![VOX SERVICE DELIVERY CENTRE logo]

Outsource Your Business Processes to a Company you Trust

We believe to successfully manage regulatory change processes outside of your institution's walls, you need to trust that your brand is in **safe hands**, the teams you work with are **qualified experts** in their field and the experience is **seamless** for customers.

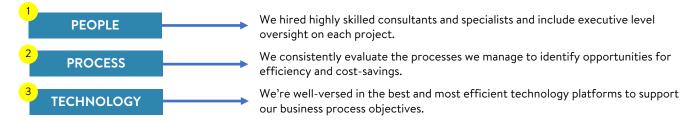## CLIENT NEED: BUILDING AN EFFECTIVE AND EFFICIENT TEAM

Vox's Service Delivery Center offers high-quality staff, overseen by an experienced Vox executive team; secure, dedicated office space with VPN access to our clients' systems; and a cost-effective and scalable resource model.

Our team specializes in compliance testing, AML/KYC, client outreach, help desks, documentation processes, (e.g. IBOR repapering), and more.

| Highly-Trained Team | Deep Industry Knowledge | Senior Management Oversight | Continuous Process Improvement | Rapidly Scalable Resource Pool |

PEOPLE, PROCESS & TECHNOLOGY

We have access to a talented workforce, but we see process and automation tools as the key to handling growth without just adding people and cost. We use a three-pronged, integrated framework to maximize cost savings, productivity, and efficiencies:

1 PEOPLE → We hired highly skilled consultants and specialists and include executive level oversight on each project.

2 PROCESS → We consistently evaluate the processes we manage to identify opportunities for efficiency and cost-savings.

3 TECHNOLOGY → We're well-versed in the best and most efficient technology platforms to support our business process objectives.

VOX
SERVICE DELIVERY CENTRE

BEST IN CLASS BPO

FLEXIBILITY IN STAFFING: Our scalable model can quickly flex to support seasonal or other variations in business demand, without impacting your headcount.

HIGH VALUE: Our Service Delivery Centre is based in Belfast, a location with an abundance of high-quality, cost-effective talent.

OPERATIONALIZATION: We define, document, and refine repeatable processes to support efficient, predictable service delivery.

Vox Financial Partners
Founded 2016. Privately held and consistently profitable.
Headquartered in Belfast, with offices in New York, London and Dublin.

VOX CONSULTING

This challenging regulatory market needs high-quality, skilled specialists. Vox offers companies quality regulatory specialists and competitive pricing to plan, resource and deliver major change projects. We manage global projects by augmenting your existing team with experienced project managers and subject matter experts, supported by highly trained junior staff, to provide scalable resourcing to meet demand.

OPAL

Opal is a modern, easy-to-use software platform that streamlines the production of complex documents. The platform integrates with your existing applications and workflows to automate the construction of detailed, richly-styled documents built from templates created in Microsoft Word. Opal supports any business process, from client outreach to pre- and post-trade documentation to contract repapering, and more.

SERVICE DELIVERY CENTRE

You need smart, trusted people to successfully manage critical business processes outside of your institution's walls while maintaining a first-class experience for your clients. Vox's Service Delivery Centre offers high-quality staff, overseen by an experienced Vox executive team; secure, dedicated office space with VPN access to our client's systems; and a cost-effective and scalable resource model. Our Service Delivery Centre consultants specialize in compliance testing, AML/KYC, client outreach, help desks, documentation processes (e.g. IBOR repapering), and more.