



OPERATIONAL WORKFLOW

WHITEPAPER



INFINIT-O

Partnership Workflow



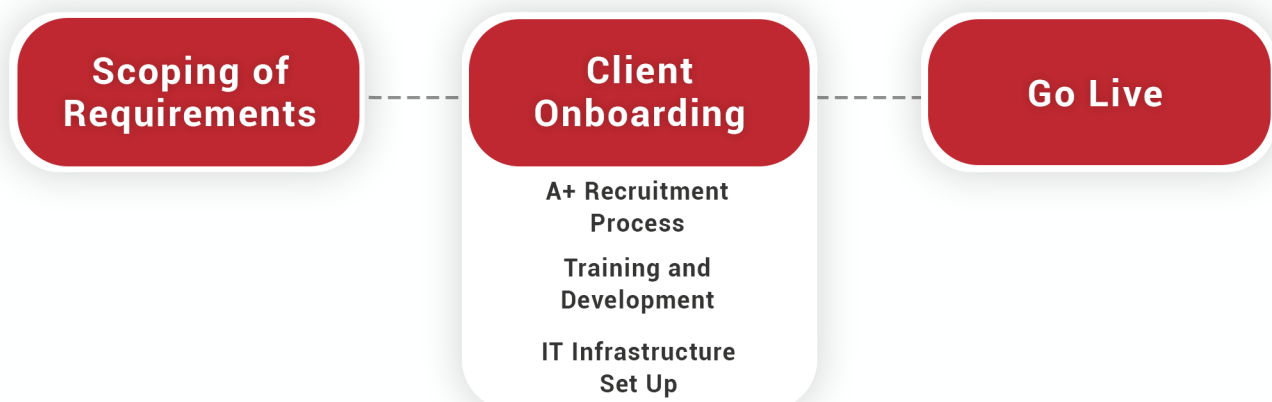
The backbone of a great and solid outsourcing partnership is from a streamlined workflow. It creates a repeatable yet organized process that increases overall efficiency because quicker and smarter decisions are made in a more productive and agile way. This gives structure to both the client and provider.

At Infit-O, we have been in the outsourcing business for over 15 years. The length of experience gave us an avenue to map out an effective workflow process that is advantageous to our clients and ensure that we don't only build them great, high-performing teams but also provide them strategic solutions based on their unique needs.

Workflow Diagram

A holistic approach that starts from thorough assessment of industry-based and business-based demands up to helping our clients achieve their overall business goals.

OPERATIONAL WORKFLOW

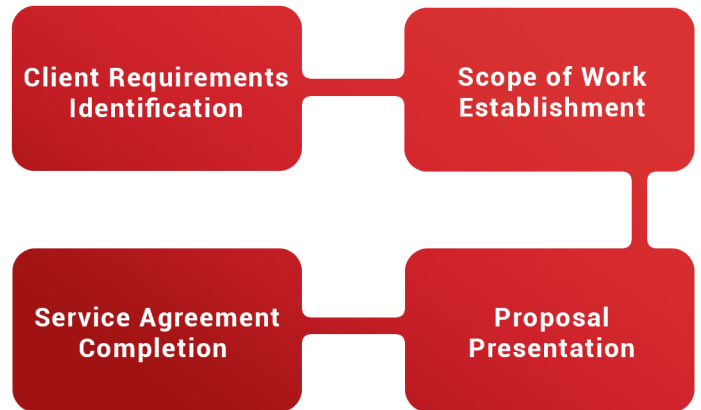




Section I.

Scoping of Requirements

Our aim is to provide front-to-end support to our clients, hence, our operational workflow begins in scoping or identifying the business needs which allows us to collaboratively conceptualize a project proposal.



Section II.

Client Onboarding



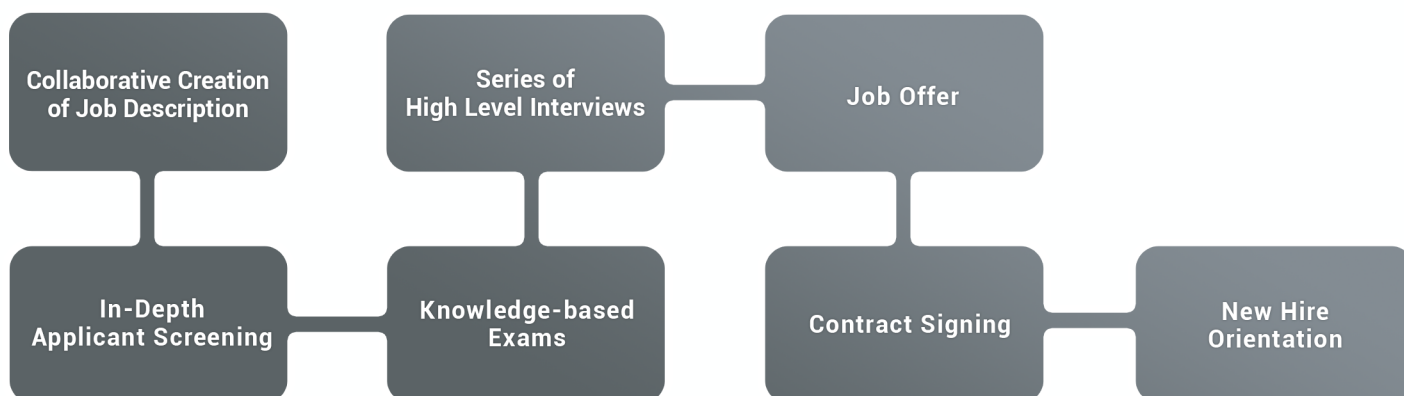
Planning is everything. This is key in creating a course of action towards achieving realistic goals and facilitates the decision making process of both the client and providing party. At Infnit-O, project planning is done collaboratively because we tailor fit action plans based on the immediate and emerging needs of our clients.





II.A A+ Recruitment Process

We have a robust A+ recruitment process that has a 30-45 days of hiring to on-boarding timeline and access to world-class talent which assures our clients that we are building them great, high-performing teams.



II.B Training and Development

One of our long standing promises is providing appropriate and up-to-date training to the teams we are building for our clients. We equip the new hires with the skills they need and help them improve their based competencies to become strong contributors to the success of our clients. We also have a solid development program to ensure their mastery of the industry the business is in line with.





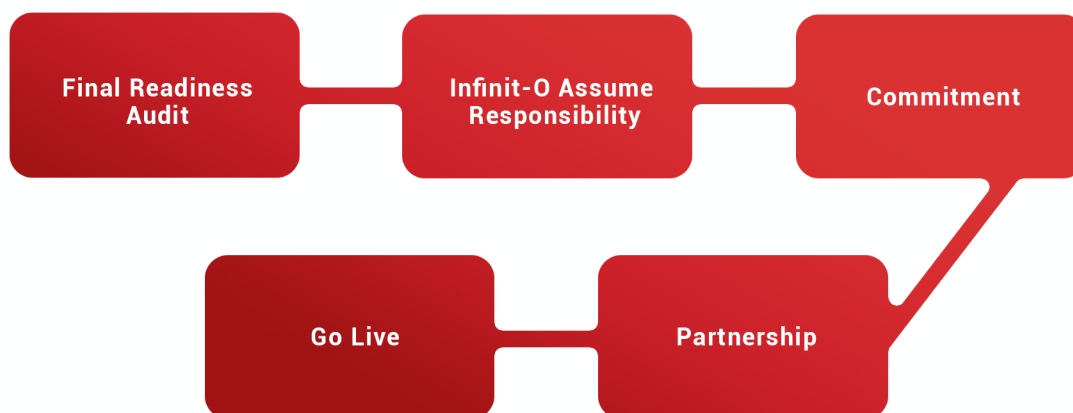
II.C IT Infrastructure Set Up

For any outsourcing partnership, a fortified and well-established internal security is crucial. We make sure that our clients have peace of mind when entrusting us with their company data through physical and network security.



Section III Go Live

After scoping, planning, building great teams, security set up and in depth training, we commence on going live or the integration of the strategies initially planned out and created. This is also known as organizational socialization wherein collaboration takes place to establish common understanding of metrics and goals to measure and manage from day one. This allows both Infnit-O and the client to assess the effectiveness of the partnership.





The Value of Net Promoter Score

Infinet-0 has continually improved and achieved a **Net Promoter Score (NPS)* of 75** (2020) across all clients. This is the key metric in measuring their **overall satisfaction** with the partnership and **how likely they are to promote us** to other companies. This high NPS rating is a result from the holistic support and assistance that Infinet-0 is providing in our client's daily operations and helping them achieve their business goals because it is our aim to delight our clients. As a result, we were able to establish collaborative and **loyal partnerships with our clients** while continually providing them operational excellence.

**NPS industry benchmark: 60*

Infinet-0 Key Benefits





Start small.
Exceed expectations.
Think infinitely.
Think **INFINIT-O**.

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