



Enabling Transformation

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QX Half Yearly Conference provides blueprint to achieving Vision 3.0

December 05, 2019:

QX Global Group, a leading global business process management (BPM) firm of finance, accounting and recruitment services, celebrated their half-year 2019 Business Conference themed 'Building Together' on Saturday, 12 October.

For QX, 2019 has been a year of enormous breakthroughs and a step toward change for the entire organisation. The 2019 H1 Conference was an opportunity for the leadership team and employees to be updated about the company's activities including – the details of the strategic plans for all the QX brands; how the company plans to grow further; what the individual roles of team members will be in delivering the vision and how the journey toward the vision would benefit each person personally. Aptly named after the company making headway into its 3.0 vision – referring to having 3,000 team members; £3 million profit and £30 million revenue in 3 years – the business conference was a breeding ground for ideas and concepts. It kicked off with a review of this year's achievements by CEO, **Frank Robinson** who had this to say about the event, *"We're on a journey to provide the best Knowledge Process Outsourcing (KPO) Services to businesses worldwide and we want everyone in the organisation to be part of it. This can only happen when we all share a common vision. Initiatives such as the QX Academy will help us hire 1000 accountants by 2022 getting us that much closer to QX Vision 3.0"*

Chairman **Chris Robinson**, provided his inputs about the KPO industry and where it's headed. He was quoted saying *"The conference was a great platform to emphasise QX 3.0 – our vision for the future – which is founded upon delivering quality and excellence to our clients through a combination of the best People, Processes and Platforms. The implementation of automation in addition to having a highly skilled workforce means we're that much closer to achieving our vision."*

Chris's presentation was followed by the delivery of strategic plans by each Business Unit, namely – QXAS, QXRPO, QXF&A.

Consultants Rachel Thomas from RoomToThink Ltd. and Rob Iles from Visionise Ltd. were also invited to deliver their 'Ignition' plans for revamping the work culture and client experience.

The event also included a presentation of ideas on the company's three-pronged agenda of people, process and platform. When it comes to the people aspect, we know we have some of the most highly skilled individuals and we're on a mission to have 3000 of them by 2022. The success we've experienced over the years is largely in part due to them.

Our processes are the reason why so many businesses choose us when they're looking for an outsourcing provider. We go the extra step by ensuring efficiency and security. We're the first outsourcing company in India to become GDPR compliant which means data security is of utmost importance.

Our platforms are evolving every day to provide greater output and productivity for our clients. The future is dynamic and we're taking steps to ensure our place in it by implementing robotic, cognitive and AI/ML technologies. While intelligent automation technologies like RPA (robotic process automation), AI (artificial intelligence) and ML (machine learning) has been around for some time, we're excited to announce that we're one of the few companies in the BPO/KPO industry who have been able to successfully leverage these technologies.

The celebrations concluded with the unveiling of the 'vision' a pictorial representation of how the business units are going to support this growth.

Information for editors:

About QX Global Group

QX is an IAOP award-winning company which started its own entrepreneurial journey as a small team of five chartered accountants delivering accounting services to UK businesses 15 years ago. Today it is one of the world's Top 100 outsourcing companies and has grown to become one of the largest and fastest growing accounting and recruitment firms in India. More than 500 small to large businesses rely on QX's team of 1200 people to manage and optimise their business processes across the UK, EU, US, Australia, Canada and India. QX Global Group combines its customised and flexible approach, award-winning service delivery, specialist knowledge and experience to become a trusted service provider for its clients. It operates under the following divisions: QX Accounting Services (QXAS), QX Recruitment Services (QXRS), QX Finance & Accounting Services (QX F&A), QX Corporate Advisors and QX Software Services (QXSS). For more information, visit www.qxglobalgroup.com.

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