


# Value Added Services



bpintelligence







# About BPO Intelligence

BPO Intelligence is an award-winning and highly innovative company that specialises in education marketing and communications.

Our track record is proven with over 200 education institutions globally using our services, including Australia, New Zealand, United Kingdom, Ireland, United States, Canada and parts of Europe.

We are the only provider in the education space to offer a complete, end-to-end range of services, saving you time and greatly reducing your overall costs.

We believe it's imperative that our actions and behaviour adhere to the highest ethical standards.

At BPO intelligence, we are committed to developing new skills and investing in new technologies in order to grow.

And finally, we endeavour to lead the way through innovation, courage, vision, and integrity.

# What added value does your printer provide?

The value of your job is maximised with the inclusion of benefits normally incurring a fee as standalone services. We reduce your overall costs through innovation and efficiency. That's always been our way.

We believe in transparent pricing and for you that means no surprises. The following services are value add-ons and occur as part of our end-to-end service model.

Service	BPO Intelligence	Competitor
<b>Dedicated Account Manager</b>	No Charge	Charges May Apply
<b>Warehousing</b>		
• Inwards goods	No Charge	Charges Apply
• Outwards goods	No Charge	Charges Apply
• Storage	No Charge	Charges Apply
• Pick 'n' Pack Services	No Charge	Charges Apply
<b>Distribution</b>		
• Pricing to suit your key markets	Available	Not Available
• Dedicated team to manage distribution exceptions	Available	Not Available
• Management of custom clearance process	No Charge	Charges May Apply
• Support Staff to place orders on your behalf	Available	Not Available
<b>Online Portal</b>		
• Access to global agent directory	No Charge	Not Available
• Access to event database	No Charge	Not Available
• Online freight order management including tracking	Available	Partially Available
• Online tracking of costs by agent, department, or collateral	No Charge	Not Available
<b>Branded Packaging*</b>	No Charge	Charges Apply

\* For jobs printed in India and for a minimum order

# Services that go above and beyond

## Printing Services

In addition to providing printing, storage, and distribution of over 200 institutions' course guides, exams, and other collateral, we also supply the majority of these institutions' various marketing collateral across offset, digital, and wide format.

## Warehousing and Discounted Distribution Services

BPO Intelligence offers warehousing and distribution services from its locations in Australia and India. Our warehouse in India is closer to key international student markets ensuring your goods get to market faster while also significantly reducing freight costs.

Our warehousing and distribution services are part of our single supplier model, offering us the flexibility to dispatch your goods faster and allowing you to operate a more streamline workflow.

With BPO Intelligence, you're always in control of your stock with use of our proprietary online platform for ordering, tracking, and monitoring of all print and dispatch orders – described in detail on page 8.

We take care of everything from storage, pick and pack to dispatch, and will freight deliver anywhere in the world using a range of delivery services, which are tracked via our online system.

## Pick n' Pack Services

There is significant skill required to make a good pallet load of product. Key requirements are that cartons not be damaged, make good use of the available space, and be quick to assemble. We take care of this, and more. And you don't pay a cent!

Our pick n' pack services are free, and our highly skilled staff use high quality branded boxes, which ensure your important collateral is protected in transit and easily identifiable.

# A range of management options just for you

## **Dedicated Account Manager**

BPO Intelligence provides a dedicated Account Manager to oversee your job and regularly update you on its status. Your Account Manager will also assist you in other ways necessary too, such as recommending new technologies and processes to make your production more efficient.

## **Management of Custom Clearance Process**

We take care of the entire custom clearance process for you, so you can focus on your core business. This includes submission of documents required to facilitate exports or imports into the country, representing clients during customs examination, assessments, payment of duty, and facilitating delivery of goods after clearance.

## **Shipment Exception Management**

In the event your goods are held up for any number of reasons (address error, delays, customs etc) BPO Intelligence will monitor and manage these exceptions. We will liaise with any and all third parties on your behalf to ensure your goods are delivered as intended, and all exceptions are handled appropriately.

Our customer care team monitors all orders daily and any exceptions will be brought to your attention immediately.

## **Payment of Duty on your Behalf**

In an event a duty is required to be paid on your shipments, we will pay the duty and other taxes to customs on your behalf and bill back these charges to you. This means that your shipments get released faster and get delivered in time.

# Solutions tailored to your needs

## Professional and Personalised Packaging

We use high quality and expertly branded boxes that can be used to pack important collateral.

We believe it's a must to use high quality boxes when transporting goods in order to protect them against potential damage and general wear and tear. The branded boxes also offer a unique advantage over standard brown packaging, simply because they not only look great and promote your brand, they're also easy to locate among other collateral.

Personalised packaging is optional for all orders placed in India that consist of over 500 boxes.

These additional services are all part of the package at BPO Intelligence, and would incur a significant cost as standalone services when offered by our competitors.



# An online portal like no other

**With BPO Intelligence you're always in control of your stock – manage print and freight orders online – with use of our proprietary online platform.**

## **Print Management**

### **Advanced Online Portal**

We run our own proprietary online portal for quoting, ordering, tracking and reporting of all print and freight orders. BPO Intelligence is a leading provider of such a system to education institutions globally.

Our online ordering system is highly secure and allows for multiple users to request and receive quotes, place orders, upload artwork, approve proofs and provide online job tracking and general reports.

### **Stock Management**

You can manage stock using our online ordering and tracking system, and your stock can be stored at our warehouse located on site at our purpose built facility.

When stock is running low, we can set an alert to notify you automatically. Due to our flexibility, you can place additional orders and monitor stock levels at any time.

## **Freight Management**

### **Job Tracking**

Our proprietary online portal receives data feeds from our courier providers, which means all shipments can be tracked within the system.

### **Invoicing**

Orders can be charged to individuals, departments, faculties, region and/or cost centres. Quotes and invoices can be stored on the system for download. We can also set up an approval workflow so nominated users can be given order request rights. These requests will then be routed to the nominated staff for approval.

### **Global Agent Directory**

You gain access to our agent database, offering you updated contact information for agents and their offices worldwide. This ensures you have the most up-to-date contact information.

### **Event Database**

You're provided access to our event database, so you always know in advance what important events, open days, and/or conferences are coming up.

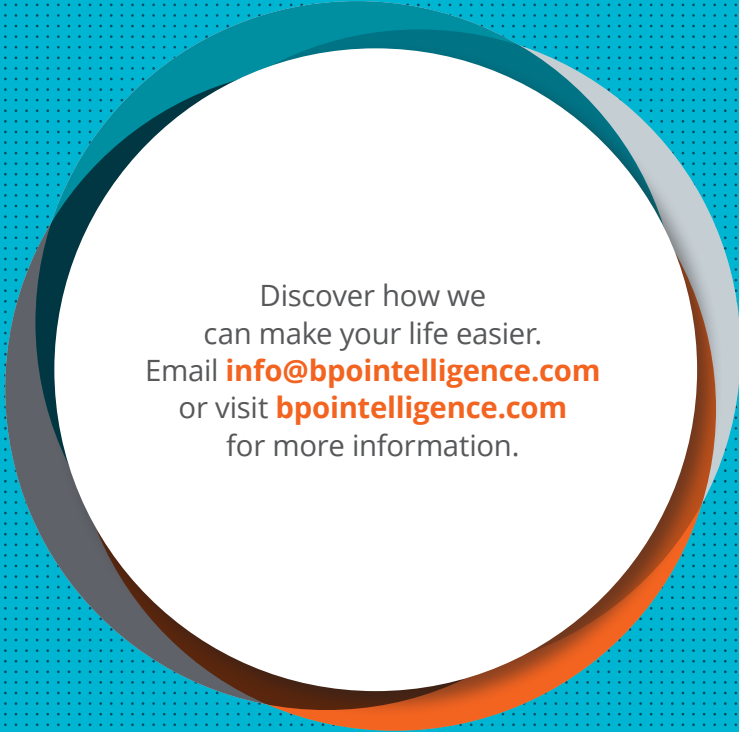




# What's next

If you would like to discuss how we can help you, please write to us at [info@bpointelligence.com](mailto:info@bpointelligence.com).

Thank you for taking the time to learn how BPO Intelligence can save you time, reduce costs, and get your jobs to market faster than any of our competitors.



Discover how we  
can make your life easier.  
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