



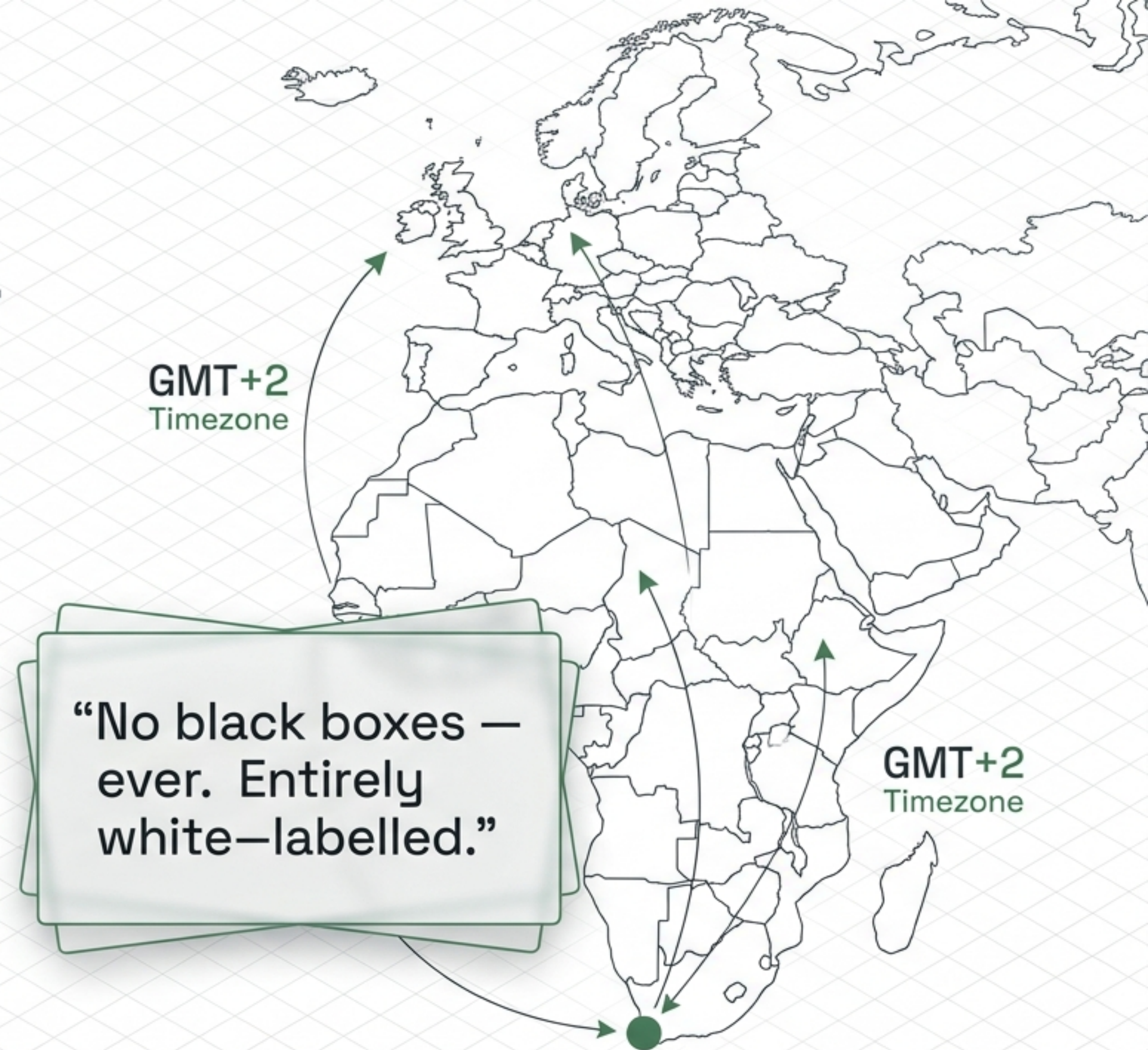
BPO Services Proposal

Scalable. Compliant. Results-Driven.

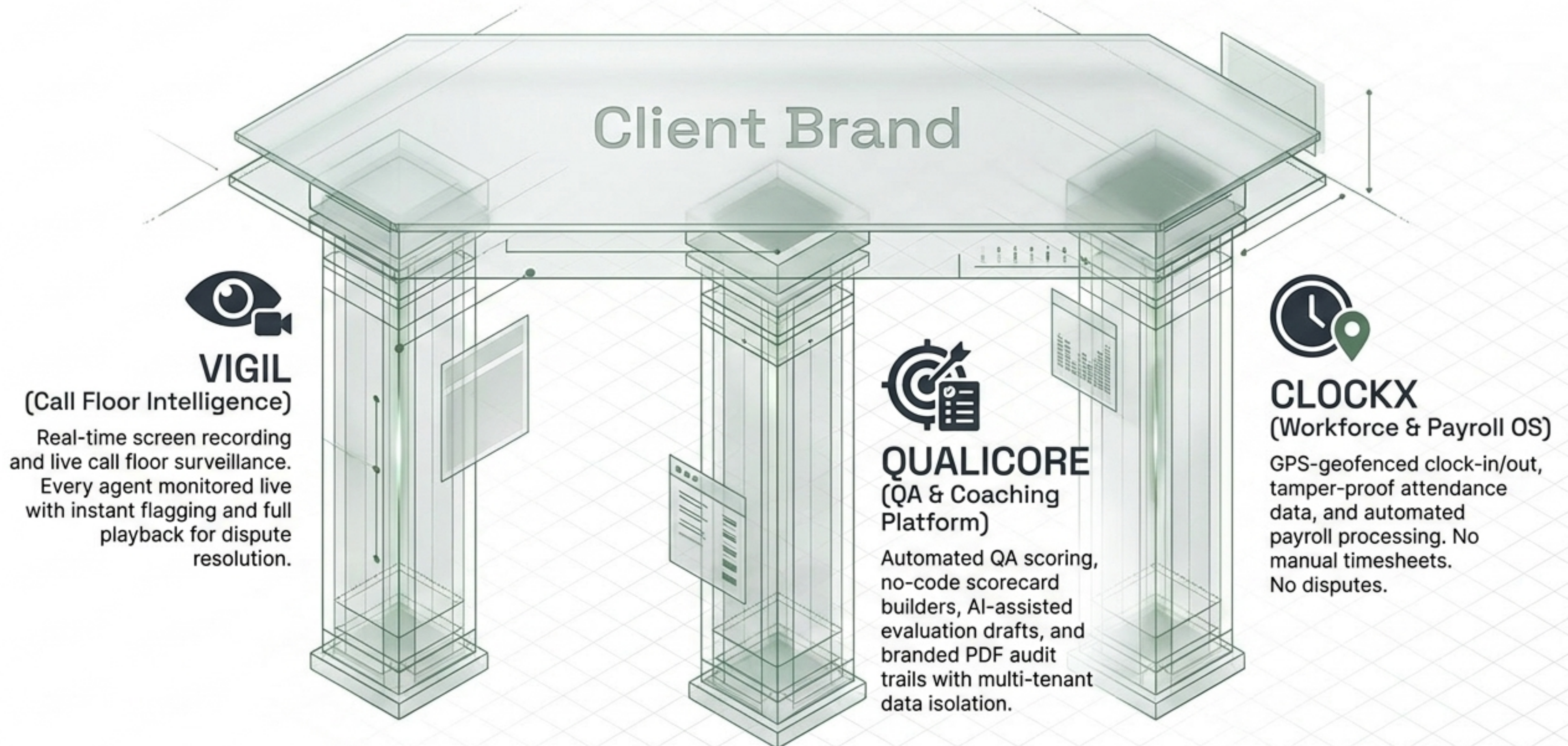
Prepared for [Client Company Name] |
2025 | Confidential

The Invisible Extension of Your Operations

EconX Group is a Cape Town-based Business Process Outsourcing (BPO) provider. We operate as a seamlessly integrated extension of your team, operating invisibly under your brand identity. Your customers only know your brand.



The Transparency Engine: Built In-House



Core Service Offerings

Outbound Calling

Soft collections, appointment setting, surveys, and win-back campaigns following client-approved scripts.

[Powered by QualiCore scorecards & live VIGIL supervision]

Inbound Support

Handling calls, emails, and live chat for query resolution and complaints.

[Subject to 100% VIGIL recording for audit]

Collections

Early-stage arrears and repayment negotiations aligned with regulatory requirements.

[Enforced by QualiCore fatal-fail compliance rules]

Lead Generation

B2B/B2C prospecting and qualification with seamless CRM handoff.

[Tracked via QualiCore outcome logs]

Admin & Back-Office

Data entry, document management, and CRM updates.

[Verified daily via ClockX GPS attendance]

Industry Application Matrix

INDUSTRY	RECOMMENDED SERVICE	TYPICAL USE CASES
Financial Services & Insurance	Outbound, Inbound, Collections	Debt collections, loan arrears, policy renewals, claims follow-up.
Technology / SaaS	Outbound + Inbound	Trial conversions, onboarding support, renewal campaigns.
Retail & E-Commerce	Inbound + Admin	Order tracking, returns support, customer care.
Legal & Real Estate	Lead Gen, Inbound, Collections	Pre-litigation arrears, lead qualification, viewing bookings.
Healthcare & Education	Outbound + Admin	Appointment reminders, patient follow-up, student enrolment.
Energy & Automotive	Outbound, Inbound, Collections	Billing disputes, service bookings, arrears calling.

Commercial Architecture: Three Flexible Paths

A



Per Seat

Predictable, dedicated scale.

Fixed weekly/monthly cost for exclusive, named agents.

Best for ongoing customer service desks.

B



Per Hour

Pay-as-you-work precision.

Billed precisely for active ClockX-verified hours (min 20 hrs/week).

Best for variable volumes and burst capacity.

C



Hybrid

Performance-aligned incentives.

Low base hourly rate paired with a targeted outcome bonus.

Best for lead gen and collections.

Pricing Model Comparison

	Per Seat	Per Hour	Hybrid
Cost Structure	Fixed	Variable	Base + Bonus
Predictability	● High	◐ Medium	○ Variable
Flexibility	◐ Medium	● High	● High
Performance Alignment	Neutral	Neutral	Strongest
Volume Campaigns	Yes	Yes	Structured only
Billing Cycle	Weekly / Monthly	Weekly	Weekly
Min Commitment	1 seat / 1 wk	20 hrs / wk	20 hrs / wk + pilot

Disclaimer: Invoiced in GBP. EconX does not guarantee specific conversion rates; dependent on data quality and market conditions.

Operational Division of Responsibilities

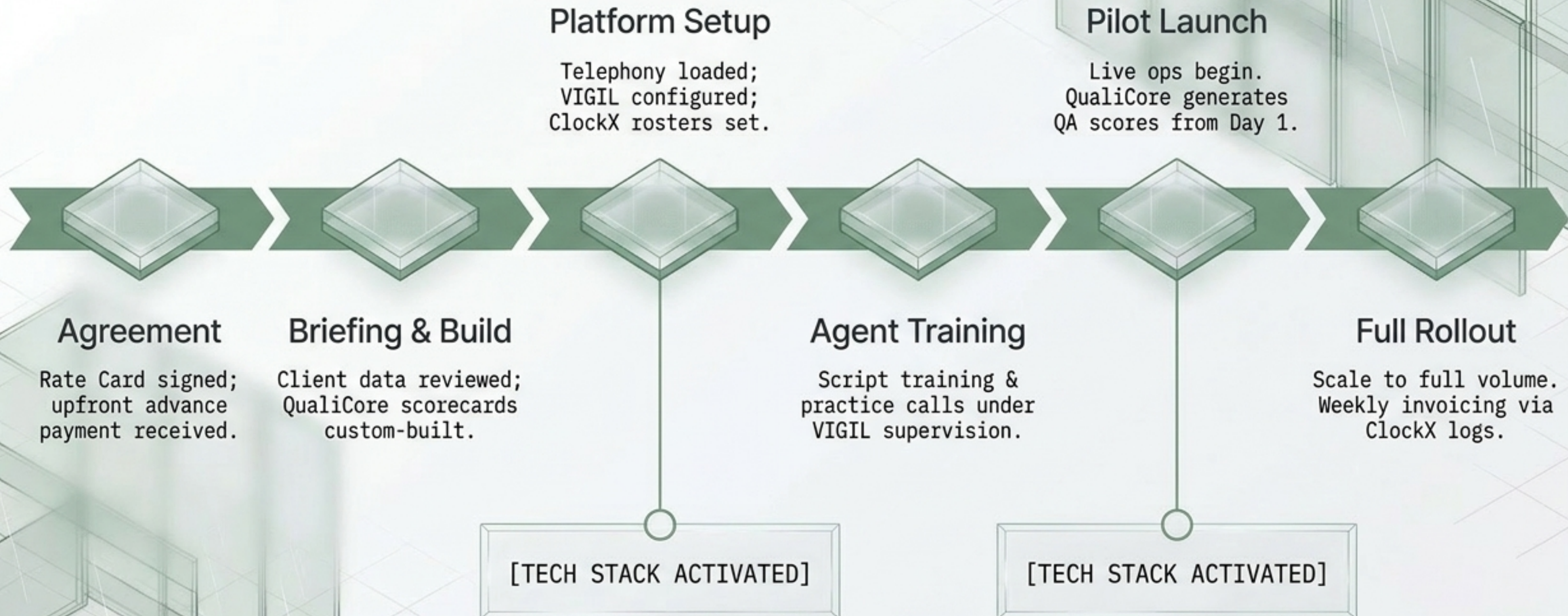
Client Provides

- ✓ Outbound dialing platform / telephony access & call credits.
- ✓ GDPR/POPIA compliant campaign data & contact lists.
- ✓ Approved call scripts & objection handling guides.
- ✓ CRM access & compliance documentation.

EconX Provides

- ✓ Fully trained, managed, and QA'd call centre agents.
- ✓ VIGIL (100% real-time surveillance).
- ✓ QualiCore (QA scoring & coaching).
- ✓ ClockX (GPS attendance tracking & payroll).
- ✓ Workstations, internet connectivity, and hardware.
- ✓ Daily activity & weekly performance reporting.

Campaign Setup & Onboarding (5–10 Business Days)



Enterprise-Grade Data Protection

Layer 1: Regulatory Alignment

Full operational compliance with POPIA (South Africa) and GDPR (UK/EU). Data processing agreements enacted prior to launch.

Layer 3: Workforce Compliance

ClockX handles HR data strictly under POPIA No. 4 of 2013 and LRA standards.

[CLOCKX HR DATA]

Layer 2: Audit Readiness

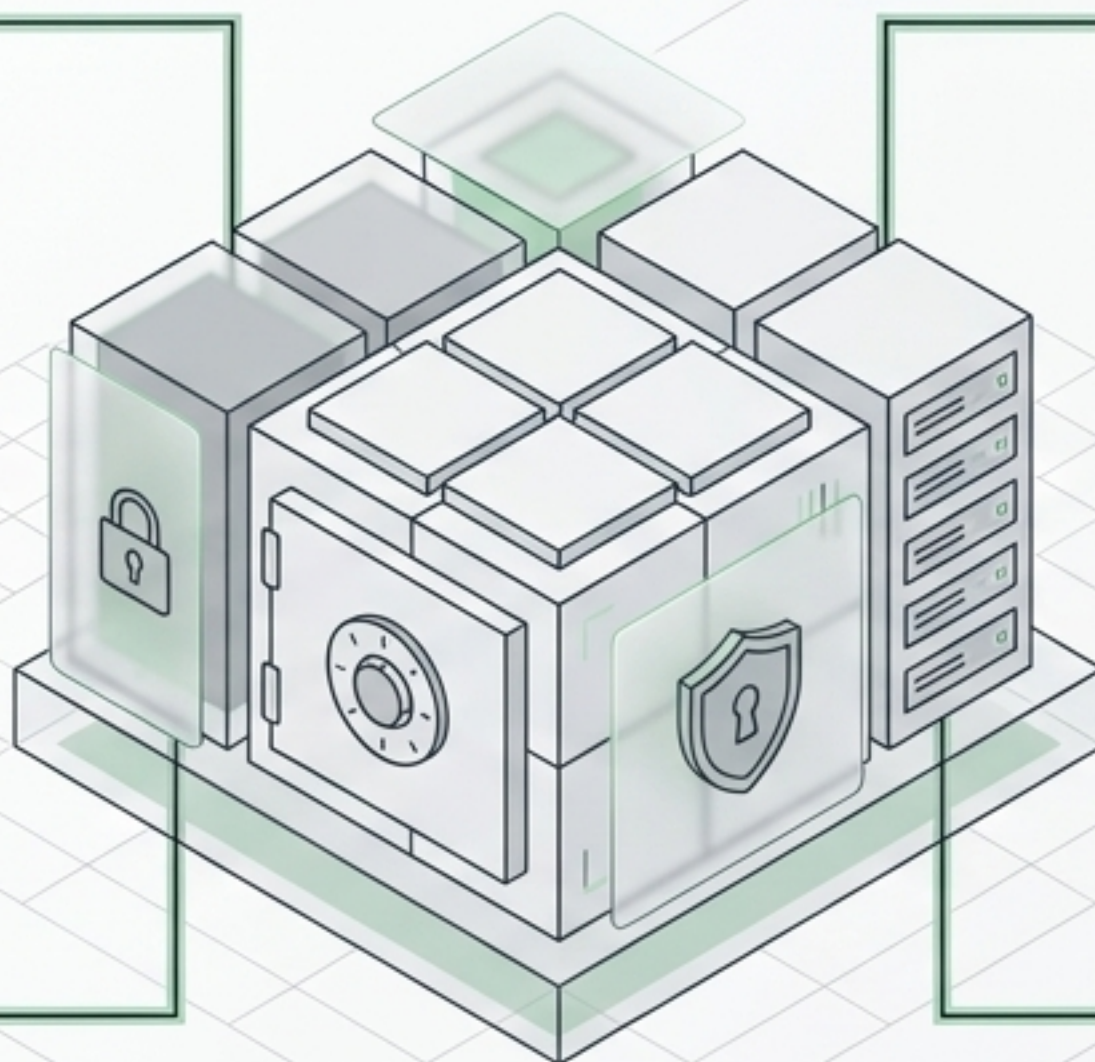
QualiCore architecture enforces 7-year tamper-evident audit log retention.

[QUALICORE LOGS]

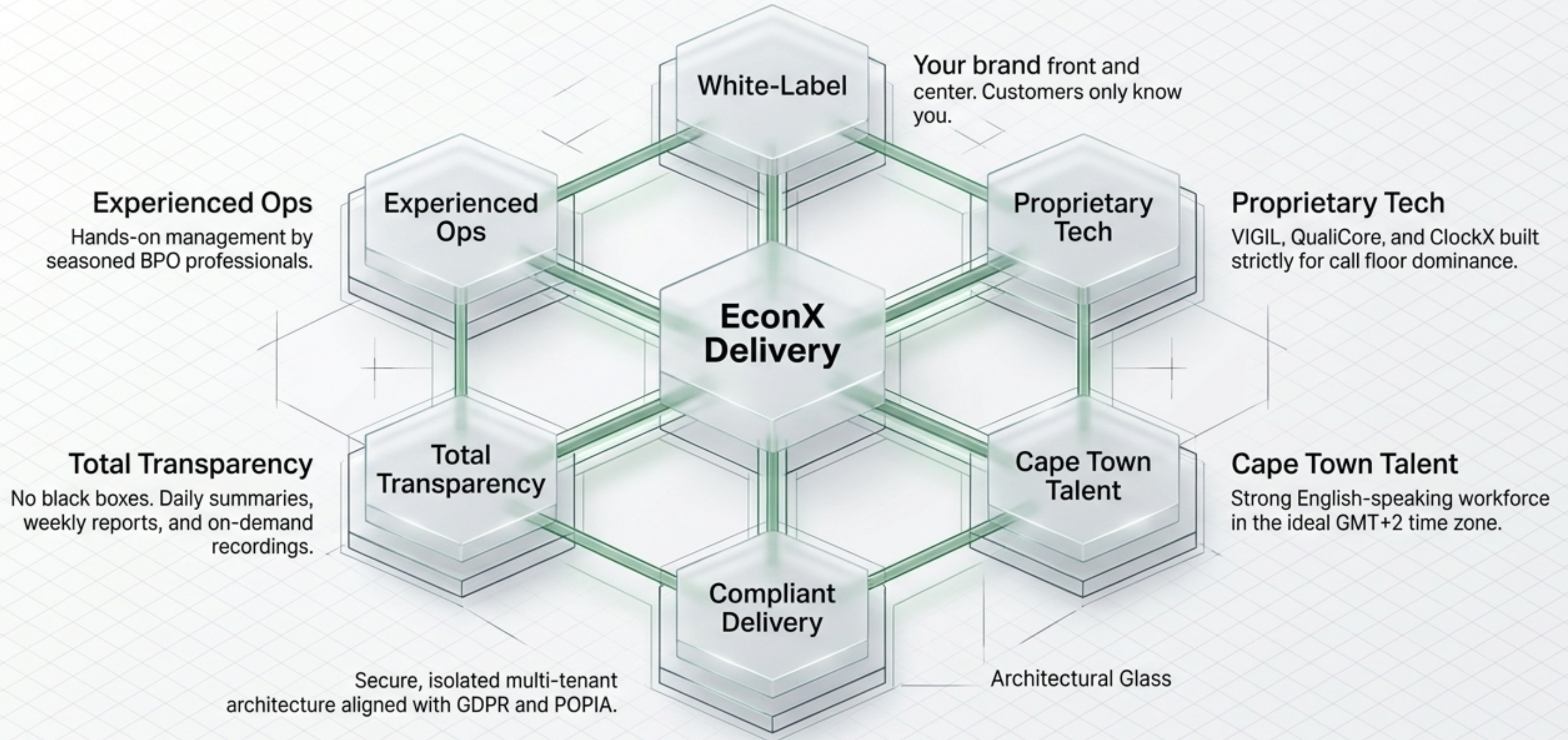
Layer 4: Post-Term Security

Strict 2-year confidentiality survival post-termination. Client data securely returned or destroyed within 14 business days.

[14-DAY PROTOCOL]



Why Partner With EconX Group



Initiate Your Campaign



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HQ: Cape Town, South Africa

Step 01

Review and sign the Service Agreement & Rate Card to secure your pilot phase.