



MAX GROUP
Startegy.Talent.Results

Outsourcing Solutions
for over 8 Years

THE MOST EXPERIENCED

BUSINESS OUTSOURCING SERVICES

We provide comprehensive review of business processes to help improve your business. The best outsourcing service for efficiency

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ABOUT 2MAX GROUP

2Max Group is an idea that transcended time. It transcended today's search engine inventories, it was an idea that enabled wealth creation for Kenyan customers. It was an idea that harnessed the rising workforce talent in developing economies and fostered them as employees-at-large to developed Kenya at an economical scale!

The late 2010 when the whole Country was body shopping for the Y2K scenario, a young at heart visionary set out to understand and collate the Kenyan Outsourcing story. Over a season of some start-up experiments, He knew from experience that the Country will look at smarter options to lower wage bills, will look at technology to replace humans, and look at efficiency to increase bottom lines.

For more than 10 years, 2Max Group (Formally 2Max Solutions) has provided exceptional Outsourcing services to businesses in the Country. Skilled and experienced in the business practices of major corporations, medium-sized businesses, and startups, we offer Outsourcing Solutions in a variety of fields.

Our goal is to be the first choice for any company interested in Outsourcing Services – whether Accounting, Research, Supply Chain or HR Services etc., that will improve their performance. Following ISO quality standards in everything we do, our goal is to deliver exceptional results that exceed the expectations of everyone we work with on a recurring basis.

THE GROWTH TRAJECTORY

2Max Group today offers the same solutions but has expanded its service line to over 15 service offerings. Across our delivery center in Nairobi, Over 25 employees are helping more than 100 customers across The Country to get their work delivered, reinstating our belief that there is always a better way to do business.

For 10 years, visitors to 2Max Group have experienced hassle free and seamless outsourcing solutions. Our Team always goes an extra mile to ensure that process efficiency remains the bulwark of the relationship, when you work with us you can be assured of faster project delivery, economies of scale and better productivity of your business.

QUALITY AND COMPLIANCE

As an industry-leading BPO service provider, 2Max Group is committed to maintaining the highest standards of data quality and security. Our services are compliant with the requirements for quality management of systems and processes for ensuring optimal performance and customer satisfaction. Stringent security practices are in place to ensure protection of data.

THE 2MAX GROUP ADVANTAGE

The use of latest technologies and processes, our skilled workforce, implementation of stringent security measures, ability to scale up as per your requirements, ability to deliver minimal TAT and high quality outputs, and guaranteed 100% transparency in all projects, enables us to deliver customized solutions that meets your business needs.





WHAT CAN YOU EXPECT FROM US?

We strive to make customers comfortable with outsourcing in Kenya by making the process seamless and hassle-free. The 2Max Group team always goes the extra mile to ensure that we are always there for our customers -

- Fast turnaround of project work
- Cost savings and increase in revenue
- Significant improvement in the productivity of your business
- Robust resource planning and retention mechanisms to ensure continuity
- A Customer Engagement team to serve our customers 24 hours a day
- A dedicated team that is focused on Project Management and Transitions
- A Quality evaluation team to ensure Contract and Project metrics are followed



OUR STRENGTHS

- We understand your needs and apprehensions on outsourcing
- Excellent communication skills, both in written and spoken English
- Outsourcing expertise—streamlined 5-step process
- Deep domain knowledge in diverse fields
- Strict adherence to quality standards and turnaround times
- Over 10 years of experience in serving Kenya & International customers
- Excellence in executing short- and long-term projects to your specific requirements
- Exploiting the full potential of technology to serve customers across the Country.

HOW WE WORK

We are a leading outsourcing services provider following a streamlined 5 stage outsourcing process to ensure that our services are delivered on time at cost-effective rates.



01 Establish Contact

- You fill the inquire form
- The sales team calls or emails you

03 Pricing & Contracting

- Confirm pricing
- Proposal where required
- Contracting & SLA sign-off

05 Project Steady State

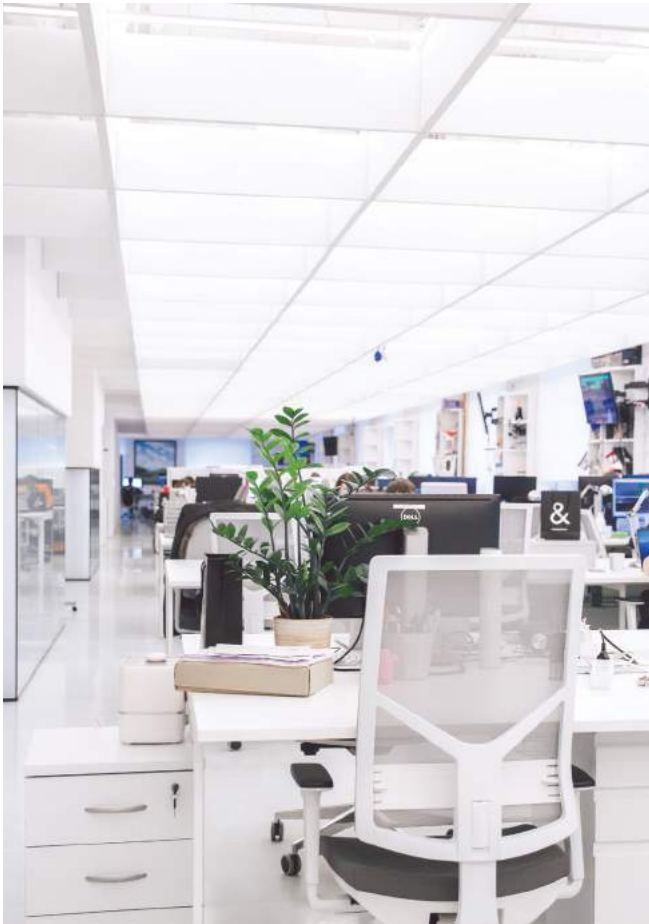
- Project execution & management
- On-going reporting & feedback

02 Requirement Analysis

- High level understanding of requirements
- Ballpark estimate (where possible)
- Approval to go ahead
- Detailed understanding of your requirements
- Execute a pilot project (if required)

04 Project Initiation

- Resource deployment & Training
- Project kick-off meeting



CONFIDENTIALITY GUARANTEED

2Max Group understands the importance of customer privacy and the confidentiality of your information. You are putting an immense amount of trust in our company and our staff to use that information wisely, and we take that responsibility very seriously. We work tirelessly to protect and keep all customer data confidential from the moment you first contact us.

OUR TEAM

A talented set of CPA's, management grads, business analysts, HR Specialists, customer service reps, Supply Chain pros, web developers, Data Analysts and other domain specialists comprise our energetic team.

Our Management brings together considerable talent and experience in a variety of fields. Their extensive exposure to the workings of international markets helps them clearly understand the global perspectives of our customers.



OUR EXPERTISE

We provide complete outsourcing solutions through a unique 5-stage process:

- **Situation Analysis:** Analyzing your requirements to identify the "outsource-able" components.
- **Trial Program:** We will carry out a trial program even before the contract is signed.
- **Transition Management:** We ensure flawless performance during the critical phase when your project is moved offshore.
- **Project Management:** We manage both the business aspects and the execution of your project.
- **Customer Relationship Management:** We make it easy for you to do business with us.



INDUSTRIES VERTICALS

- Retail Industry
- Wholesale
- Banking
- Agriculture
- Real Estates
- Healthcare
- Not For Profit
- Insurance
- Technology
- Education
- Public Sector
- Manufacturing
- Automotive
- Logistics

SERVICES

2Max Group provides a comprehensive range of Outsourcing services aimed at optimizing business processes for a wide range of industry verticals and ensuring positive outcomes for your organization. Our services span:



ACCOUNTING & FINANCE

Bookkeeping, Accounting, payroll Processing, Accounts Payable, Accounts Receivables and Tax Preparation, Audit & Assurance etc. are some of the most important finance and accounting services handled by each and every business on a day-to-day basis. Though crucial, these tasks are mundane and consume ample time and professional expertise of bookkeepers and accountants, which at times may take away your focus from core business offerings. 2Max Group can help you take care of your accounting woes by providing streamlined and accurate Finance and accounting service by trained accountants at reasonable costs.



BUSINESS ADVISORY

Business advisory services focus on strategizing for the success and growth of a business. Advisors are a hybrid of business coaches, mentors and accountants. Examining previous trends and combining them with forecasts, a great advisor will ask questions and dig deep into their clients' businesses. Some of the services include: Corporate Advisory, Entry Strategy, Regulatory Consulting, Business Restructuring, Enterprise Risk Management, Transaction Advisory, Family Business, Financial & Risk Advisory etc.



HR Services

When it comes to HR consultancy, the HR Solutions team is dedicated to delivering the flexible and practical employment support that your business needs. We offer you a range of outsourced HR consultancy packages, business support functions and ad-hoc services that help take the stress out of managing your workforce. Our Services are top notch including HR Consultancy, Talent Acquisition, Staffing, Contracts & Handbooks, Recruitment, Payroll, Payroll Audit, Appraisals, Training and Development among Others.



SUPPLY CHAIN

2Max Group Supply Chain Services and Solutions is the leading Kenya provider of supply chain intelligence, global supply chain verification, Inventory auditing services, audit compliance, Procurement Process Audit, Inventory Management, Onsite outsourcing Staffs, Stores Planning & Management and risk management solutions, and advisory services extra. 2Max Group's supply chain services and solutions and services can work independently to address specific needs or combined together to gain unparalleled visibility into your global operations. Implementing 2Max Group's holistic supply chain risk management suite provides organizations with a complete solution for a more sustainable and secure supply chain.



RESEARCH & DATA ANALYSIS

Research & analysis outsourcing at 2Max Group is conducted by using specialized Team and includes - Financial research, Market Research, Pharmaceutical research, Business Research, Media Research, Business Analytics, Data Analytics, Industry Reports, Product Research, Brand Research, Equity Research, Market Survey, Customer Intelligence, Data Entry Services etc. apart from host of other services.



IT SERVICES

In an age when technology, in some form or the other, is a fundamental part of most people's lives, Information Technology (IT) is firmly in place as one of the pillars on which businesses are built. It is not just about having the latest hardware anymore; the right software solutions have the power to propel your business forward ahead of the competition.

With vast experience as an IT services provider, 2Max Group can develop IT solutions that deliver results for your business. Our qualified software engineers and developers are adept in the latest technologies for on-premise, cloud, mobile and web solutions. We also follow best practices, so the process of design, development, deployment and maintenance is hassle-free for you. By choosing us as a partner, you can be assured of a cost-effective and timely delivery.



CALL CENTER SERVICES

2Max Group provides complete outsourcing solutions within the contact center environment that give the client a bespoke, high quality, consumer focused, and proficient service. In order to meet the ever altering demands of an exigent business environment there has been a constant struggle, but by ensuring your outsourced business is in safe hands you can significantly reduce risk and increase. Our Main Areas Include: Inbound and Outbound Call Services, CCTV Monitoring, Telemarketing, Document Verification, Customer Support, Email Support, Chat Support, Virtual Assistant, Order Taking Among Others.



Our Clients: (Selected)



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