



# Winning Together with Quess Corp

June, 2022

## **10** Countries



# 470,000\* employees

# World's top 48 largest staffing Firms

# India's one of the largest domestic private sector employer



Among the Top 10 HR tech firms by The Enterprise World Magazine 2021



Top 100 Top 100 best companies to work for in India



Ranked 100 In Business
World real 500 in the
non-financial sector



Ranked 137 In the Fortune India 500 list in 2021

## Our operations are spread across synergistic platforms



## QUESS

### **Workforce Management**

- General staffing across Retail, BFSI, Telecom, Industrial, etc., mostly grey collared talent
- Professional staffing services in India & APAC

### **Global Technology Solutions**

- CLM solutions (Voice and Non-voice) delivered from India and the Philippines
- Non-Voice BPO: Collections and F&A outsourcing
- Platform business:
  - Insurtech Platform in North America
  - Payroll & Compliance services
  - IT services in India

### **Operating Asset Management**

- Facilities management solutions
  - Commercial
  - Healthcare and Education
  - Public Utility Space
  - Residential
- Manned & electronic security
- O&M services for
  - Industrials Plants
  - Power Plants
  - Telecom Network

#### **Product Led Businesses**

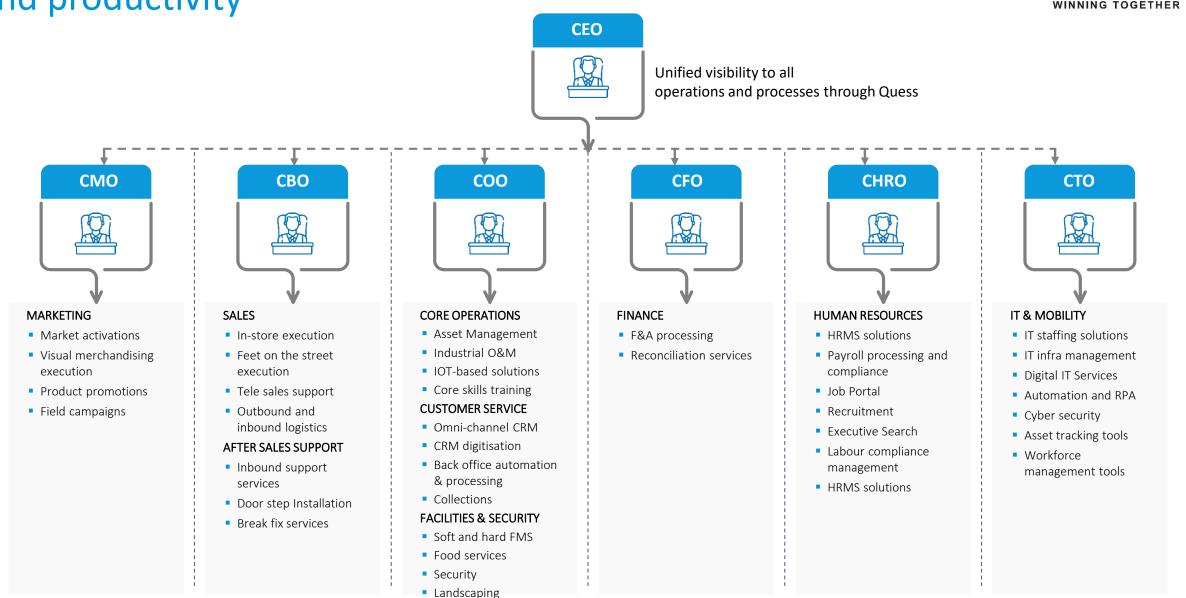
- MonsterIndia.com job portal
- Qjobs blue collar hiring
- Qdigi installation and after sales services
- WorQ workforce management platform
- DASH employee benefits platform
- Taskmo on-demand task fulfilment platform

We are a leading service provider in India for most of the services provided

# We support all key functions, driving flexibility

and productivity





# We lead with technology and innovation





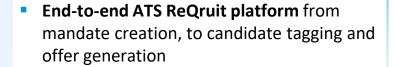
### **Digital Hire-to-Retire**

## Sourcing



 Digital sourcing via auto-hiring engines, with digital pre-screening and assessment via QJobs and Monster

#### Recruiting



### **Onboarding**



 Paperless on-boarding of candidates within 14 minutes via <u>POP</u> (Paperless On-boarding Platform)

### **Payrolling**



 Flow-through payroll processing and payslip generation on proprietary cloud-based
 QPay and SmartPay platforms

#### **Compliance**

 Al-driven RegTech engine, <u>Simpliance</u>, to ensure compliance with Laws

# 2

## **Technology-led Frontline Productivity**

## Digital workflow management

 WorQ WorkTech platform to remotely assign & monitor tasks, driving frontline productivity

## Digitally delivered skilling

 WorQ digital skilling modules to efficiently train & continuously update employees

## Processes and tooling

 Superior tooling and SOPs to drive productivity and improve dignity of labour

## Ensuring flexibility and higher productivity

<u>Taskmo</u> is an on-demand task fulfilment platform to manage seasonal demand through a distributed network of gigworkers that ensures higher flexibility to customers at lower costs

## We drive real impact at our clients



#### **Facilities Management**

Single window tech-embedded Facility **Management Solutions** 

**283+ Million** Sq. Ft. of facilities managed

#### **Vocational Training**

India's leading vocational skilling player, creating opportunities for rural youth

**70** courses, **>100,000** youth made job ready

#### **0&M**

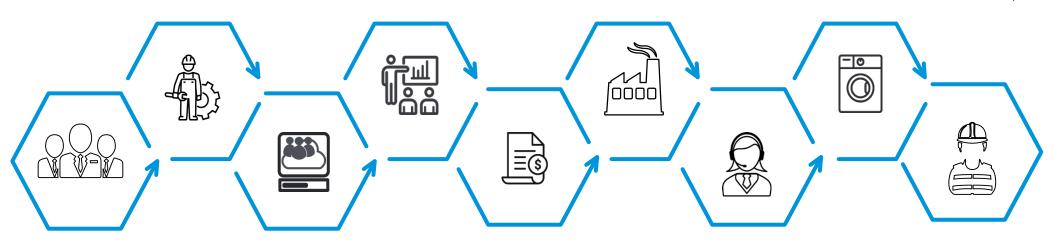
Leading industrial O&M solutions provider

Technology-led tracking, scheduling and maintenance

#### **After Sales**

Pan-India in-field and store-based installation and servicing

**5,000+** delighted customers everyday across 600+ cities and 16,400 pin codes



#### IT and NON-IT Staffing

Leaders in on-demand IT and NON-IT hiring and staff augmentation

~350,000 associates across 500+ skill sets & ~2500 clients

#### **IT Infra Management**

Managing an organization's end to end IT infrastructure and end user support

1.35+ lakh IT peripherals managed by over 1,200 engineers across ~1,000+ locations in India

#### **Payroll**

Lading payroll SaaS and managed services provider

12.2+ million pay slips processed per year across 36 countries

#### **BPO**

India's leading CLM, collections and shared services provider

**\$3.1** billion+ Premium per annum processed

#### Security

Man-tech security solutions with nextgen security systems

**200+** cities, **19,0703** security personnel, 1 command center addressing ongoing security needs

## We work with the best







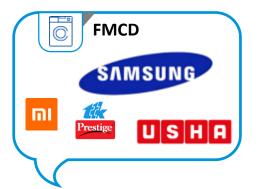
















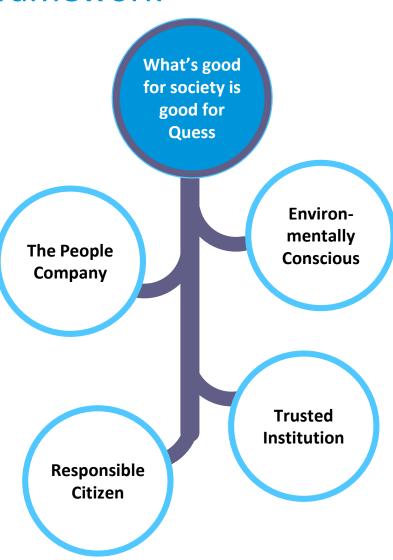




## We have a defined ESG framework

- Diverse workforce: 17% of associates and 29% of core employees are women
- Promoting inclusivity: Hired 4,800+ specially abled associates
- Nurturing work environment: Ranked Top 100 in Great Place to Work® for India FY22
- We are listening! 83% of 1,10,000 respondents rated high on satisfaction survey

- Community education: 13,500+ beneficiaries from the school enhancement programs
- Community health: 13,000+ beneficiaries from the health and wellness programs
- ESG beyond boundaries: 100% ESG compliant new vendors by 2025
- Committed to a CSR grant of INR 15cr over 4 years towards building a 350 bed paediatrics hospital at CMC Vellore























- Environmentally positive: Over a million devices repaired / refurbished by QDigi
- Responsible waste management: 10,650+ Kgs of ewaste responsibility disposed and 10,297+ Kgs of paper waste recycled
- Responsible procurement: Towards 100% usage of recycled paper
- Carbon footprint: Detailed assessment of carbon footprint at 20,719.7 tCO2e. Plan in place to reduce emissions by 20% by 2025
- Industry-leading business processes, with digital platform to provide training to our workforce on Ethical standards such as Code of Conduct, Anti-Bribery & Corruption, POSH, Whistle Blower, etc.
- Data Privacy and Cyber Security: Cyber Security Council with c-suite level oversight
- Quality and Information security: Quess Corp is ISO 37001: 2016, ISO 27001: 2013 and ISO 9001: 2015 certified
- ESG evolution: Considered specific ESG targets to drive and implement our ESG strategy

## Awards and Recognitions









Ranked 137
In the Fortune India
500 list in 2021



Top **100**Top 100 best companies to work for in India



Ranked 2
Amongst India's largest employers by Burgundy Private Hurun India 500, 2021



Top 5
Women Employers in India
by Burgundy Private Hurun
India 500, 2021



Diversity Champion (Search & Staffing) LinkedIn Talent
Awards 2021



Ranked 100
In Business World real 500
in the non-financial sector



Among the Top 10

HR tech firms by The
Enterprise World
Magazine 2021



Recognised as one of the most promising brands by

**ET in 2021** 



Certified a Great Place to Work in 2022 for the third consecutive year







Quess House, Quess Corp Limited, 3/3/2, Bellandur Gate, Sarjapur Road, Bengaluru - 560 103

### **About Quess Corp**

Quess Corp Limited (Quess) is India's leading business services provider, leveraging our extensive domain knowledge and future-ready digital platforms to drive client productivity through outsourced solutions.

We provide a host of technology enabled staffing and managed outsourcing services across processes such as sales & marketing, customer care, after sales service, back office operations, manufacturing operations, facilities and security management, HR & F&A operations, IT & mobility services, etc.

Our passion for delivering exceptional services, augmented by proprietary digital platforms, has strongly established our credentials as India's largest employer in the private sector and the biggest integrated business services provider in the country. We are proud to achieve this success as a 14- year old start-up.

A core value driving our business is constantly making the workforce more productive. Our business strategy is aligned to this, including training and skill development for better employability, helping job seekers easily find employment opportunities, digitising workflows, and providing social security benefits to a wider employable population.

Established in 2007 and headquartered in Bengaluru, Quess today has unmatched geographic presence and scale with more than 644 locations across India, South East Asia & North America, backed by technology-intensity and domain specialization to create unmatched service experiences.

Learn more about us at

www.quesscorp.com



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