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INTRODUCTION
ABOUT BULPROS

BULPROS is a dynamic European IT-service provider

Software Development

Infrastructure and Cloud

BPO & LPO
ABOUT BULPROS

Office locations:
USA, Germany, Poland & Bulgaria
ABOUT BULPROS

The team of BULPROS consists of over 400 employees

Along with our strategic partners, we are part of a network of 1000+ IT- experts and consultants.
ABOUT BULPROS

BULPROS supports customers in various industries
Why BULPROS?

1. Local Contacts in Germany and in the States ensure customer proximity and a dedicated partner support. Bulgaria is on the 1st place in Europe, on the 9th place worldwide (Kearney) and on the 3rd place worldwide (Cushman and Wakefield), classified as the best outsourcing location.

2. Successful delivery of more than 150 outsourcing projects in various industries.

3. One of the few companies in Eastern Europe with experience in taking responsibility for the development and maintenance of business critical solutions in Western Europe and the USA.

4. Proven and certified BULPROS Business Process Framework (BBPF) for our entire portfolio.
Why BULPROS?

1. Ability to achieve excellent price to quality ratio in project delivery through project management, process excellence and quality assurance expertise.

2. Highly skilled and motivated people, embracing international business cultures and technical background.

3. Established customer and partner relations with Fortune 500 companies such as Cisco, Microsoft, IBM, Unisys, VMware, Siemens, T-Systems, Johnson Controls.

4. Deep expertise in cloud services, social collaboration, BI, enterprise mobility, product development and project services in software development, infrastructure services and customer support.
CERTIFICATIONS & PARTNERSHIPS
SERVICES
Contact Center Services
Data and Content Management Centers
Financial Services
LPO Services
BULPROS Contact Center Services cover broad spectrum of customer support and telemarketing needs of enterprises. With commitment to excellence and utilization of latest technology and best practices we provide services that can meet and exceed the requirements of any business model.

<table>
<thead>
<tr>
<th>Inbound Services</th>
<th>E-contact Services</th>
<th>Outbound Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ 24/7 Customer service</td>
<td>✓ Web chat</td>
<td>✓ Customer service and retention</td>
</tr>
<tr>
<td>✓ Product support</td>
<td>✓ Email support service</td>
<td>✓ Lead generation and qualification</td>
</tr>
<tr>
<td>✓ Order taking</td>
<td></td>
<td>✓ Surveys and market research</td>
</tr>
<tr>
<td>✓ Sales support</td>
<td></td>
<td>✓ Telemarketing</td>
</tr>
</tbody>
</table>

KEY ADVANTAGES

- Outsourcing of non-core maintenance and migration work to minimize ongoing operations costs
- Mitigation of risks, disruptions and threats
- SLA and KPI driven approach for maintenance
BULPROS with its strict data protection control is a trusted BPO service provider for the organizations who need 24x7 service with excellent data security and accuracy.

- **Data Management**
  - Data entry
  - Data processing
  - Data capture
  - Data mining
  - Data converting

- **Content Management**
  - Document management
  - Catalogue management
  - Content conversion
  - Document archival and retrieval

**KEY ADVANTAGES**

- High quality assured through stringent processes compliant with ISO 9000 standard
- Strict security policy compliant with ISO 27001 standard
- Reduced turnaround time through 24/7 operations
BULPROS covers broad spectrum of financial services which help you to reduce cost, increase efficiency and focus on core business functions.

## Accounts Payable Services
- Data Capture: Receipt and management of all paper-based payables documents
- Data Processing - Exception Management: Resolution and proactive management of exception transactions
- Suspect Duplicate Analysis: Audit and control mechanisms to eliminate the risk of duplicate payments and support recovery and reclamation
- Disbursement Services: All aspects of payments in minimal time to reduce customers’ costs

## Accounts Receivable Services
- Billings preparation and mailing after customer’s approval
- Entering receivable transactions into the accounting system
- Preparing and delivering periodic statements
- Carrying out process adjustments approved by the customer
- Preparing accounts receivable reports
- Accounts receivable deductions management

## Payroll Services
- Compensation administration: payroll, payroll tax compliance, equity compensation accounting & compliance, Analytics, Contact Centre, Reporting
- Benefit administration: Carrier enrolment, Benefit use analyses, Leave administration, Contact Centre, Reporting
- Employee data administration: Document imaging, Database Entry & Updates, Contact Center, Reporting
BULPROS’ Legal Process Outsourcing business line combines processes, technology and fully trained lawyers and paralegals with multilingual knowledge to deliver support services which truly benefit law firms and in-house legal departments. Outsourcing of low profiled legal work to the secure and cost effective LPO captive center of BULPROS may lead to sufficient savings and smart legal management solutions.

**Contract Lifecycle Management**
- Contract E-Data Base creation
- Contract Drafting
- Ongoing Intelligence

**Litigation Support**
- Document Review and Analysis
- Court Proceeding Supporting Services
- Patent Applications

**Paralegal**
- Legal Drafting, Abstraction, Proofreading
- Records of clients files, follow-up, reports
- In-house Paralegal Services

**Pricing Management Support**
- Pricing Methods Evaluation Support
- Legal Matter Services – E-billing, Hourly Reports
- Alternative Fee Agreements
DELIVERY MODELS
Delivery Models Overview

BULPROS provides consulting services across the “Service Delivery Continuum”.

- Supplier assumes control of all or part of delivery
- Pricing tied to service levels and volumes
- Supplier managed delivery model
- Supplier processes & Tools
- Joint (RACI) based responsibility for delivery
- Customer operating model
- Customer processes & Tools
- Customer managed delivery model
- Fully managed by the client
- Rapid access to missing skills and resources
- Avoidance of hiring/de-hiring costs
Where the client identifies staff, but does not wish to employ them directly, or for staff identified for transition, BULPROS offers a payroll and basic employment service.

### Out-Tasking Model

<table>
<thead>
<tr>
<th>CLIENT</th>
<th>BULPROS</th>
</tr>
</thead>
</table>
| • Supplier Management  
  • Process  
  • Tools  
  • Quality Management  
  • KPAs  
  • SLAs | • Career  
  • Performance Management |
| | • Payroll  
  • Labor Relations  
  • Legal Minimum HR  
  • Absence |

#### Key Benefits
- Low cost
- Ease of use
- Reduction of liabilities
Managed Service Model

The Managed Service model assures high quality and operational efficiency achieved through collaborative management by both the Client and BULPROS.

<table>
<thead>
<tr>
<th>CLIENT</th>
<th>BULPROS</th>
<th>KEY BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Supplier Management</td>
<td>• Resource Management</td>
<td>• Risk is shared between Client and Supplier</td>
</tr>
<tr>
<td>• Process</td>
<td>• Quality Management</td>
<td>• Technology and process framework</td>
</tr>
<tr>
<td>• Tools</td>
<td>• SLAs</td>
<td>delivered by Client</td>
</tr>
<tr>
<td></td>
<td>• KPIs</td>
<td>• Client retention of strategic control</td>
</tr>
<tr>
<td></td>
<td>• Infrastructure</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Operations Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Administration</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Knowledge Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Reporting</td>
<td></td>
</tr>
</tbody>
</table>

The Managed Service Model assures high quality and operational efficiency achieved through collaborative management by both the Client and BULPROS.
The Full Outsourcing model enables the client to focus on his core business by outsourcing most of the risk and responsibilities to BULPROS.

- **CLIENT**
  - Supplier Management
  - Process
    - Tools
    - SLAs
    - KPIs

- **BULPROS**
  - Operations Management
  - Administration
  - Knowledge Management
  - Reporting
  - Quality Management
  - Resource Management
  - Infrastructure

**KEY BENEFITS**
- Overall risk coverage by Supplier
- Technology and process framework can be shared responsibility
- Service delivery control solely through SLAs/KPIs
NEARSHORING TO BULGARIA
Nearshoring to Bulgaria

Outsourcing of IT-Services to a land with the following characteristics:

- Member of NATO and the European Union
- Strong talent pool with IT and Engineering background
- Friendly business regulatory framework
- Cultural Compatibility
- Geographical Proximity
- Slight time difference
- Competitive labour and infrastructure costs
- Multilingual workforce
- Bulgaria has been rated on 3rd place for preferred BPO and Shared Service Location by Cushman & Wakefield.
- According to ATKearney Bulgaria is on the 9th place worldwide and first in Europe for preferred Outsourcing Destination
- Excellent math, science and engineering universities
- Local presence of multinational companies such as HP, IBM, SAP, Johnson Controls, VMware, Cisco etc.
Bulgaria as a Nearshoring Destination

**Resources**

- 68% of the population is in the labor force
- Ca. 80% of the population of working age (25-64 years) have a High school diploma or higher education degree
- 22% of the population have a University degree
- Around two-thirds of the scholars and students study English and/or German

**Economy and Labour costs**

- 10% flat tax rate
- 20% added value tax
- Stable Currency Lev (BGN) – bound to Euro
Governance as a success-factor of IT-Outsourcing

IT-Outsourcing-Governance is a specific structure and management of the business relationship, with the purpose to meet the customer’s and supplier’s business objectives.

The Governance has to enable:

- **Control**
  Governance has to enable control, in order to reduce opportunism on both sides.

- **Coordination**
  Governance has to enable coordination, so the customer and the supplier can reach joint goals.
Governance – Form Calculation

Doubtfulness

Complexity

Low

High

Structures

Relation protocols

Contracts

Processes
1. Contracts

- Intellectual Property Rights
- Non-Disclosure Agreements
- Usage of Free-/Share-Ware
- Duration

**Governance Mechanisms**

![Influence Project Life Cycle](chart.png)

- Client Influence
- BULPROS Influence

**Project Type**

- Service-/Consulting contract
- Work contract
Governance Mechanisms

2. Processes

- Development-Processes
- Interactions and Escalation processes

Know-How Transfer

- Long-term dedicated teams to customers and to projects
- Know-How transfer from customers to BULPROS – workshops, trainings, documentation
- Team introductions
- Ongoing
  - Advanced trainings
  - Regular visits and team meetings
  - Regular status meetings, chat, video conferences, etc.
  - Team Building Meetings
Governance Mechanisms

3. Structures

- Business Analysis
- Architecture
- Content Authoring
- Deployment Management
- Build Management
- Project Management
- Development / UI Design
- QA / Testing

4. Relation Protocols, Behavior Patterns and Attitude:

- Trust
- Commitment
- Fairness
- Flexibility
- Openness
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