

# Connex Global Solutions

*Working at the intersection of human and robotic solutions to automate business workflows and enable growth for SMEs*

# Agenda

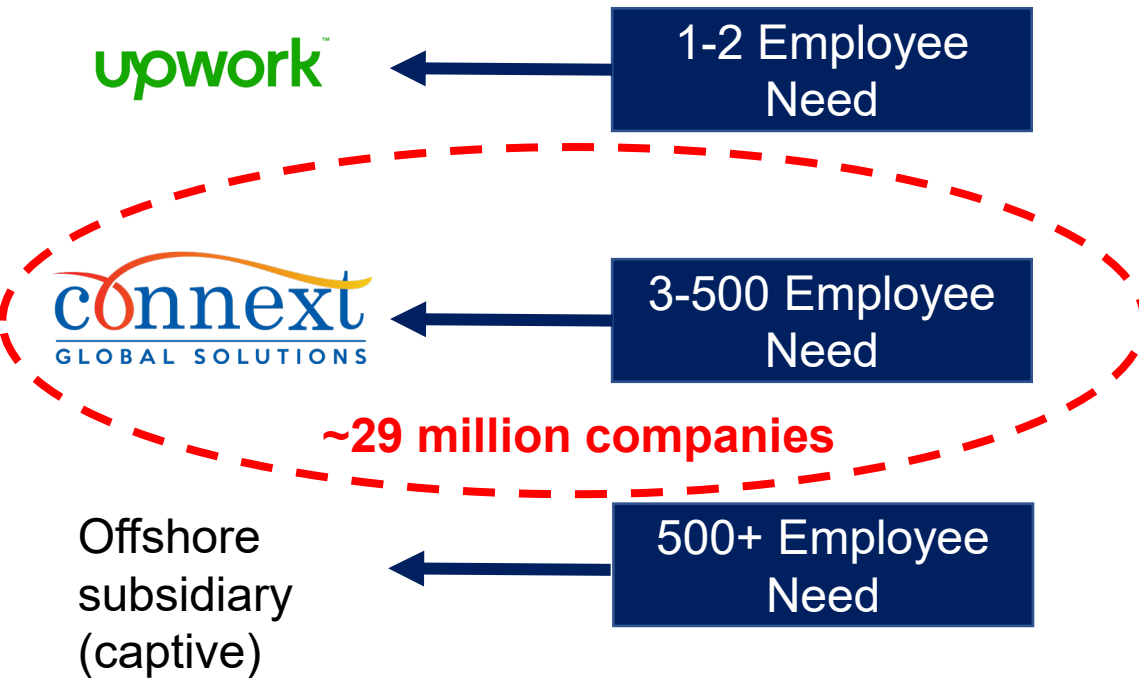
1. Market
2. The Need
3. Timing
4. The Connex Difference
5. Our Area Focus
6. Growth Plans

# The Addressable Market

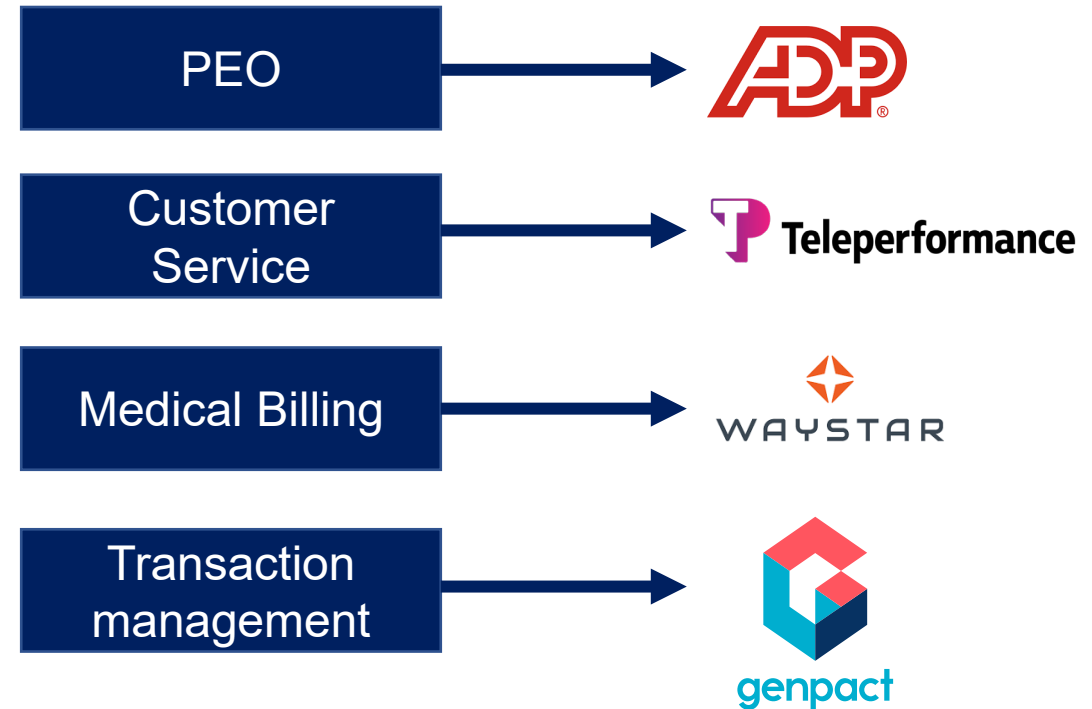
Using offshore resources is not a new concept for large companies, it is however for small and medium enterprises

There are two main outsourcing models:

## Remote Teams



## Traditional (Over The Fence) Outsourcing



## The Need

SMEs and growth companies are consistently challenged by talent shortages, wage increases, and inefficient processes

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1. SMEs and high growth companies frequently face critical staffing challenges where they can't find, retain, or pay for the talent they need to grow.
2. Building a remote team requires consulting, process improvement, and management assistance that only an experienced partner can provide.
3. Regional and local businesses are losing competitive advantage to larger companies that take advantage of the global talent pool and pay more for local talent.
4. Building a remote team forces process improvement and is a gateway to digital transformation. Business growth, and even survival, for SMEs depends on efficiency and digital processes.



## Timing: Why now?

The pandemic has created opportunities for SMEs to re-think the future of the workforce and operational structure

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**Technology and Cloud Software** – services like RingCentral and AWS give companies the ability to provision a remote worker in less than 30minutes. This was not the case several years ago.

**Remote Work Mindset Shift** – the pandemic has forced executives to re-think how and where work is done. Remote work is normal now. If you're in Seattle, does it matter if your employee is at home in Seattle, in Los Angeles, or Manila? Not Necessarily.

**Nationwide Employee Shortage** – there are more than 10 million job openings in the United States. Approximately half belong to the SME market and many can be filled by remote workers.

**Experience Base of Global Workforce** – offshore teams have been supporting large US companies for years now. These employees have experience from companies like Microsoft, Google, Comcast, JP Morgan, Ernst and Young, and more. SME's seldom have the chance to hire at this level in local markets.

# The Connext Difference

Unique approach to enable SME success

The Table Stakes  
(What You Need)



Certifications

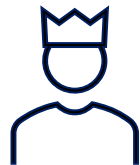


Facilities and Power



Management and Support

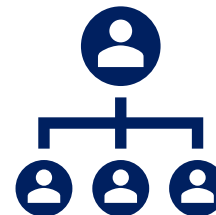
The *Extra*  
(What We Add)



Client Mindset  
from Day 1



Custom Solutions  
with Unparalleled  
Implementation  
Support



Industry best  
management  
ratio



White Glove  
Account  
Management



Robotic Process  
Automation and  
AI

## Area Focus

Our target client is more size and attitude driven than industry

### Our Ideal Client

- Small or Medium Enterprise, \$10M-\$500M annual revenue
- Needs to build an offshore team of more than 3 but less than 500
- Innovative and willing to change
- No outsourcing experience or tried traditional outsourcing with sub-optimal result

### Industries We Currently Serve

1. Healthcare Providers ★
2. Distribution ★
3. Telecommunications ★
4. Title and Escrow
5. Property Management
6. Accounting
7. Banking
8. Technology
9. E-Commerce
10. Retail
11. Construction
12. PEO
13. Insurance

★ *Most experience and knowledge*

### Roles We Fill

- Accountants
- Customer Service
- Transaction Processing
- Medical Billing
- Nursing
- Engineering
- Software Support
- Sales
- Graphic Design
- Web Development
- Inventory Management
- Administrative Assistant
- Virtual Optometrist
- Underwriting
- Data Reporting and Visualization
- Social Media Management
- Marketing
- RPA Developer
- Project Manager
- BIM Modeler
- HR and Payroll
- Bi-Lingual Support

## Growth Plans

Growing SME need and awareness drive strong growth over the next five years

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### 2021 –

- >50% growth achieved
- Doubled seating capacity
- UiPath certification and RPA service offering

### 2022 –

- 50% growth target
- Open Latin America Office (Argentina or Nicaragua)
- Open Philippines Office in second city (Davao or Iloilo)

### 2023 –

- 50% growth target
- Artificial intelligence service offering
- Open Eastern Europe office



**connext**  
GLOBAL SOLUTIONS

**Enabling your  
growth by providing  
people, processes,  
and technology.**

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Outsourcing  
for **Innovators.**

