



# Build-Operate-Transfer Poland & India & Egypt

DISCOVERING TALENTS - DEVELOPING BUSINESS

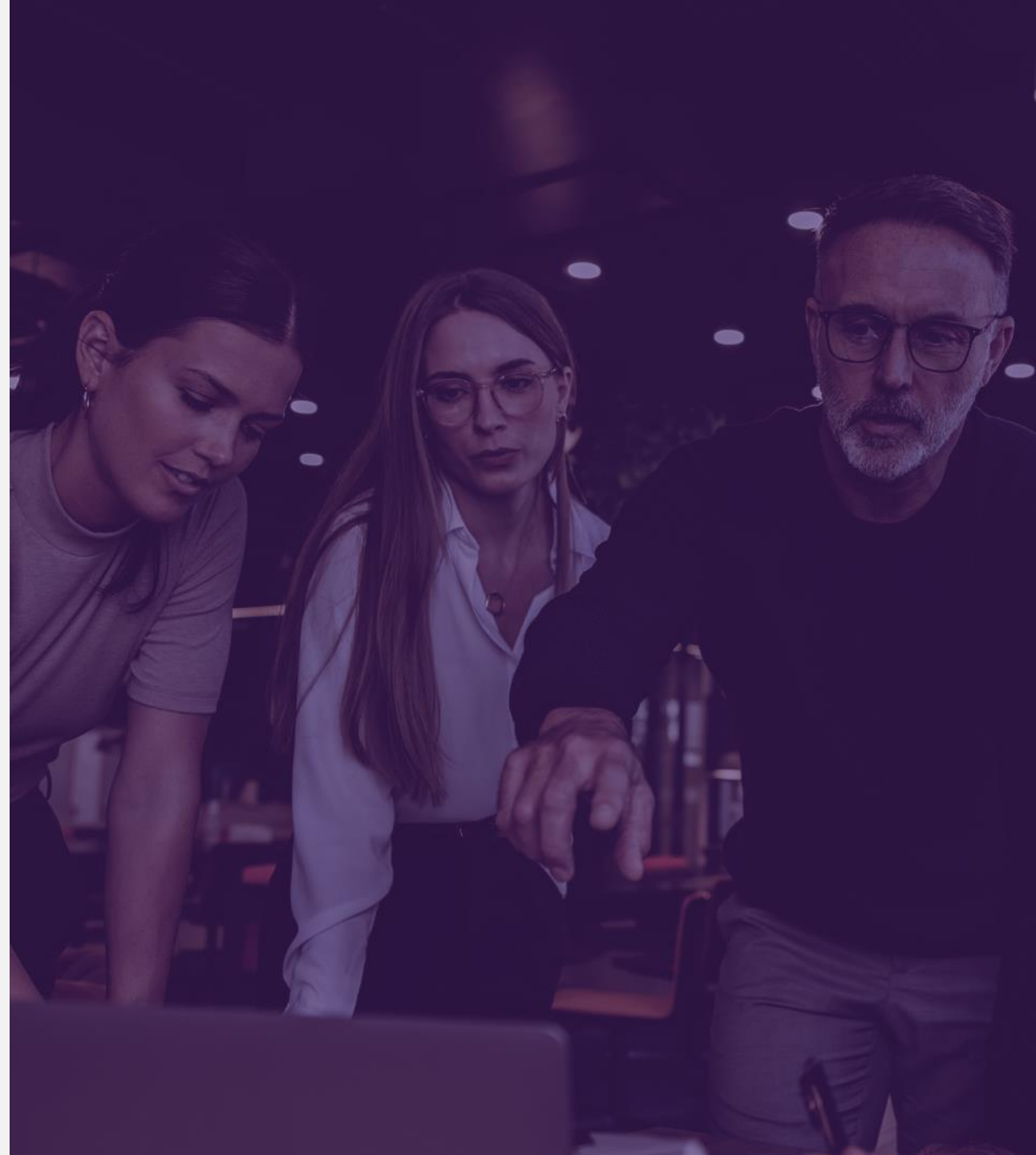


antal

THE VALUE OF  
SPECIALIZED TALENTS

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A photograph of a cable-stayed bridge at night, viewed from a low angle looking up the bridge towards the horizon. The bridge's central pylon and stay cables are illuminated. In the background, a city skyline with various skyscrapers is visible against a dark, twilight sky. The city lights reflect on the water in the foreground. The overall scene is dark with some light from the bridge and city.

# Introduction to the BOT Model and Value Promises

# Shared Service dilemma:

Cost savings or delivering value?

## Antal Solution:

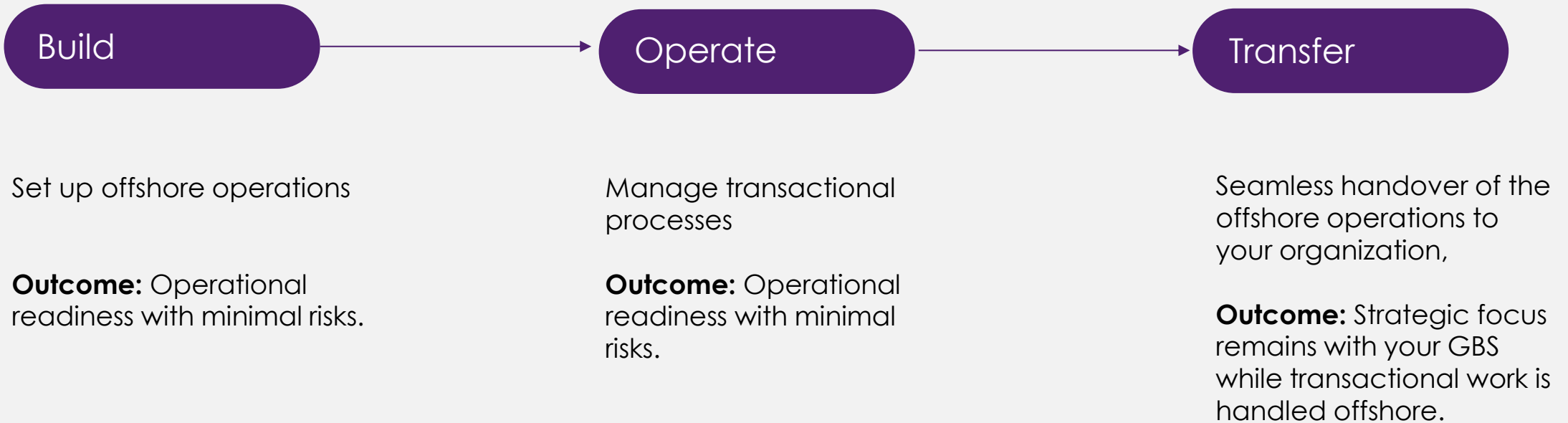
We can help you to deliver both

**Cost savings** remain top 1 challenge for GBS Leaders while delivering value to the organization.

We help you maximize savings with out BOT model while positioning your team to drive long-term value.



# How Our BOT Model Delivers Both Cost Savings and Value Creation







# BOT Models

# BOT Models

## MODEL 1

**Antal will be the legal entity and resources will be contracted to the client.**

Assumptions:

- Coworking space
- Resource management and Technical work will be the responsibility of Five Below
- Contract to hire resources
- Build 9 months, Operate 12 months and Transfer 3 months

## MODEL 2

**Antal will establish the legal entity and resources will be on the rolls of the client.**

Assumptions:

- Coworking space
- Resource management and Technical work will be the responsibility of Five Below
- Permanent resources
- Build 9 months, Operate 12 months and Transfer 3 months

# Project Definition

To establish an offshore team as an extension of its team in Poland.  
The Offshore team will handle various project in IT.  
The project will be executed as a BOT model consisting  
of 3 phases as proposed by Antal.

Pre-Build 0-2 month	Build (B) 3-10 Months	Operate (O) 11 to 21 Months	Pre-Transfer 22-23 Months	Transfer (T) 24 Months
<ul style="list-style-type: none"><li>• Consultations &amp; Feasibility study (Needs &amp; Goals overview and Business Case)</li><li>• Facility and Recruitment Strategy *(Location, Skills)</li><li>• Transition Roadmap</li></ul>	<ul style="list-style-type: none"><li>• Recruit, Onboard and Establish a 25+ member team</li><li>• Arrange Infrastructure and facilities</li><li>• Define processes for HR, Admin, Finance and IT Usage</li><li>• Commence core business</li><li>• Optimize processes early to avoid inefficiencies during the Operate phase</li><li>• Provide training on cultural and operational nuances</li></ul>	<ul style="list-style-type: none"><li>• Continue to support teams from HR, Admin and operational support</li><li>• Team Scaling</li><li>• Establish the legal entity (towards Transfer phase)</li><li>• Expand to a larger facility in case of larger team</li><li>• Ongoing support for process improvement, automation, and cost reduction</li></ul>	<ul style="list-style-type: none"><li>• Readiness Assessment (process maturity, team performance, infrastructure readiness)</li><li>• Handover Planning (plan ownership transfer, training and documentation)</li><li>• Knowledge Transfer Validation (verify team independence, training for gaps identified)</li></ul>	<ul style="list-style-type: none"><li>• Ensure seamless transition of KT (Knowledge Transfer) processes (IT, Admin, Finance and HR)</li><li>• Facilitate a smooth shift from Partner to Five Below</li></ul>



A low-angle, upward-looking shot of a diverse group of about ten people of various ethnicities and ages. They are all smiling and looking towards the camera. Their hands are raised in the center, with fingers spread, creating a sense of unity and teamwork. The background is a bright, slightly overexposed indoor space with some architectural lines visible. The overall mood is positive and collaborative.

# Build-Operate-Transfer

# Pre-Build Phase

Pre - Build phase has 3 stages that happens over a period of 1-2 Months

1st Month

## Client Consultation & Feasibility Study

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- Identify which functions/services to move offshore.
- Analyze process suitability for offshoring and potential cost savings

2<sup>nd</sup> Month

## Facility Strategy

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- Select the offshore location (e.g., India).
- Plan for physical infrastructure and scalability needs.

2<sup>nd</sup> Month

## Transition Roadmap

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- Knowledge transfer and change management plan.
- Design process optimization strategies in advance to mitigate risks.
- Timeline with milestones for setup, knowledge transfer, and handover.

# Build Phase

Build phase has 3 stages that happens over a period of 9 Months

## 1st Month Planning and Recruitment

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- Coordinate all aspects of the hiring process, including JD creation, interview design, finalizing salary, benefits and logistics

## 2nd to 9th Month Recruitment and Selection

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- Review resumes, conduct interviews, extend offers.
- Work on defining KPIs and training staff (for the client)

## 5th & 9th Month Onboarding and Team Establishment

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- Knowledge transfer and change management plan.
- Design process optimization strategies in advance to mitigate risks.
- Timeline with milestones for setup, knowledge transfer, and handover.



# Operate Phase

Operate phase happens over a period of 10 – 21 months, it involves:

Overseeing HR and Payroll functions

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Managing team (Administration)

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Generating reports

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Establishing a legal entity

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# Pre-Transfer Phase

Pre - Transfer phase is where the operations are planned to be transferred from Antal to the client.

## **This phase involves:**

- Conduct a review of process maturity, team performance, and infrastructure readiness.
- Develop a step-by-step plan for transferring ownership of the facility and operations.
- Provide final training and detailed documentation
- Verify the offshore team's ability to operate independently
- Ensure seamless knowledge transfer for process optimization, IT, finance, and HR

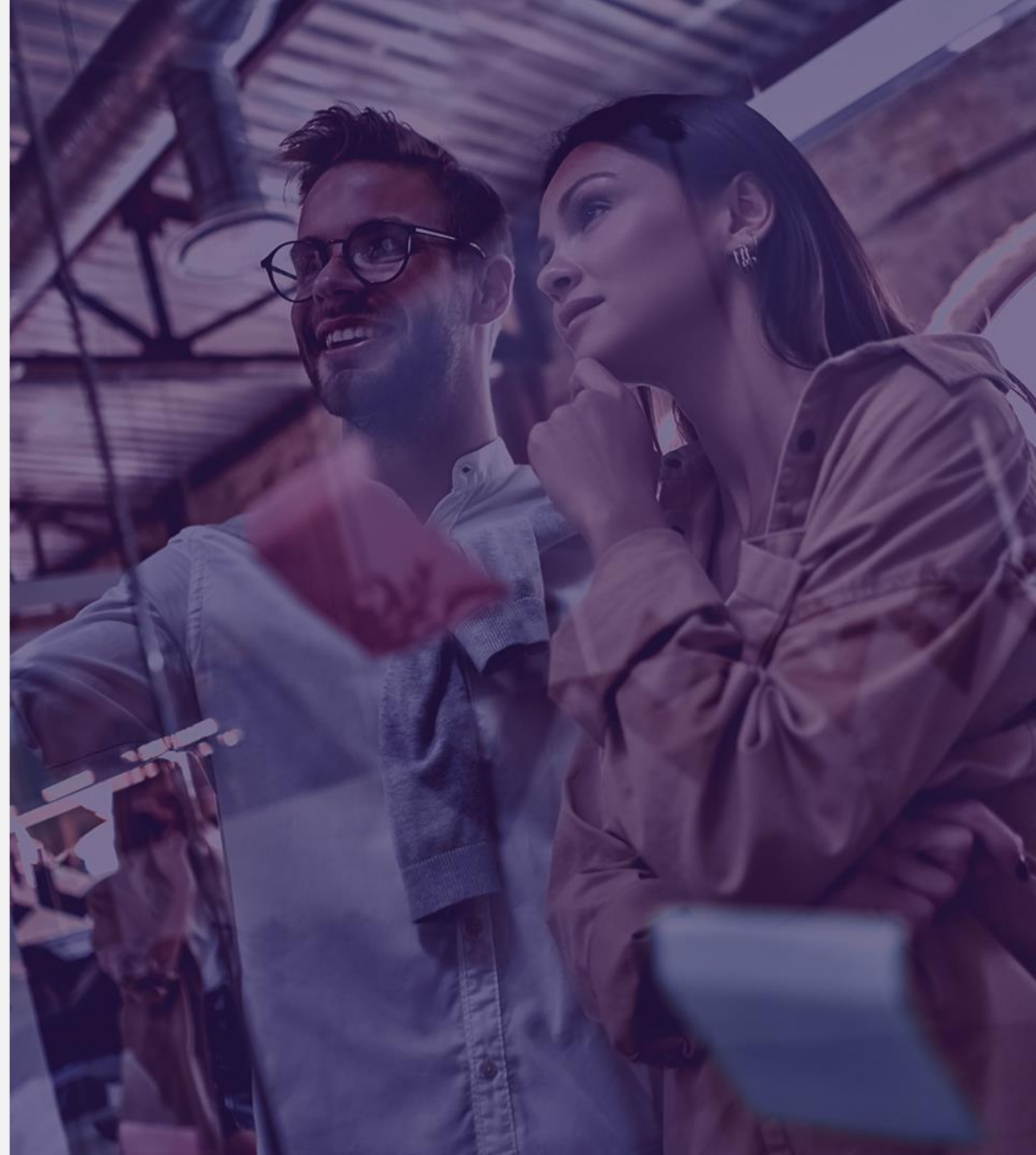


# Transfer Phase

Transfer phase is where the operations are transferred from Antal to the client and this happens after 24 months from the start of the project.

## **This phase involves:**

- Transition the team & handover premises from Antal to the client
- Implement data synchronization for HR and administrative functions
- Provide post-transfer Support





# Business functions examples (BOT)

## Human Resource (HR) and Recruitment

- General Admin
- Payroll
- Recruitment & Staffing

## Customer Support and Technical Support

- Technical support Desks
- Chat and Email supports
- Call centers

## Information Technology (IT) and Software Development

- Software Development
- Application Maintenance
- IT Support

## Research & Development

- Software R&D
- Market Research
- New Product Development

## Finance and Accounting

- Accounts Payables/receivables
- Financial Reporting
- Tax compliance

## Digital Marketing & Content Management

- Content Creation
- SEO/SEM
- Email Marketing



Partnership

# Partnership is a key in BOT Model

Strong governance structure supports partnership on every level of cooperation

Antal

Client

Top strategic escalations  
resolution, Agreement overview,  
change of scope,

STRATEGIC

Agree strategic directions,  
approval of strategic projects  
(quarterly meetings to overview  
partnership)

Operational escalations,  
agreement execution and  
management, conflict resolutions

OPERATIONAL

Agree operational directions,  
project management,  
monthly overview meetings

Day to day escalations, KPI  
executions, day to day queries

DAY TO DAY BUSINESS

Day to day operational overview,  
approval, project executions,  
overview meetings



# How do we start?

## Pre-build journey

### PHASE 1

#### Partnership discussion:

- Client challenges and needs
- Common areas of cooperation

#### Potential Solution:

- Aprox. business case
- Draft of the Transition plan
- Draft of Transformation Journey
- Potential IT and Location solutions

#### Due Diligence:

- BOT letter of intend
- Due diligence onshore
- Scope overview
- Chances and risks

#### Solution:

- Scope of BOT
- Transition Plan and scope
- IT infrastructure
- Enabling Technology
- Transition costs
- Pricing
- Sign off

# How do we start?

## Pre-build journey

### PHASE 2

4-8 weeks

Planning (Phase 2)

12 + weeks

Transition Support

#### Final workshop with the client:

- Detailed scope confirmed
- Phases of transition agreed
- IT infrastructure plan implementation agreed

#### SOW and SLA:

- Scope of work defined
- SLA draft prepared
- Master level agreement prepared
- Governance structure agreed
- Project confirmed
- Job Description and Org Structure firmed
- Recruitment started

#### Transition Plan confirmed:

- Transition methodology confirmed (lift and shift, transformation)
- Training methodology agreed
- Dates and travel agreed

#### Transition execution:

- Team onboarded
- Training started, monitored and executed
- Shadow role played
- Accreditation
- Process Manuals designed and signed off
- Pre-go life on client site
- Sign off and Go life offshore

Build Phase Initiated

An aerial night view of a city skyline, likely Mumbai, India. The image shows a dense cluster of skyscrapers and buildings, many of which are illuminated with lights. The sky is a deep purple and blue, suggesting twilight. The word "India" is overlaid in the center of the image in a large, white, sans-serif font. The overall scene conveys a sense of a bustling, modern metropolis.

# India

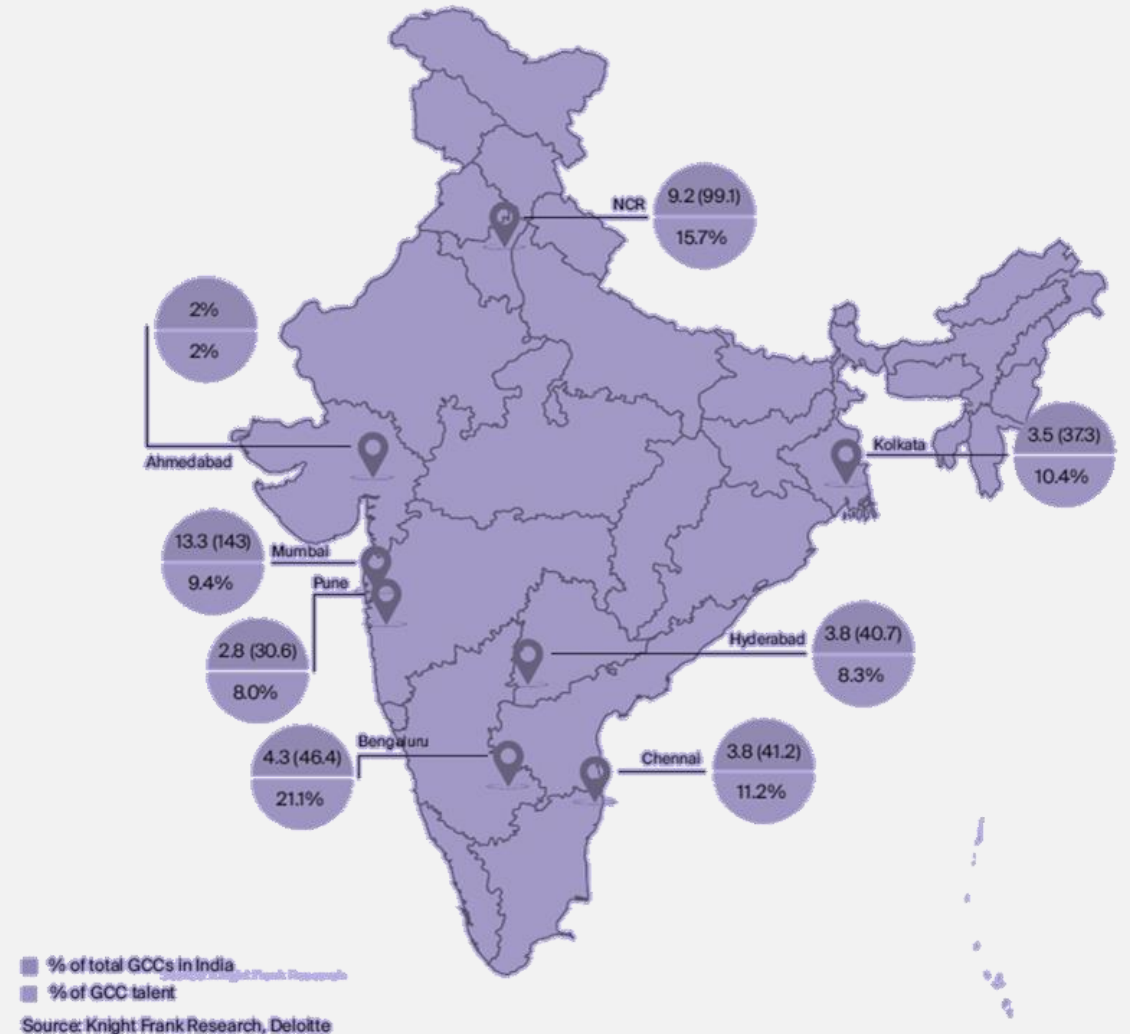


# Talent Pool Availability – India (BOT)

- **Bengaluru:** Leads with 21% of GCC talent, excelling in IT and platform Engineering.
- **Chennai** and **Pune:** Hold 11% and 8% of GCC talent, focusing on automotive engineering and R&D.
- **Hyderabad** and **Delhi:** Represent 8% and 15% of GCC talent, thriving in cybersecurity and software development.
- **Mumbai:** Known for BFSI GCCs, housing key financial services talent.

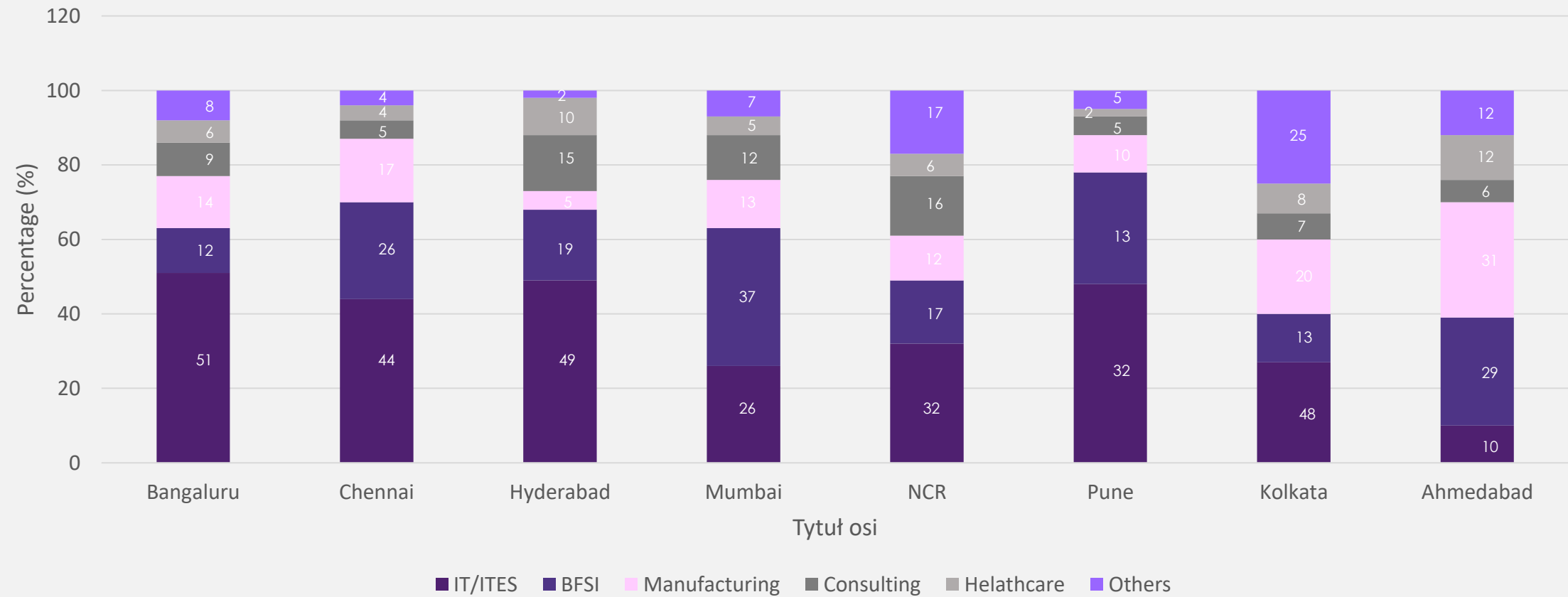
## GCC Real Estate and Talent

### Talent & Geographical Coverage of GCCs in India

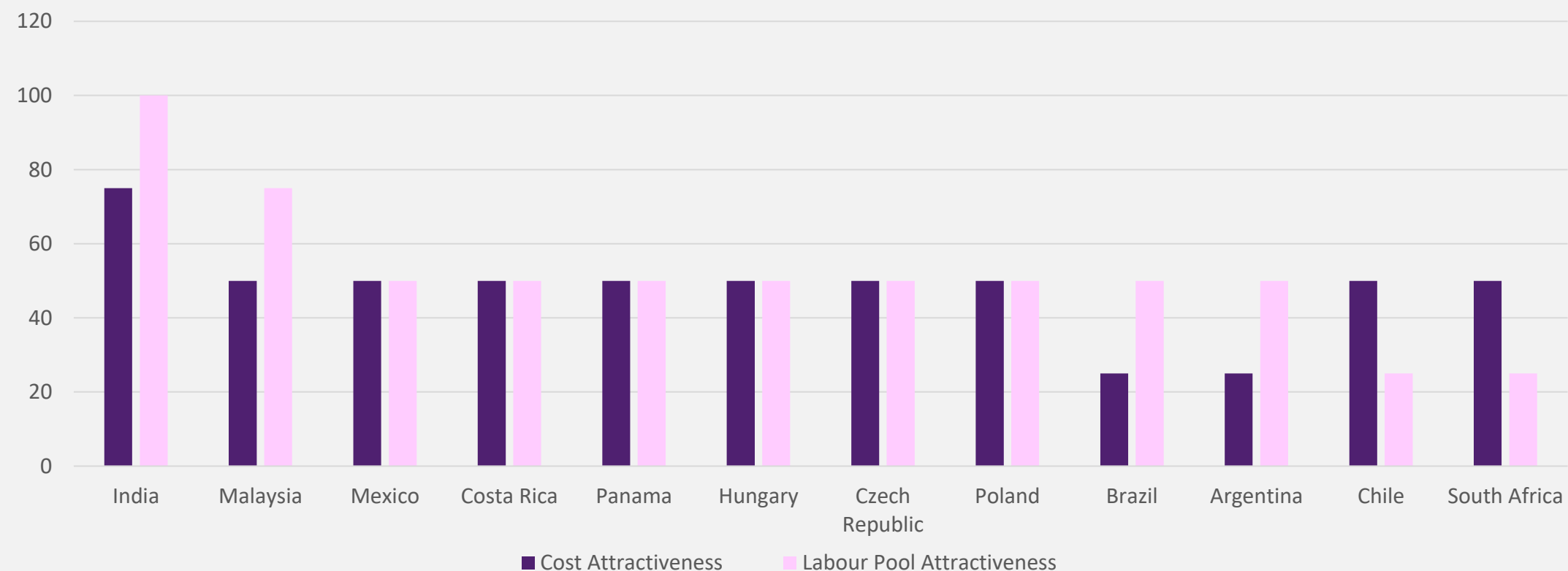


# Talent Pool Availability by Industry – India BOT

INDUSTRY SEGMENT DISTRIBUTION OF OPERATIONAL GCC



# Cost vs Labour Pool comparison – India (BOT)



When we compare GCCs in India to those across other countries on labour pool attractiveness, India emerges as the leader and the global GCC capital on both the criteria of Labor and Cost

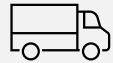
An aerial photograph of Cairo, Egypt, taken at sunset. The Nile River flows through the center of the image, with a bridge spanning it. The city skyline is visible in the background, with numerous high-rise buildings. In the foreground, there are several large, modern buildings, including a prominent one with a circular base. The sky is a mix of orange, pink, and purple, with the sun low on the horizon. The word "Egypt" is written in white, bold, sans-serif font across the middle of the image.

# Egypt



# Talent Pool Overview

## Distribution of Talent Across Key Cities in Egypt



### Suez & Port Said

Concentrated industrial and logistic talent



### Giza & New Cairo

Emerging IT and startup hubs



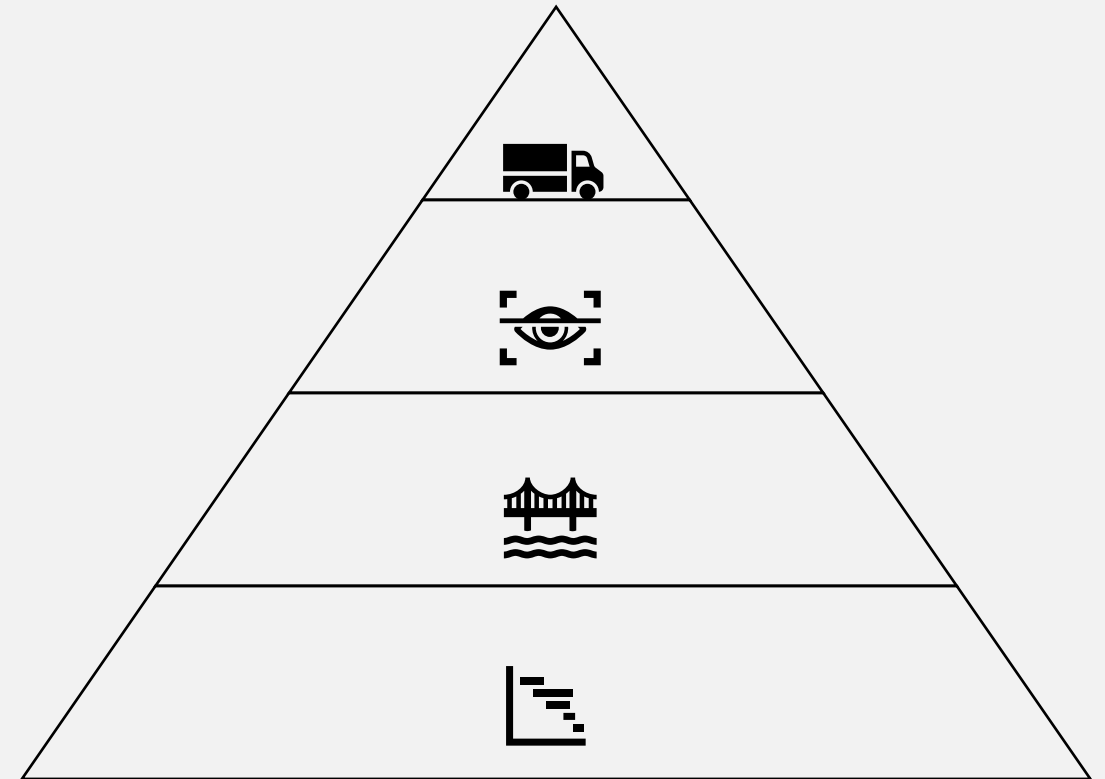
### Alexandria

Strong in manufacturing, Logistics and engineering



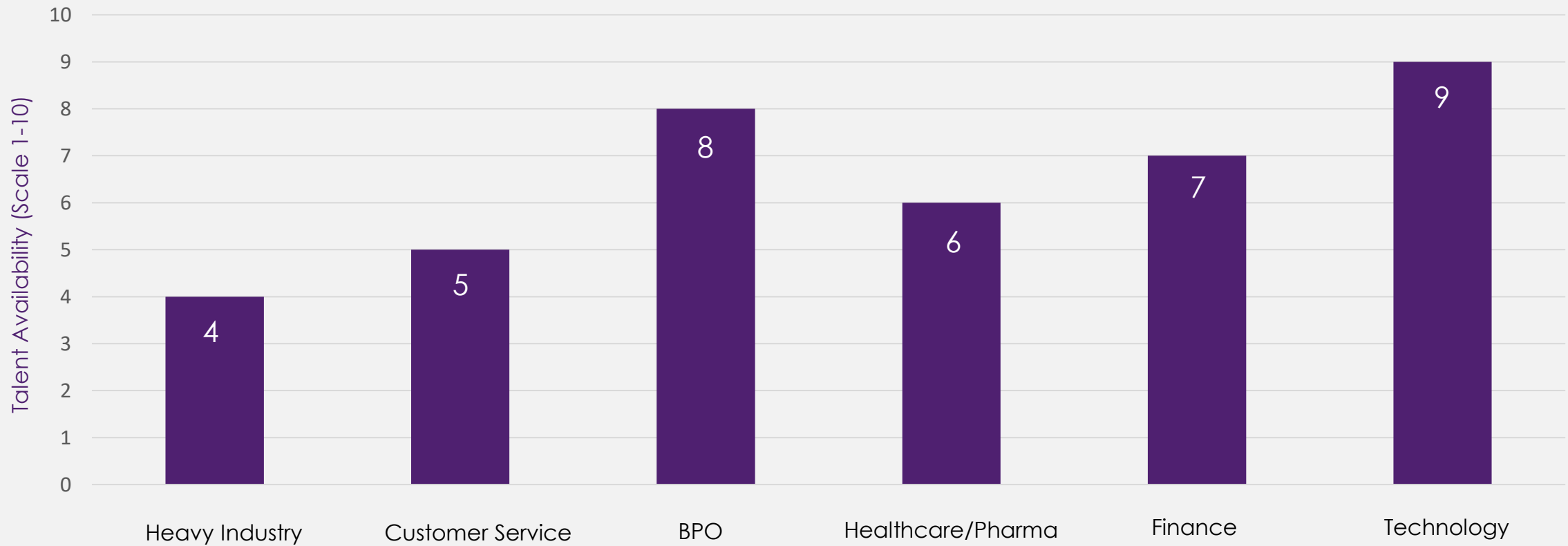
### Cairo

Leading in Pharma/Healthcare, tech, finance and business services



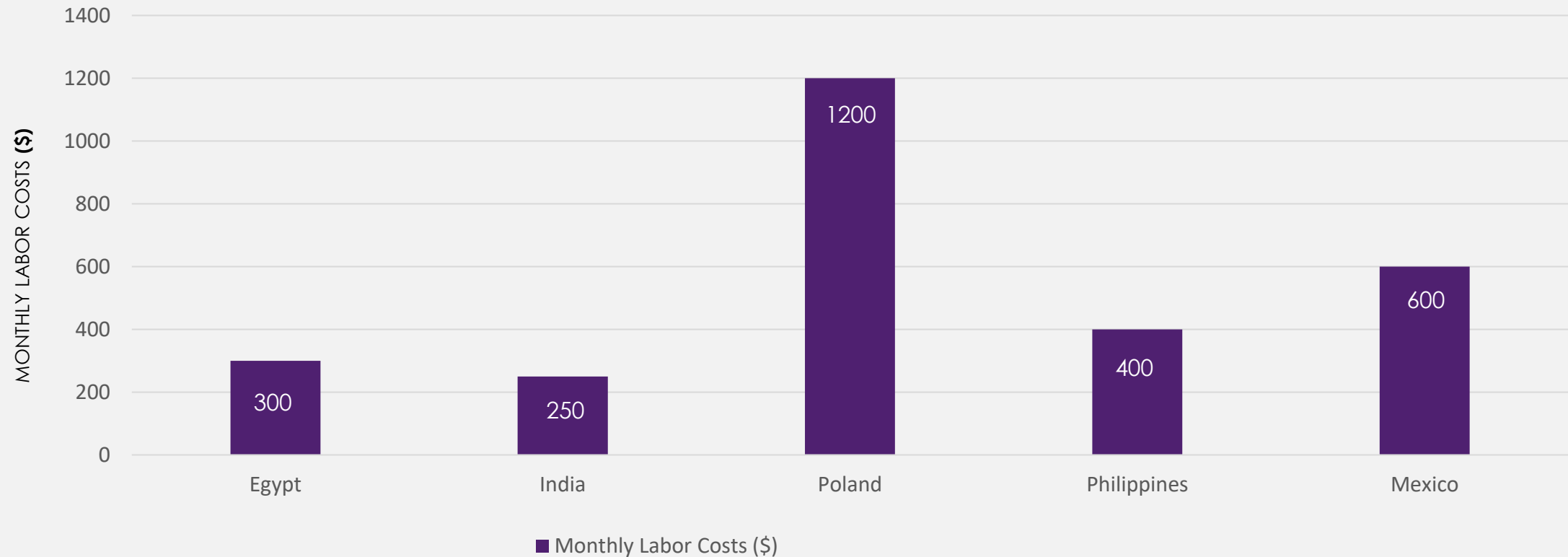
# Talent Availability Across Industry Segments

Analyzing Talent Availability Across Key Sectors for 2025



# Comparative Labor Costs by Country

Monthly Labor Costs for Egypt, India, Poland, Philippines and Mexico



# Summary of Findings and Implications

## Insights on Egypt's Talent Landscape

### Industry Focus:

- **BPO & Customer Service** – Call Centers, Back Office, Sales
- **Technology** – IT, Software Development, AI, Cybersecurity
- **Healthcare & Pharma** – Medical Sales, R&D,
- **FMCGs & Retail** – Supply Chain, Marketing, Merchandising
- **Heavy Industries** – Manufacturing, Engineering, Logistic



### Investment Opportunities

Growing sectors invite investment and business expansion.



### Diverse Talent Pool in Egypt

Egypt excels in tech, finance, and healthcare sectors.



### Partnering with Local Firms

Collaboration with Antal aids in navigating the talent landscape.



### Role of Antal Egypt

Antal harnesses local talent for global business needs.



### Competitive Labor Costs

Egypt offers lower labor costs than peer nations.

↑  
**10**

### Finance Sector

Growth from 8% to 18% between 2020-2023

↑  
**15**

### Tech Sector

Growth from 10% to 25% between 2020-2023

↑  
**8**

### Pharma/Healthcare Sector

Growth from 5% to 12% between 2020-2023





# Summary

# Conclusion

## Cost - Effectiveness

- Economies of scale
- Shared resources
- Reduced overhead costs

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## Risk Mitigation

- Talent shortages
- Regulatory compliance
- Market Fluctuations

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## Expertise & Efficiency

- Specialized recruitment knowledge
- Best Practices & Industry standards

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## Scalability

- Flexibility to adapt to changing recruitment needs



# Why partner with Antal

## Unlocking Opportunities through Strategic Recruitment



# Antal Poland on the Global Market





# Thank you!

Contact



**Sebastian Sala**

BUSINESS UNIT DIRECTOR

Tel: +48 505 026 561

[sebastian.sala@antal.pl](mailto:sebastian.sala@antal.pl)

**Antal Poland**

[www.antal.pl](http://www.antal.pl)