



When a company really wants to make the impact, time can be a friend or foe.

Back-office solution for a global advisory company



BACK OFFICE OUTSOURCING

Back-office functions are important for any business and as they can contribute to growth and development, they also increase costs and expenses.

Outsourcing is the easy and efficient way to get things done **faster and cheaper.**

Valuable resources become available and can be directed to the core business.

You already know that outsourcing your back office can be:

- ✓ A solution to save time
- ✓ A solution to save money
- ✓ A way to get experts working for you
- ✓ A scalable solution



But do you know that back-office outsourcing provides you with a clear view of your workflows, resources and allows you to assess what is their impact on your daily operating business?

This is the value added by Valoris, along with quality, efficiency and constant improvement.

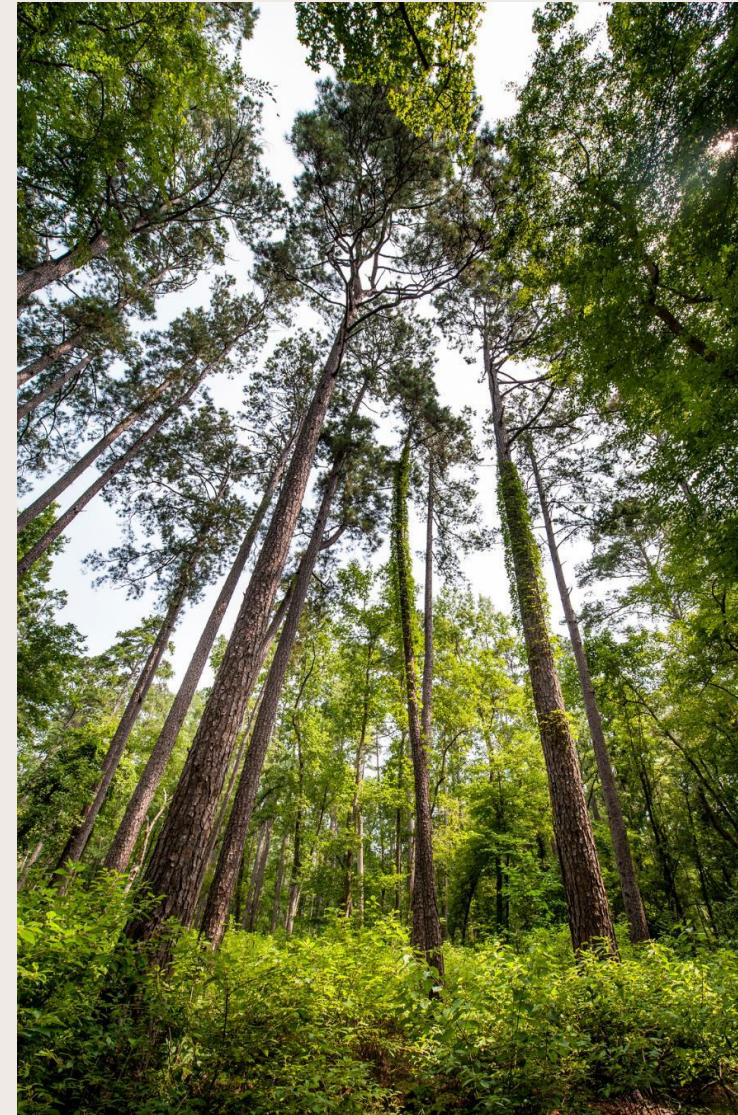
NEXT →

OUR CUSTOMER

- an international advisory and management company, with more than 50 years of experience in implementing programs with financial and social impact all over the world.
- their expertise acts on many levels, from program management to strategical sustainability, procurement logistics and successfully moving private capital to social issues that require it.
- one of their projects deals with ceasing deforestations and create a sustainable use for the land, by private investment.

THE CHALLENGE

- as if trying to save the planet is not challenging enough, the company also struggles with claim expenses, contracts, invoices, payments and financial reports.
- the employees needed to free their time in order to focus on the core business.



THE

SOLUTION

- taking over the most **repetitive, time-consuming** back-office tasks and redesigning the process in order to establish efficient routines.
- sending **reports** so the customer has a clear view on what the workflows and workloads are.
- covering **back-office tasks** for the regions below:



PAYMENT PROCESSES

Workflow: for suppliers payments or reimbursement costs for the staff.



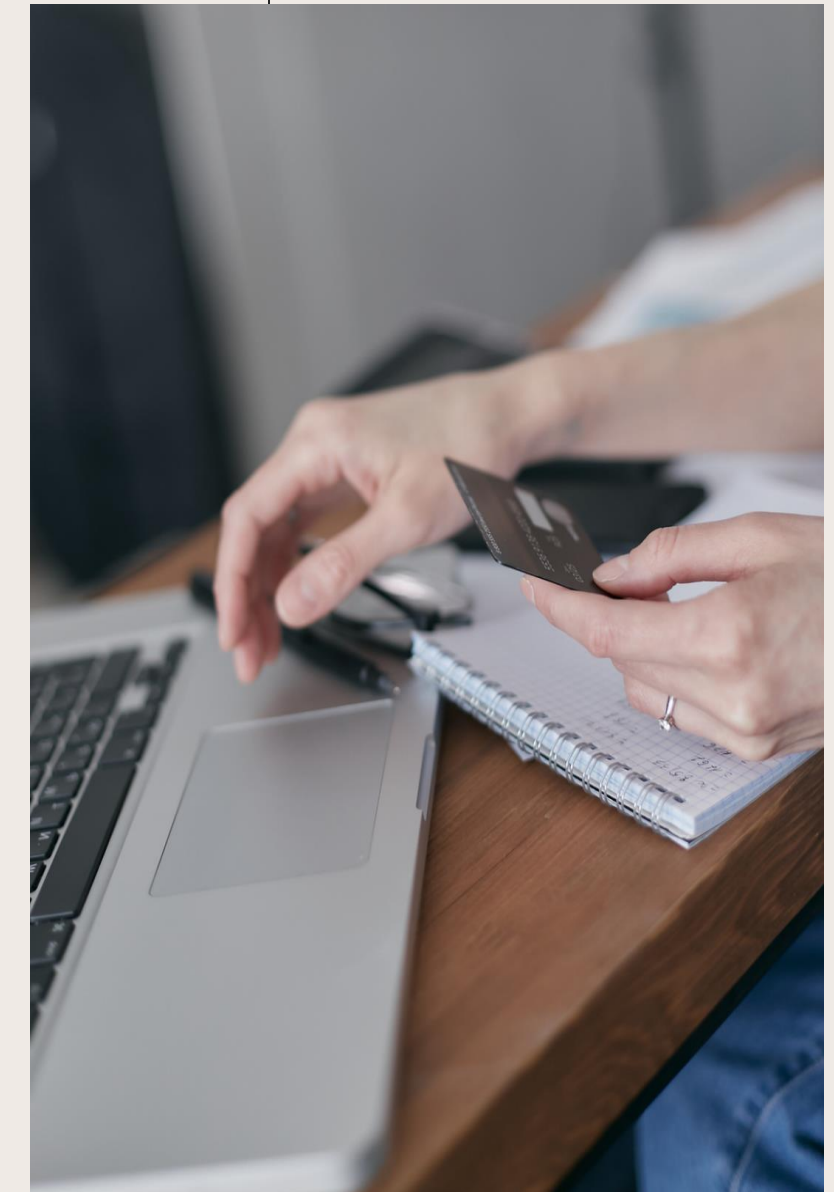
Customer sends us invoices, supporting documentation and expense claim forms every week.

Checking if the invoices fit the supporting documentation and validating the associated costs.

Checking the details on the invoice are correct, such as supplier name, address, tax registration number, bank, details about the goods and services, currency, payment term.

The documents that come along with the invoices can be receipts from third parties. for example. Valoris must check, clear all the documents, assign them on cost centers and return them into one record to the customer.

Approves and sends the payment to be processed by internal accounts team.



SLA: same day

Processing time:
0.15 hours



SLA: same day

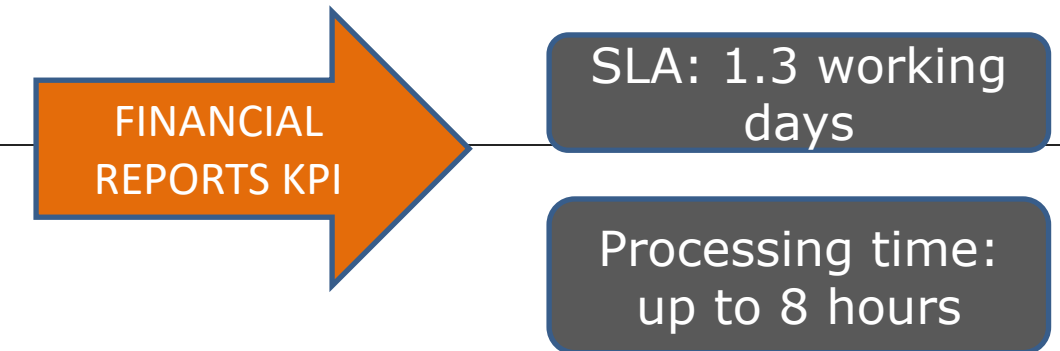
AHT: 12 minutes

Processing time:
0.5 hours

NEXT →

FINANCIAL REPORTING

Workflow: from funds claiming to disbursement.



Customer sends the financial reports and details on the contracts.

We review the report and validate the costs as eligible. Confirm the accuracy of the contracts and costs associated with a contract.

Report any non-compliant aspects that might appear and mark expenses that cannot be validated from different reasons (personal expenses for example).

Calculate exchange rate, from local currency to EUR or USD.

Send back the verified documents.

A report validation can take from one up to 8 hours.

Resolve the identified issues and proceed with eligible funds.



CUSTOMER TESTIMONIAL



Commitment to service and a high degree of accountability

“ Valoris managed two key tasks for us, including the processing of company invoices and staff expenses, and the review of financial reporting for our grant-funded partners.

Valoris’ approach to onboarding these tasks was organized and systematic, and the quality of delivery saw continuous improvement over the delivery period thanks to Valoris’ commitment to service and a high degree of accountability. The use of their services demonstrated an observable reduction in the processing time of administrative tasks compared to when this was managed internally.

Throughout our time working with Valoris, we found the Valoris team to be responsive, friendly and professional at all times. ”

TO SUM UP



SLA

Agreed: 3 working days

Always achieved

After three months SLA decreased to one working day

Quality, efficiency and quantity

Our customer has them all now. The time allocated to finish the tasks decreased from one month to another until the optimum handling time was achieved.

No errors

With so many important documents to check and validate, our customer was worried that errors can appear. It was not the case, as we calibrated and delivered excellent results.

Your BPO provider

With over 18 years of proven experience, our skills and solutions cover various industries, from banking to IT, healthcare, and delivery services to name just a few. We offer 24/7 multichannel solutions, by phone, email, SMS, live chat, social media and video interactions. We can manage all your customers, no matter if they are B2B, B2C or corporate accounts. Everything with GDPR compliance.

What about your business?

Do you have more than 10,000 monthly interactions?

Let's get in touch!

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