



OUTSOURCING. DONE DIFFERENT.



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THE LANDSCAPE

Much like the Australian landscape itself, the small to medium business landscape in our country is diverse. The business landscape is also forever exploring new ways to provide better quality, service and products. Understanding the changing environment, it becomes clear why 80% of Australian businesses outsource.

At APT, we will be able to guide you right to your destination in search of all the success that awaits. Our guides will explore the business process outsourcing (BPO) landscape with you every step of the way.

We want you to reach your summit and achieve your goal. We will work with you to map out the most effective route, ensure you pack everything required in your toolkit to succeed and support you along the way.

Are you ready to start the journey?

ARE YOU READY TO EXPLORE THE SUMMIT?

Before taking a single step on this journey, we want to make sure our expertise is needed! Whilst outsourcing could deliver benefits to nearly every single Australian business, not every function or position could -or should- be outsourced. Let's start by answering the following questions...

Are your current systems documented and duplicable?

- No – You may require some assistance before you can outsource with us.
- Yes – Great news! Please go to the next section.

Please answer the following questions..

- (Yes / No) Does your business spend time doing tasks that deviate from its primary goals?
- (Yes / No) Does your team have skill gaps that you cannot fill?
- (Yes / No) Are you scaling too fast?
- (Yes / No) Do you need to save money?
- (Yes / No) Are you struggling to find staff?
- (Yes / No) Are you behind on delivery deadlines?
- (Yes / No) Do you have a lack of innovation?

If you answered 'Yes' to any of the questions above you are certainly eligible for outsourcing!



WHO WE ARE?

APT was born in 2009 when two local Queenslanders were looking for an outsourcing solution for their own company. Unable to find a provider that catered to their quality and service requirements, they decided to partner with a colleague in India and create their own outsourcing company.

From this partnership, APT Business Services was created. Tim, Paul and Jeet created APT to help other local businesses and companies across Australia. APT has shared *your* experience – and now looks to provide quality support and growth with each of its clients through its outsourcing services.

OUR TEAM

Our talented staff are all highly qualified and specialised in the Australian SME Sector. We understand the needs and requirements of Australian businesses and exclusively provide our services to them.

From an offshore working perspective, working for an Australian business is highly sought after and highly competitive in the staffing space. Due to this, all of our staff are at least university level educated and most have attained a master's degree. We have a business model of staff coming to our office rather than working from home, giving us clear oversight, providing layers of governance and generating a strong team culture which provides the highest levels of productivity.

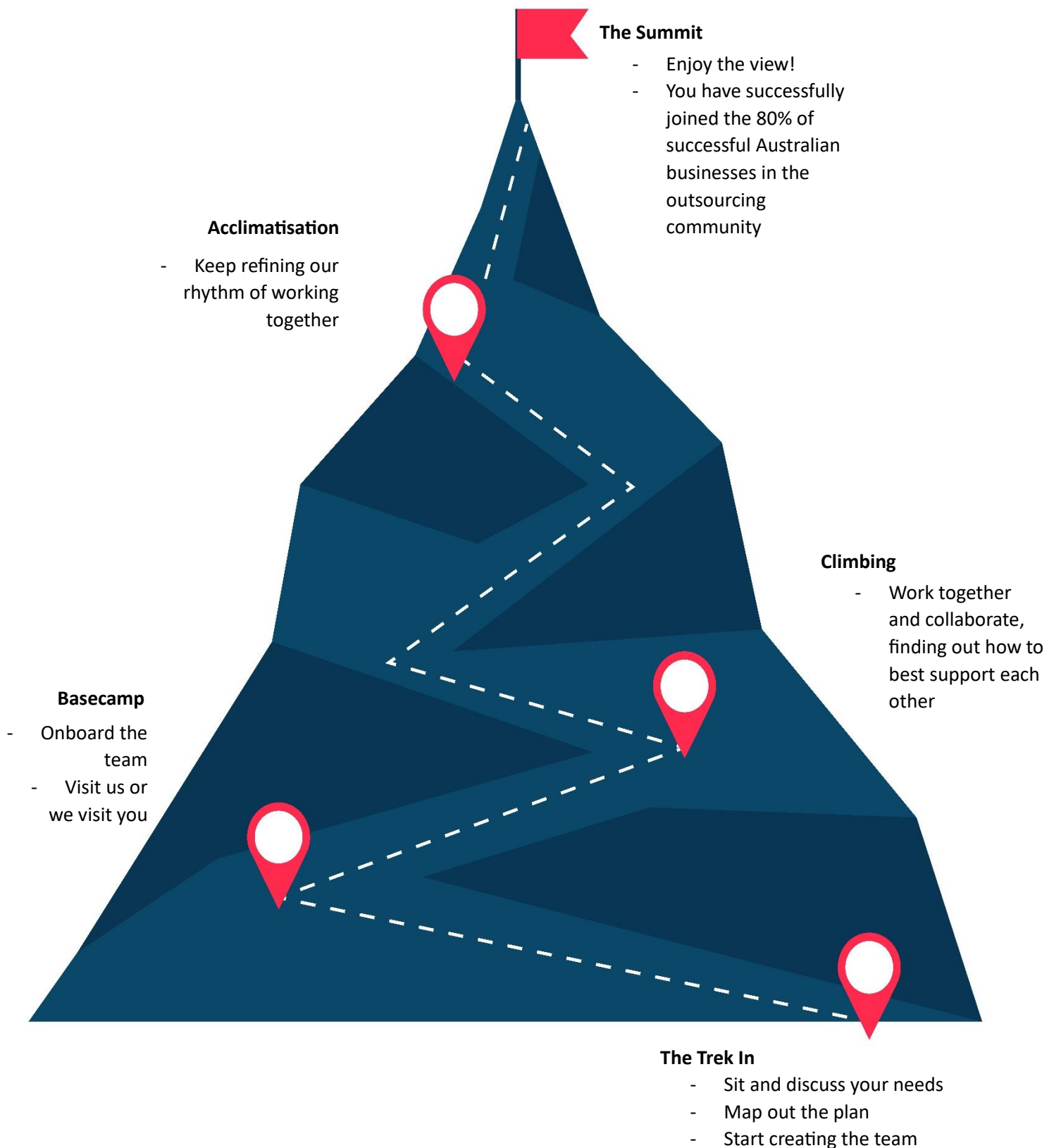
OUR CLIENTS

We specialise in small/medium sized businesses looking to make a change and needing a hand from a team with the experience to succeed.

With clients in each state across Australia, an APT client is just down the road from you. We also have industry partners in agriculture, accounting and finance, health services, legal, professional services, property management, strata and retail. The diversity of fields gives us terrific breadth and depth to understand what assistance, knowledge and expertise is needed to thrive in your business' situation.

THE JOURNEY AHEAD – WHAT TO EXPECT

The outsourcing journey is like a guided mountain climb. We are your expert guides and your role is to walk with us, work hard with us and enjoy the view when we reach the top!



Like any big adventure, the exploration party (read: you, the client) needs to research and read up on the journey ahead. Part of that research is to find a local guide (our APT team) to assist with the planning. Once you make contact with our team:

- We meet you to find out your needs and scope of works; from here we roadmap the team required for the outsourcing transition
- Provide you a quotation and flexible terms for your consideration. A handshake agreement is secure enough to start our journey together
- Work with your team to duplicate and adapt any workflows you may have. We will help write and refine any work instructions and collaborate with you to transfer these to our team
- Begin hiring the dream team for your business. Each APT staff member is hand selected for your specific role, in your specific team, to your specifications

Basecamp

After coming to terms, creating the plan and assembling the team, we have now reached basecamp. We use this opportunity to learn about each other, how we want to operate, and find a bit of common ground.

- Set up and test systems and software requirements for our team. Remember they are using your software and infrastructure, as they will need to access your data
- Induction is an important part of any onboarding journey. We find the more connected a team is with the client, the more productive the relationship is. Whether it is sharing stories, the history of the company, or simply having regular virtual meet and greets – it goes a long way to building those relationships
- Start training the team. This is critical to build a strong foundation. With a strong base, the team can help you scale in future (see below)



Onboard your specific team, take the time to really explain the “why” as well as the how. Anchor them with learning your platforms and training them on various working methodologies

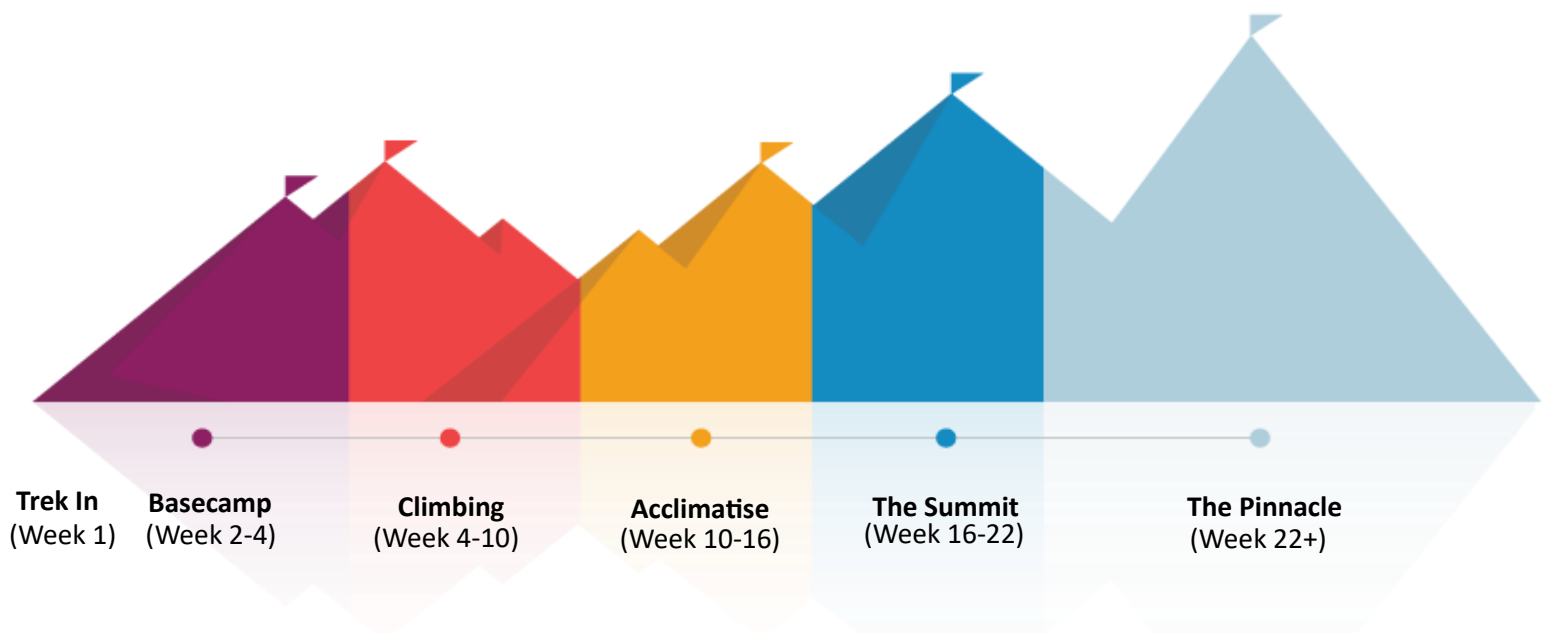
With deeper onboarding, we can implement a ‘train the trainer’ model whereby the Offshore leads can help to onboard and integrate newer team members

Now the hard work is done, scale your offshore team and create new and exciting opportunities whilst your day-to-day is charging ahead!

Climbing

We start step-by-step towards the end goal. Some parts will be easy, others may be a little more challenging. In the end, it will test how well we have planned, trained and collaborated.

- Getting over the first ridge: there may be a slight decline in productivity as your team is onboarding our new starters. This will take patience and support but will be worth it in the long run.
- Set up camp regularly to regroup: take sure you communicate regularly. Meetings, Teams chats, or any other modality that will keep discussion happening
- Push through the clouds: this is key as the end goal isn't always clear when things start heading towards the summit. Keep going back to your communication, your training, your systems – trust the process



Acclimatising

As we find our rhythm together we can start to see the summit. We are autonomous, collaborative and have clear alignment towards our goal. This is rare air up this high, so make sure to breathe it in – we are so close.

- Refining tasks and developing best practice
- Autonomy and alignment
- Get used to the world around you and enjoy the company

The Summit

Enjoy the fruits of all the hard work you have done and experience the view. Don't rest on your laurels though, this is just the beginning of a strong and collaborative relationship!

- Look for how to further develop your processes
- Look for new ways to leverage the amazing team you have built
- Focus on core business

The Pinnacle

You may have thought you knew where your summit was, but when you are at the very top of your first outsourcing mountain, you begin to see even more exciting opportunities. This new and realigned summit –the pinnacle– gives you the tools to focus on business expansion, better margins, an even more efficient process through automation and the Six Sigma processes.

WHAT NEXT?

Drop us a line, visit our website or even let us shout you a coffee! We are here to answer any questions you may have regarding your outsourcing journey. We are the guide that helps you scale the mountain, enjoy all of the opportunities, and experience the summit. We can't wait for you to get in touch!



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