

Case Study

Qatar Foundation

By

Spanco Golden Key Solution

At a Glance.

1. *Introduction.*
2. *Objective.*
3. *Key Challenges.*
4. *Solutions and Services.*
5. *Why Spanco Golden Key Solutions.*
6. *Implementation Strategy.*
7. *Key Benefits*

Introduction.

About Spanco Golden Key Solutions.

SPANCO Golden Key Solutions, a collaborated entity of two distinctly varied professional corporations, is a leading provider of State of the Art Contact Centre and BPO services and IT services from the Gulf Countries. Through a combination of experience, people, latest technologies, domain expertise and rigorous quality processes, the company helps clients improve operations, quality and efficiency, while lowering costs by outsourcing.

Spanco Golden Key Solutions has established a leadership position in the Customer Service segment while expanding our services across industry verticals. Managing and exceeding customer expectations by providing services while reining in costs is a real challenge for companies worldwide.

Spanco Golden Key Solutions offers customized and comprehensive customer care solutions to the Telecommunications, Banking and Financial Services, and Media Industries

About Qatar Foundation.

Qatar Foundation is dedicated to building human capital in a part of the world where the need and potential for human development are considerable.

Through its threefold mission of education, scientific research and community development, it is helping build a sustainable society where the sharing and creation of knowledge will enhance quality of life for all.

Qatar Foundation was established in 1995 by His Highness Sheikh Hamad Bin Khalifa Al Thani, Emir of Qatar, as a vehicle to convert the country's current, but temporary, mineral wealth into durable human capital.

It is achieving this goal through a network of centers and partnerships that are dedicated to excellence in their respective specializations and that are growing together into a powerful force for social change. Central to this mission is a determination to defend and develop Qatar's unique heritage and culture.

Qatar Foundation is chaired by Her Highness Sheikha Mozah Bint Nasser Al-Missned, wife of the Emir, who supports and guides this process.

It sets out to be an asset not just for Qatar but for the entire Middle East region and beyond, and it already touches communities and individuals well beyond the country's borders.

Qatar Foundation's flagship project is Education City, a 1,000-hectare campus on the edge of Doha where most of its member institutions are located.

Objective:

Qatar Foundation: Qatar Foundation would need qualified & experienced Professionals to achieve there mission.

Qatar Foundation would require Manpower in various categories for smooth operation of the organisation. The requirement varies from labors till the top management. Qatar Foundation requires various partners for the various services.

Qatar Foundation considering there vast development plans, Qatar Foundation has partnered with Spanco Golden Key Solutions.

Key Challenges.

An enquiry was raised by Qatar Foundation to Spanco Golden Key regarding requirement of Outsourced Manpower. Post inquiry an Request For Proposal (RFP) was sent Spanco Golden Key Solution. Spanco Golden Key Solutions provided the required details along with the commercial proposal. Spanco was selected as a partner by after verification and of course, the costing was major factor.

Spanco Golden Key Solutions was awarded the BPA for providing manpower for critical category like Accountants.

Key Challenges for Spanco Golden Key Solutions.

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- To provide the manpower of the executive level as per the Qatar Foundation's standards.*
 - To provide Manpower in stipulated period of time (As the requirements sometime are for shorter duration and urgent).*
 - Recruitment of international candidates (For stand by as we never know when the requirement would rise.)*
 - To liaison with 54 business unit of Qatar Foundation.*
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Solutions and Services.

Spanco Golden Solutions would like to provide following services to Qatar Foundation.

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- *Manpower Outsourcing.*
 - *Data Management Services (DMS).*
 - *Call Centre Management Services for Qatar Foundation as well as QF Radio.*
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Why Spanco Golden Key Solutions.

- 1. Spanco Golden Key Solutions is the one of the service provider which can provide various services under one roof. Spanco Golden Key is been awarded as “Best 3rd Party Outsourcing Company” (Insight 2009), “Best Call Centre” (Insight 2010) and also “Longitivity Award” (Insight 2010) .*
- 2. Spanco Golden Key Solutions has tremendous experience in Manpower Outsourcing (Spanco Golden Key Solutions provides Outsourced Manpower to most of bank and also provides Plug and Play model of operation of retail vertical for one of the leading bank in Qatar).*
- 3. Spanco Golden Key Solutions is captive call center for one of the leading FMCG company in Qatar. Our call centre handles the calls of all types for our client and also takes care of customer satisfaction leading to customer retention.*

With such a versatile experience Spanco Golden Key Solutions is the only organisation in Qatar which provides the client with best and cost effective solution. Spanco Golden Key Solutions provides win win situation for client as well for itself.

Implementation Strategy.

Spanco Golden Key Solution has stringent policy on the implementation for all the clients' requirements.

Our implementation starts once we receive a communication for any requirements.

Implementation strategy is followed as below

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- 1. Understanding of client requirement.*
 - 2. Request to HR team for the request.*
 - 3. Screening by HR.*
 - 4. Screening by Business Development team.*
 - 5. Final interview by client.*
 - 6. Offer letter to the successful candidate along with legalization process for candidate.*
 - 7. Handover to the Client.*

The above process generally takes 21-28 days from the client request depending on position and magnitude of requirement. However in case of urgent requirement the timelines are adjusted as per the client requirement.

Key Benefits to Qatar Foundation.

1. *Flexibility for the tenure of employment of the candidate.*
 2. *No administrative works like Visa, sponsorship etc.*
 3. *Save cost on recruitment and other expense till selection of candidates.*
 4. *No liabilities to Qatar Foundation in term of employee as everything is taken care by Spanco Golden Key Solution*
 5. *Scalability in terms of manpower (Spanco Golden Key Solutions had back up for Qatar Foundation requirement.*
 6. *On call services (A SPOC is provided to Qatar foundation by Spanco Golden Key Solutions for there requirements, concerns as well as for value adds)*
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