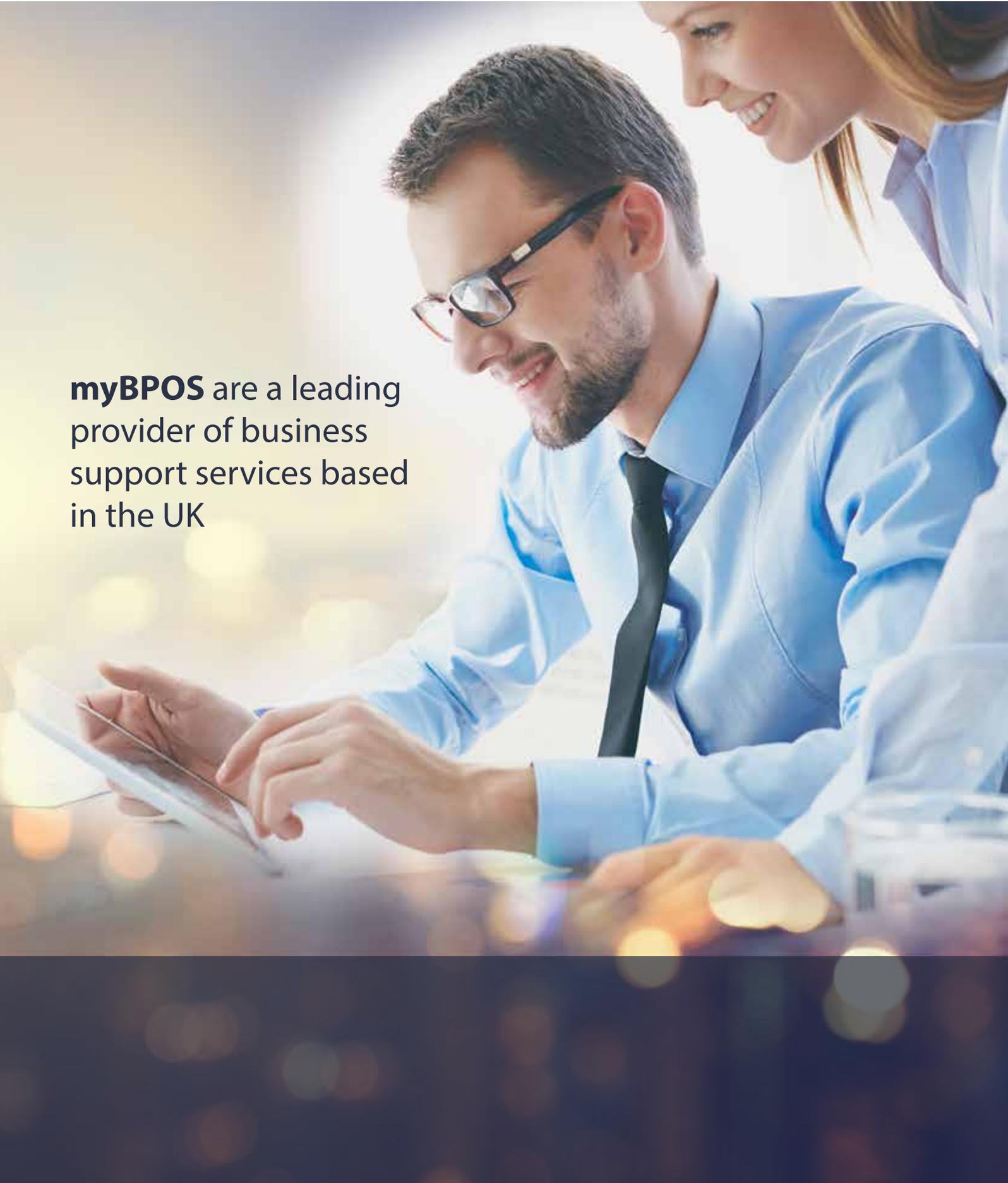


myBPOS
a trusted business process partner

myBPOS are a leading provider of business support services based in the UK



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Introduction to myBPOS

myBPOS has been helping companies manage their workforce more effectively for more than 15 years and run by a team of disciplined and experienced professionals. We consider ourselves to be a safe pair of hands that combines youthful enthusiasm with well-established processes and procedures.

Our services help organisations to organise their back office functions

- **Administration,**
- **HR and IT**

more effectively.

We can save you time, resources, and money.

myBPOS services are cost-effective — creating efficiencies in your business that help you reach your goals today, and in the future.

Our comprehensive insurance cover includes employers' liability, professional indemnity and professional liability.

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Our services

myBPOS service share one common feature — making business easier for our customers. We focus on reducing your back-office admin, and simplifying the way you run your business. Saving you time, stress, and money.

Workforce Management

Find out how we can streamline the way you employ your contractor workforce.

Payroll

We help companies of all sizes make sure they meet their payroll obligations – simply and securely

Contractor Pool

An effective way for companies to manage their potential contractor resources, with a 'ready-made workforce' for their next project

Relocation

A world-class service from one of Scotland's leading relocation services providers

Contractors

A simple, low cost solution for contractors and freelancers that lets you concentrate on what you're good at

IT Support

Our experienced, qualified IT professionals are available to protect and develop your IT infrastructure

HR

Designed for companies that need a first-class HR function, but don't have the resources to manage it themselves

Workforce Management

Our Workforce Management service is for companies who directly employ an independent contractor workforce.

With Workforce Management, we take responsibility for engaging your independent contractors. In some countries, we also take the role of contractor employer — removing your employer liabilities, any potential tax liabilities, compliance and regulation.

Benefits of Workforce Management

- Suitable for highly skilled workforces, or just one contractor
- We take care of your contractor admin — timesheets and payments
- Frees you from any potential tax liabilities from using contractors
- We make sure contractors are fully vetted and comply with your pre-screening requirements

With Workforce Management we take care of everything — from arranging location specific compliant contracts and insurance, to visa support and tax compliance. We can also manage the health and safety aspects if this is needed.

How it works

Once you find the right person, we'll engage with them on your behalf.

We'll:

- Take the contractor through pre-screening and on-boarding
- Set the contractor up on our online timesheet portal

When timesheets are submitted and approved by you online, we'll make sure the contractor is paid. You'll have a satisfied contractor workforce who'll be happy to work for you again.

Create your own contractor pool

You can also use Workforce Management to create and manage your contractor resource pool. This means you have a 'standby workforce' who you can deploy rapidly — future proofing your projects. With a contractor resource pool you'll have:

- Pre-screened contractors
- An easier way to source and use contractor talent
- On online service to manage your contractor profiles
- A rapid response resource solution for projects

Why choose Workforce Management from myBPOS?

Outsourcing contractor management is the modern way to run a contractor workforce.

You'll enjoy:

- Lower back office and admin related costs
- A free online timesheet system and contractor interface
- No worries about compliance with tax and insurance liabilities
- Detailed reports on your workforce, on demand
- A loyal and satisfied contractor workforce

And when you create your own contractor pool you can be confident about having the resources on hand to satisfy future projects.

Payroll

Payroll is the most important back office function for your employees, freelance and contract staff!

Getting it right and paying your workforce on time is crucial to the success of the business and the motivation of your people.

We much prefer to keep our processes simple, uncomplicated and keeping it efficient. We operate in multiple currencies and provide international payroll services from a handful of workers to workforces in the hundreds. So whether you are a global brand or and everyday company volume is not an issue, we are here to help.

Our 24/7 online timesheet portal is the perfect solution for any mobile workforce and helps you track progress on hours and expenses. Our payroll solutions are fully compliant for PAYE or Ltd Company contractors.

We will sit down and formulate the best payroll solution for you and give you and your workers complete satisfaction with a partner you can trust.





Contractor Pool

The contractor pool service lets companies who use an independent freelancer workforce group their contractors to create a single supplier.

It is a simple process to track and retain talent which will future proof your next project.

Why use Contractor Pool

These days many companies use freelancers on a regular or ad-hoc basis to complement their existing skills and to support them on specific projects. But even when they take on a freelancer that they already have a relationship with, they find themselves having to pay agency fees throughout the term of the freelance contract.

Contractor Pool is a low cost service that helps project managers deliver the same high quality service, but without continuing agency fees.

How it works

The next time you want to take on a freelancer that you already know, just tell myBPOS. We'll engage with them on your behalf. Using our service means:

- No up-front fees or subscriptions
- You only pay for the completed services worked by the contractor on timesheets approved by you

Why choose Contractor Pool?

Contractor Pool offers a rapid response resource solution for your projects. You'll be using pre-screened freelancers, and freelancers who you already know. It makes it easier to source and use talented freelancers, and could result in considerable savings in agency fees.

Relocation

myBPOS Relocation is one of Scotland's leading relocation services providers. We provide a world-class relocation service to corporate clients and to relocation management companies in the UK and internationally.

Our unique service gives our clients peace of mind that their assignees will be focussed on doing their business during relocation, while we take care of everything else.

Why use myBPOS Relocation

The valuable support we offer our clients ensures that:

- Critical project work can be completed on time
- Relocated assignees are able to concentrate on performance
- Resource gaps can be filled quickly and effectively
- The competitive edge of their business is maintained

We cover the whole of Scotland from our offices in Glasgow, and provide managed relocation services in the UK and internationally through our network of local service providers.

This ensures our clients have one point of contact and consistent high service levels for every move.

myBPOS Relocation is a member of the Association of Relocation Professionals and the European Relocation Association.



Contractors

If you're an independent contractor or freelancer and want someone to take away the admin hassle of working for yourself, speak to us.

We offer a range of low cost services — for experienced, seasoned contractors, and for people who are just starting their freelance career.

We offer:

- Company formation, secretarial and accountancy services
- Domestic and international compliant contracts — such as IR35, 1099 or W2
- Visa application and travel support
- Secure, automated online timesheets
- Payroll and invoice management
- HR and legal advice
- Business insurance cover
- Access to our contractor talent pool

We operate in multiple currencies and are compliant for freelancers and contractors who work in the UK and overseas.

IT Support

Technology helps companies work more effectively. But when IT doesn't work the way it should, it can have a big impact on costs, customer satisfaction, and staff motivation.

Our IT support services are designed around the needs of small and medium sized business who don't have their own IT team. Whether you need help defining and installing a new IT network — server or cloud based — or just need someone to make sure your system keeps performing at its best, we can help.

How we can help

- IT support and maintenance contracts — a simple monthly fee keeps your server, desktops and laptops running, your operating systems and anti-virus software up to date and lots more
- Bespoke IT projects — from network design and installation to data storage and back-up, we offer a tailored, cost-efficient, service for SMEs





myBPOS HR

Running an effective HR function can have a significant positive impact on the success of your business. It can save you on direct costs, and strengthen your position as an employer of choice.

The myBPOS HR service is the ideal choice for companies that want a first-class HR function but don't have the resources to manage it themselves.

Why choose myBPOS HR

We have an in-depth understanding of what employers must do to be compliant and expertise in all HR disciplines — from recruitment and regulation, to contracts of employment and handling grievances.

You can choose an all-inclusive, fixed-price HR solution or simply use our services on a pay as you go basis.

Why you need an effective HR service

Frequent changes to UK and EU legislation, and an increase in employment law cases going to court, means it's more important than ever to be a fair and lawful employer.

Our service can include:

- Guaranteed compliance
- Tailored workplace policies
- Tailored employee handbooks and contracts of employment
- Regular legislation updates
- Performance optimisation, audits and reviews
- Protecting your business from HR risks
- Manage difficult employee scenarios such as disciplinary or grievance situations
- Manage redundancy or TUPE scenarios
- Restructuring for commercial benefit

International Partners

As our business has grown with the needs of our clients we have developed strategic partnerships so that if there is something not within our range of expertise then we are still here to help.

We carry out a detailed assessment of your requirements and we will let you know if we can support you in other parts of the world but if not, we have partners who can.

Whether you are a contractor with your next project abroad and in urgent need of a work visa or looking for company formation or an accountancy solution we can help and support you.

We are happy to work on your behalf and do much of the groundwork for you and make the situation much less stressful for you and liaise with our partners.

Let us know what your requirements are and we shall do our utmost to support you.





Testimonials

What some of our clients have to say about us

"I have been continually impressed by the service provided to Dell from the team at myBPOS. The experience and professionalism of their staff, coupled with their attention to satisfying (and regularly) exceeding customer demands has created a payroll solution that fits the needs of the business perfectly."

Senior Programme Manager, Dell

"We are very pleased with the quality of service myBPOS provides. I sincerely appreciate your rapid responsiveness and the way you provide field staff for the journey time surveys during the London Olympics and your unreserved support for the DfT link count. I have recommended your company to others because of my satisfaction with your service. We look forward to doing business with you for years to come"

Project Manager, Jacobs UK Ltd

"The thing we liked so much in working together with myBPOS was that negotiations in this special case had to be made during Christmas time 2012 (parts of Scotland were flooded at that time) and nobody at your firm was annoyed about missing special time with family, but only supportive and enthusiastic.

Another thing we really appreciated is the fact that mutual trust was easily established. Just like business should be. And last but not least: all our invoices were paid in time!"

IT Contractor

"myBPOS has provided HR support for my company since we started trading in April 2010. Initially this consisted of employment contracts and policies however this is continuously evolving and they are now assisting us through the Investors in People process and provide a monthly on-site service which has enabled any HR or people development issues to be resolved in an effective manner.

myBPOS work in tandem with us to achieve our business objectives and its peace of mind for me to know that if I have any employment queries I can contact them and get answers and solutions that fit my business needs efficiently."

Managing Director, Financial Services

"The feedback we have gained from our employees regarding this relocation service has been very positive. myBPOS has been described as a professional high standard service and in particular has been praised for going the extra mile to ensure full customer satisfaction...I would describe their service as efficient, timely and flexible to meet our needs even at short notice. I would recommend their service to any organisation."

Family relocated from France to Renfrewshire

Vision and Values

We aim to provide back office support that integrates with our clients' businesses, supports their growth and development, and helps them achieve their goals.

Our vision

"To create an outstanding people focused business that reflects the needs of other people focused organisations."

To do this, we have a number of specialist business teams, each one focused on a particular back office function. These teams work to a set of core values and business principles, designed to deliver quality services and exceed our clients' expectations - every time.

Our values

We know that we'll always be measured on our performance, but it's our values that help us to get it right.

- Outstanding customer services
- Total commitment and effort
- Respect for each other as employees
- Deliver quality, cost effective, support services
- Take responsibility for our actions and be aware of their impact on others
- Grow from learning and through our commitment to continuous development



Corporate Social Responsibility

Our vision and values support our commercial activities, and help us to take a responsible approach to social and environmental factors.

This means that we:

- Work in partnership with local communities
- Ensure any investment we make are socially responsible
- Develop relationships with employees and customers
- Do our best to minimise the environmental impact of our activities

When we work on a client site, our staff always adhere to the client's environmental and social responsibility policies.

Our charity of choice

myBPOS supports Oxfam's Projects Direct. This is a range of community-based projects across the world that helps to transform schools, protect communities against disaster and help families to make a living.

We participate in fundraising activities throughout the year to support this worthy cause.

If you would like to speak to a manager about your next project requirements then please contact Robert Little.

Visit us

UK headquarters:
myBPOS Ltd
33 Bothwell Street
Glasgow
G2 6NL

Call or fax

T: 0800 027 5807
T: +44 (0) 141 270 5118
F: +44(0) 141 270 5555

Or Email

info@mybpos.net

our Website

www.mybpos.net