

We are a people company, built on the power of human connections

1

Dedicated sector and product specialists

We have experts that have been 'in your shoes', facing similar operational challenges. They have the **experience and knowledge** to provide the right outsourcing solutions for your needs.

2

Pioneers of offshoring to Cape Town

Whether you're after an offshore delivery, onshore in the UK or a blend of both, we have over 15 years experience, delivering a range of customer interactions from the simple to the very complex.



UK governance

Whether you chose onshore, offshore or a combination, you will have a UK based account management team ensuring there's no difference in service between your internal team and our offshore experts in Cape Town, South Africa.



24/7

Whether your customers are located across the globe, or they need to contact you at any time of day, our best in class customer service team can support you, round the clock.



Wage arbitrage

At up to **65% cheaper** than onshore services, offshoring presents real value for money.

It's cheaper, yet just as effective – the perfect combination for any business.

3

Impact Sourcing to change lives



South Africa



Mitchells Plain

We're the first BPO to open a call centre in Mitchells Plain, Western Cape - bringing jobs to the people



60%

of our South African workforce are recruited through **Impact Sourcing**



United Kingdom



20%

of our UK workforce are recruited through **Impact Sourcing**



SIGMA
CONNECTED

4

Big enough to deliver, small enough to care

We do what we say and say what we do

98.6% client retention rate

Accessible executive sponsor for each client

Customer service



Human-centric customer experiences

Excelling at problem solving and delivering positive customer outcomes.

Collections



Market leader for early arrears collections

We collect **20% more** than our competitors with live customers and over **40% more** on final debt.

Complaints



Bespoke complaints methodology

Outsource the whole complaints process to us or we can support in specific problem areas. It's up to you.

5

People-centric

Our employees voted voted us as a great place to work and we're the only BPO on the list



THE SUNDAY TIMES
Best Places to Work 2023
BIG COMPANY