Migration & Execution
- Site Analysis & Selection
- Business Case Development
- Optimization



Business Process Outsourcing

- Finance & Accounting
- Customer Service
- Human Resources



Information Technology Outsourcing

- Data Center Management
- Cloud Management
- NOC & Applications Monitoring
- Applications Development
- Service Desk
- Desktop Support

Costa Rica:

The Premiere Nearshore Alternative

The challenges of managing an Asia based offshore model strain the largest of US companies and are even more formidable for companies that have leaner and more streamlined management structures.

Auxis Costa Rica, located in the country's premiere business park, provides distinct advantages for the demands of mission critical, 24x7 operations.

- ✓ Central time zone & quick direct flights
- ✓ State-of-the-art facilities
- ✓ Highest educated workforce in LatAm
- ✓ Consistently ranked as #1 nearshore destination
- ✓ Multinational business hub
- ✓ Silicon Valley of LatAm
- ✓ "Americanized" multi-lingual culture with outstanding English fluency
- ✓ Flexible labor laws
- ✓ Attractive labor costs
- ✓ Ranked #1 in safety



Auxis Outsourcing Model Highlights

- Customized and Flexible Service Delivery Model
- SSAE 16 Type II Certification
- 24x7 Operations Center
- Contractual Service Level Commitments
- Variable Cost Model
- World Class Tools, Processes & Reporting
- Local & Near Shore Resources

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Representative Experiences

Client Profile: \$66B Fortune 50 global food, snack and beverage company.

Project Overview: Stood up a Shared Services operation supporting 43 countries and 23 legal entities across four time zones and operating in three languages. As a result, significant reductions in costs and compliance complexity were achieved, as well as improved operational efficiency and data analytics. **IRR on project investment exceeded 40%.**

Client Profile: One of the world's largest medical device corporations with over \$15B in annual revenue.

Project Overview: Performed a thorough Strategic and Viability Analysis for standing up a Shared Services Center for the LATAM Operations. Business case proved a **potential labor arbitrage up to 50%, with an IRR over 40% and a payback period of less than 3 years**, in addition to numerous benefits in line with the client's business model and growth strategy. As a result of Auxis' analysis, the SSC implementation was approved, and Auxis is currently working on the detailed process documentation and design in preparation for the migration.

Client Profile: \$5B multinational telecommunications company whose primary operations are in the U.S., Central and South America.

Project Overview: As a result of significant control issues and the need to reduce costs, client engaged Auxis to define a Shared Services Strategic Vision and Operating Model for its main markets. Auxis recommendation presented an SSC hybrid model of approximately 450 FTEs, with projected **labor savings of ~35%, and additional cost efficiency savings opportunities of 20%. IRR on projected investment was 55%, with a payback period of 2 and a half years.**

Client Profile: Global leader in the logistics industry.

Project Overview: Client worked with Auxis to successfully migrate 160 accounting positions from a highly decentralized operating environment to a more cost-effective, efficient offshore operating model. **Reduced operating costs by 46%** with an investment **payback period of less than three years.**

Client Profile: Industry-leading global media company known for its premier print, digital and video brands.

Project Overview: Though the client was already running its back-office operations very lean, additional cost reduction synergies were mandated. Auxis implemented a BPO (Business Process Outsourcing) solution from its Nearshore Center in Costa Rica, absorbing Accounts Payable, T&E, General Accounting and Cash Applications. **Total expected labor cost reductions realized will be at least 50% over the current cost model.** Auxis also identified and implemented multiple efficiencies through automation, process and organizational redesign.

Client Profile: Trusted three-decade leader in providing safety footwear to employees in multiple industries.

Project Overview: Looking for a lower cost solution that also provides operational redundancy and scalability, client collaborated with Auxis to establish a Nearshore Customer Service Center of 50 multi-lingual agents, delivering 24x7x365 "high touch" services for its clients. **30% cost savings** was achieved through an effective **variable pricing model**, while also **improving service levels by 35%.**

Client Profile: US based \$3.5B leading retailer of computers, electronics and other technology supplies and products.

Project Overview: Migrated a wide range of back-office functions to Auxis Nearshore Model in Costa Rica, including accounts payable, reconciliations, order management, cash application and collections. **Achieved 40% cost reduction plus enhanced process efficiencies, automation and internal controls.**

Client Profile: Recently acquired by a \$72B U.S. retailer, client provides cloud-based e-commerce and point-of-sale solutions for product retailers.

Project Overview: Auxis led the Client's migration to the cloud, while outsourcing Cloud Operations Management and Cloud Financial Management to **monitor and control cloud spend from Auxis' Nearshore Center in Costa Rica.**

