

A photograph of a modern city skyline with several skyscrapers, including a prominent blue glass tower on the right. The buildings are reflected in a body of water in the foreground. The image is partially obscured by a large white 'X' shape and blue geometric shapes.

City Global

Administration

Contact us: cgaservices@ugroup.co.uk

CITY GLOBAL ADMINISTRATION



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COST EFFECTIVE OFFICE SERVICES



INTRODUCTION

- ▶ Established 2012
- ▶ Located in Tianjin
- ▶ Process driven and routine task based
- ▶ UK based management & analysts



PURPOSE

- ▶ To streamline, optimise and control administration costs
- ▶ To establish, centralise & outsource business processes
- ▶ To add value through the reduction of your administration
- ▶ To provide our supply chain expertise and knowledge



SERVICES

- ▶ Financial administration
- ▶ Digital administration
- ▶ Data entry and management
- ▶ Centralised process management and quality assurance



PROJECTS

- ▶ Business process centralisation and documentation
- ▶ Sales & purchase invoice processing
- ▶ Cost and sales reconciliation
- ▶ Industry specific operational support



INTRODUCTION

City Global Administration (CGA) was established in 2012, and is a UK owned global administration centre located in Tianjin, northern China. CGA serve a variety of UK businesses, the largest being a leader in the UK logistics & supply chain management industry. This customer has outsourced a wide range of administrative functions to CGA, including financial administration, marketing data cleansing, operational data entry and management and more. To date, CGA has saved this business up to 60% of their service administration costs, allowing it's UK staff to focus on value adding activity while we handle the day-to-day administration heavy tasks.



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HOW CGA WORKS

DISCOVERY & SOLUTION

We focus on ensuring that automation and technology are applied where possible. However, technology can only do so much without an element of human touch, and this is where CGA provides real worth. In taking on your process heavy, manual and repetitive tasks we allow your strategic teams to focus on enhancing value to your company.

1. Starting with a survey of your requirements we define your pain points and your ideal outcomes.
2. An in-depth review of your current methodologies identifies the problem areas, and highlights opportunities for time and cost savings, digitalisation and automation. The result of this is a clear process flow, with documented procedures to give a rich overview of the process in question.
3. You will receive a proposal of new processes to be implemented. Where more appropriate our analysts may advise changes to existing processes, rather than outsourcing the activity. Full proposals of non-outsourced activity can be provided as part of CGA's consultancy offering, proposing technical or infrastructure changes.



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HOW CGA WORKS

4. We will then develop a comprehensive training plan for your teams to engage with the new processes. You will receive documented standard operating procedures, process maps, online and on-site training and ongoing local support to ensure you are guided through the outsourcing process.

5. Solutions will be fully tested, documented and implemented on a short-term dual system basis. We will provide daily reviews of progress, queries, risks and mitigation planning. During this trial phase, the team will run a time & motion study to support your financial planning.

6. Once the implementation is complete, a digitally signed agreement is shared incorporating process and commercials, and at this point the task becomes the sole responsibility of CGA. The control and ownership of the process sits with you, we provide the service, but you are in total control of the processes.

7. As the service matures, solution reviews are conducted daily, weekly and eventually monthly. Change requests are welcome and where possible, are implemented upon request for additional cost.



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HOW CGA WORKS

PRODUCTIVITY MONITORING & VALUE ESTIMATION

CGA will provide you with tools to match the nature of the service being provided. This ensures full visibility of activity as well as options for metrics on 'exceptions management' and time sheet data on resources deployed.

Our advanced reporting platform provides clients with real time insight into the activity. This data-driven approach allows you to identify patterns, anticipate future needs and make strategic decisions. You have full visibility of your outsourced operation, from trend analysis, exception reporting and query management.

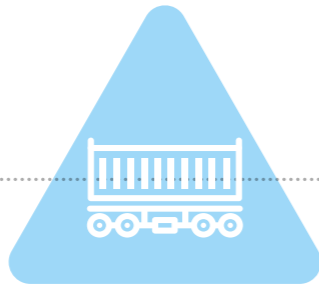


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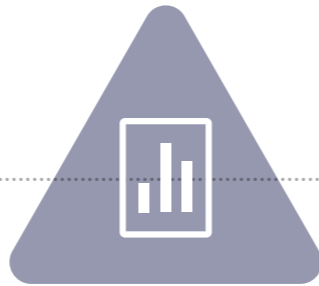
WHAT VALUE WE CAN OFFER

SERVICES



BUSINESS PROCESS

- Process Mapping
- As Is & To Be
- SOP Creation
- Process Optimisation
- Pain Point Removal
- Centralised Procedures
- Control & Visibility
- Document Management



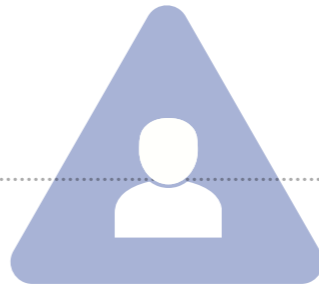
OPERATIONS

- Data Collection, Entry & Management
- Job & File Creation
- Reporting & Analytics
- Tracking & Monitoring
- Global Purchase Order Management
- Vendor Control & Coordination



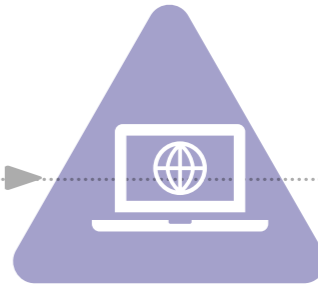
FINANCE

- Accounts Management
- Credit Control
- Cost & Sales Calculations
- Rate Maintenance
- Proposals
- Statement Reconciliations & Audits
- Inter-company Billing
- Supplier Management
- Invoice processing



IT SERVICES

- Solution Development
- Support Helpdesk
- User Acceptance
- Use Case Writing
- Test Script Management
- Solution Monitoring
- Project Management
- Integration Management
- System Performance



DIGITAL

- Email Marketing
- Website Development
- Data Gathering
- Market Analysis & Reporting
- Training Content Creation
- Quote Management
- Training & Education
- Media Creation



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WHAT VALUE WE CAN OFFER

VISIBILITY & PLANNING

To ensure precision, every aspect of the activity is trialled meticulously. This is not just an internal process, we encourage you to join the CGA team in examining the finer points, addressing queries, resolving issues and suggesting optimisation improvements.

Upon agreement, the service moves into a live phase and the tasks are fully handed over to CGA to action day to day. Dedicated resource is inherently flexible, and we will scale our efforts in alignment with your administrative volumes. When demand surges, our resource allocation can seamlessly adapt to accommodate. Conversely, during period of reduced demand, we ensure that resources are optimally managed to avoid unnecessary cost and maintain efficiency.

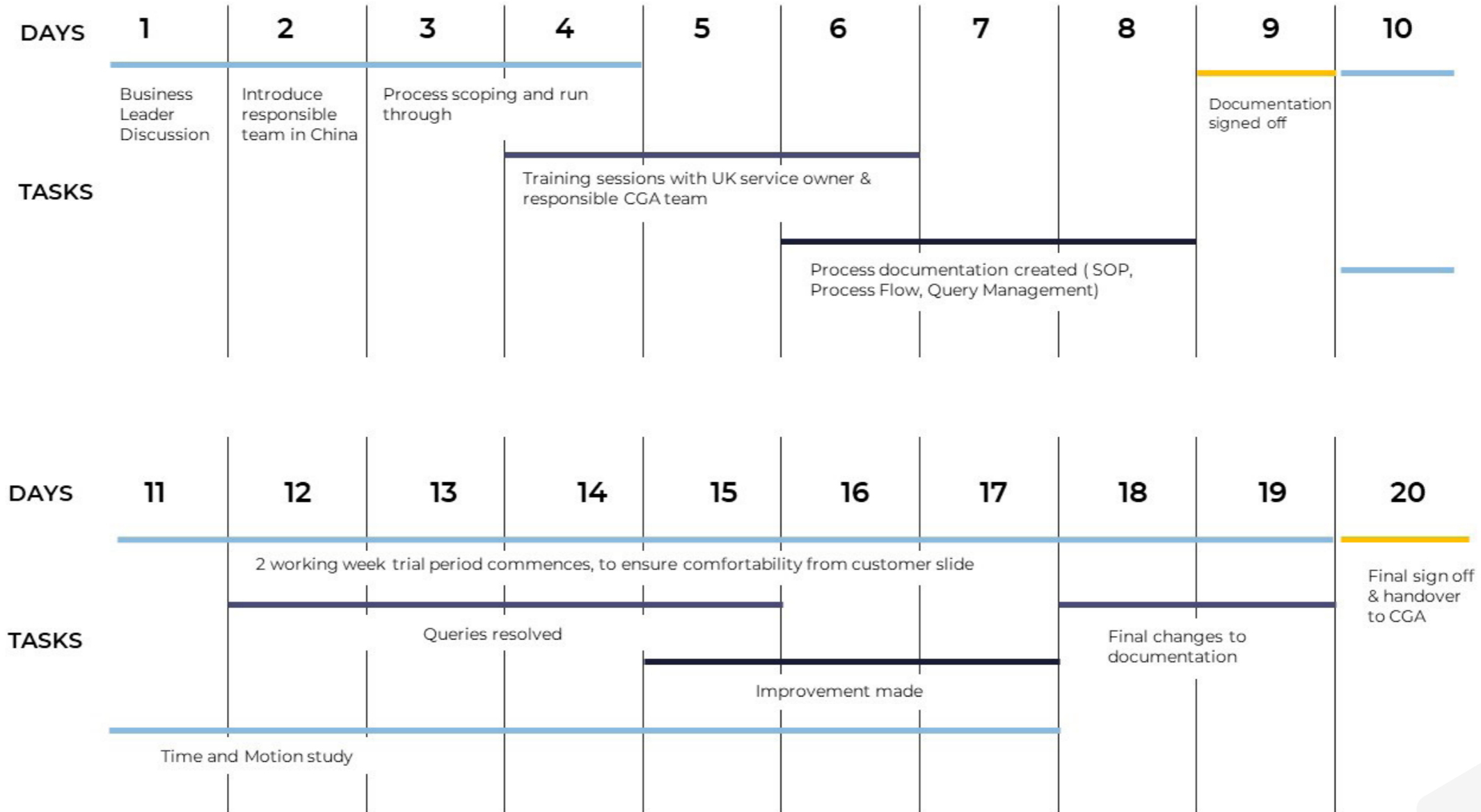
To further elevate your outsourcing experience, we provide you with a dedicated service lead in Tianjin. This individual, adept in both industry intricacies and cultural nuances, serves as your direct point of contact. The service lead will manage the roll out of the service from the scoping of your requirements through to trial phase and beyond.



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PROJECT TIMELINE





WHAT VALUE WE CAN OFFER

COST STRUCTURES & FLEXIBILITY

We support your requirements when it comes to cost structures, offering you the flexibility to choose a cost mechanism that aligns with your unique needs based on the category of service implemented. Whether your preference lies in a fixed cost model for predictability or a transactional model for scalability, we are able to accommodate.

Through real time volume tracking we can provide visibility of your services, incorporating predicted volumes, cost saving analysis and detailed monitoring. Our regular strategic reviews provide the perfect platform to discuss further opportunity and allow CGA to align with your organisational goals.

We combine your vision with our expertise, empowering your teams to maintain absolute control over the tasks and services you entrust to CGA. Your objectives and requirements are paramount and so we collaborate closely to ensure your vision and processes remain to the forefront, while our experienced teams in China work diligently to bring that to fruition.



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WHAT VALUE WE CAN OFFER

ENHANCING YOUR CAPABILITY



EXTENDED WORKING DAYS



RAPID TURNAROUND TIME



UTILISATION OF TECHNOLOGICAL INVESTMENT



EXPERTISE & UNDERSTANDING OF INTRICATE MARKETS AND INDUSTRIES



DECADES OF LOCAL KNOWLEDGE AND EXPERIENCE



FULLY SCALABLE SOLUTION



PROVEN TRACK RECORD



FLEXIBLE, AGILE & RESILIENT TEAM

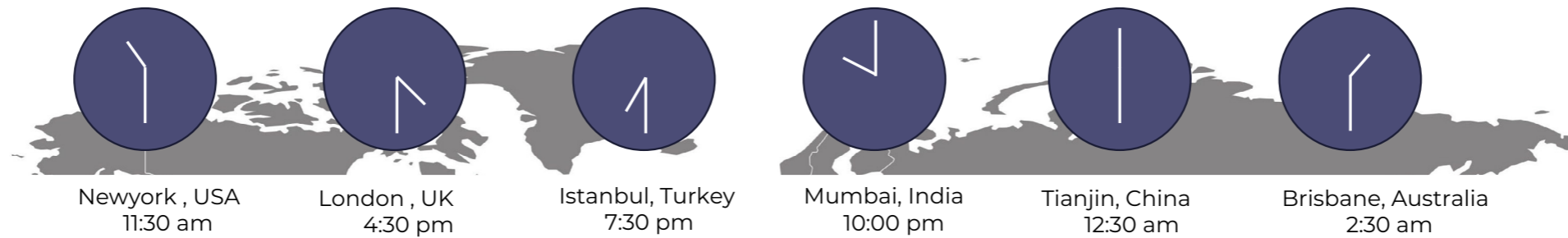
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DELIVERING RESULTS

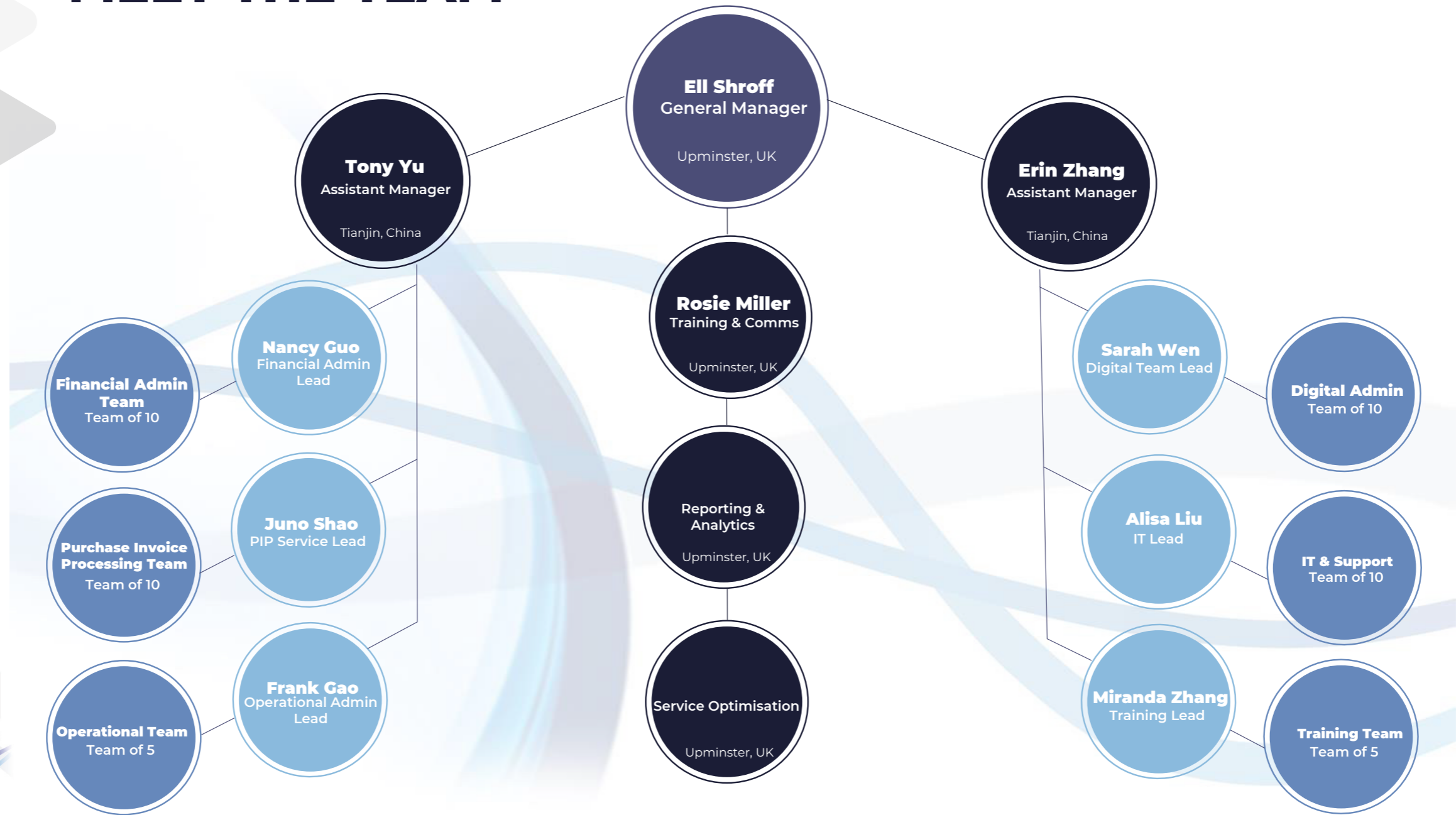
CGA offers 24hr coverage if and when required.

Administration services handled on standard China working hours ensure entries can be completed before the UK starts work.



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MEET THE TEAM



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THE SUCCESS STORY

The average operator in the UK will cost the business approximately £35,000/annum. For the same resource CGA will charge you a fraction of the cost.

In the dynamic landscape of modern business, outsourcing has transcended its conventional role as a cost-cutting measure. Today it serves as a strategic imperative, offering multifaceted benefits that extend far beyond financial considerations. Tapping into global resource, with multi-cultural understanding and strong relationships provides avenues to innovation and enhanced operational benefits.

Let CGA demonstrate the value of transformational outsourcing through our ability to re-engineer your existing processes and transform traditional operations into agile activity to support your business needs.



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