

MOLDOVA BUSINESS WEEK: MBW 2020

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GP&G

Contact Center | BPO Solutions

CHISINAU 2020





Olivier Prado

Founder and CEO at GPG Consulting

SHORT BIO

Born in Brussels, 22/09/1964

Doctor of Law, ULB (Université Libre de Bruxelles, 1990)

1990-1992 - DIRECTOR BERKO ART GALLERY
NEW-YORK CITY

1992-2004 - LAWYER AT THE BRUSSELS BAR

2004-2006 – CEO JUDIREC (Debt Collecting Call Center)
MOLDOVA & AIX-EN-PROVENCES (FRANCE)

2007- TODAY – CEO GPG GROUP – Contact Center & BPO
Solutions, CHISINAU, MOLDOVA

“A successful serial entrepreneur for the last 20 years with companies around the world and a recognized expert in the DIGITAL & OUTSOURCING BUSINESS.”



GPG

Contact Center | BPO Solutions

ABOUT GPG GROUP

GPG Consulting is specialized in offshore outsourcing and provides a wide range of Call Center, BPO and KPO solutions.

GPG Consulting is providing outsourcing services since 2007 for small to large companies globally.

As a nearshoring BPO company for most European countries, GPG Consulting is a great solution for businesses looking for an outsourcing partner. Over the years GPG Consulting has proven itself to be a reliable Call Center and BPO service provider with excellent level of quality and with a wide range of service possibilities in more than 10 languages.



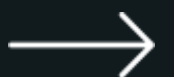


GPG CONSULTING

CALL CENTER & BPO COMPANY

A SHORT INTRODUCTION TO GPG's SOLUTIONS

- Call Center Services
- Web Agency Activities
- Other Business Process Outsourcing Services





CONTACT CENTER AND BPO SOLUTIONS

GPG Consulting is a contact center/ BPO service Center and has 3 mains activities :

- Call center solutions for the international market and the local one: around 70 FTEs (45 for the local market);
- We are a full service Web Agency that combines web development and design, inbound marketing, moderation and animation of your community: around 70 FTEs
- Others BPO (Business Process Outsourcing) like Media Monitoring, Data entry (including Data mining, Data cleaning, etc...): around 25 FTEs.



DID YOU KNOW?

Opportunities and difficulties of Moldova

Opportunities:

- Salary level compared to competitors
- Multilingual human resources
- Nearshore destination
- Excellent Telecom Infrastructure
- Ease of doing business

Difficulties:

- Lack of skilled labor forces
- Lack of visibility of Moldova
- Heavy Social charges



NEARSHORE DESTINATION

Moldova – Best Shoring Destination for most European Countries



LACK OF SKILLED LABOUR FORCES

Massive migrations following the signing of the Visa Liberalization Agreement



NEAR SHORE DESTINATION

The South-West region of Europe extends from Ukraine to Albania, passing through Moldova and Romania and continuing on through Bulgaria, Serbia, Macedonia, Kosovo and other countries in the region.

This footprint provides not only a geographic destination advantage that is close to all major European capitals and their markets, but also a higher standard of language skills, labor arbitrage cost efficiencies and a harmonious cultural benefit that can be leveraged from a market growth perspective.

It takes about 3 hours to fly from the main European capitals and there are direct flights from these European cities: **Paris, London, Frankfurt, Munich, Madrid, Milan, Vienna, Budapest, Moscow, etc.**

LACK OF SKILLED LABOUR FORCES

In the last 6 years, we have seen a dramatic exodus from Moldovan leaving their country. This is especially true for the **YOUNG, MULTILINGUAL, WELL EDUCATED MAN AND WOMEN.**

No need probably to remind the situation of Moldova from the very bad figures in terms of demography especially birth rate.

Last thing, Moldova has started to gain some interest as an IT destination and also as a BPO destination and therefore, there is more competition then before and this has also increased the demand of qualified and multilingual employees.

CONCLUSION : there is a lack of resources and this will (and is already) pushing the salaries up.





WHY OUTSOURCE WITH GPG

For any organization that chooses nearshore support their principal goal is to focus on core activities while achieving operational efficiencies and economies of scale from their service provider.



Multilingual and multi-channel platform



Strong Points

Flexibility

Quick adjustments to the number of hours and the number of professionals, required by organizational needs.

Wide range of Call Center, BPO and KPO solutions



Quality

Qualified and motivated people in this region, with high skills levels in the spoken foreign languages

~160 Multilingual Employees, 12+ years of Experience



Cost

Highly competitive prices and utilization value.

Best Shoring possibilities. network of new locations



LOCATION

GPG Consulting has its HQ in Chisinau, Moldova, but we are investing and building our network of new locations to offer the best shoring solutions to our clients

USA, Cameroon , Madagascar, Philippines, Albania, Ukraine are some of our new targeted locations – best shoring solution





Our philosophy includes “excellence in customer service by focusing on details”. Our goal is to become our client’s trusted partner, for long term engagements.

Find Us Online



Facebook

<https://www.facebook.com/Global.Phoning>



LinkedIn

<https://www.linkedin.com/company/gpg-consulting>





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THANK YOU!

