

World-Class Services Without the World-Class Fees

Services Offered

- **Customer Service:** Phone, email, live chat support, tech support and outbound customer engagement.
- **Finance & HR:** Accounts Payable, Accounts Receivable, Payroll Management and more.
- **Back-Office:** Let us handle your repetitive administrative tasks and enhance your productivity
- **Data Labeling:** Image, video and text annotation for AI & ML, data cleaning, categorization and more.

Why Kenya? Why Bogner & Partners?

- „Every firm I have spoken with raves about the quality of the Kenyan workforce.“ - Meg Whitman, ex-CEO of eBay & HP, US Ambassador to Kenya.
- **Save up to 70%:** Significantly lower costs while still maintaining high standards & strong work ethic.
- **Closer Than You Think:** Only a 1-hour time zone difference from most of the EU
- **Cultural Affinity:** Kenyan professionals adapt well to Western business cultures, ensuring strong rapport not just with you but with your customers as well.
- **Excellent English:** No. 19 globally according to EPI (Phillippines #20, India #60)

Selected Case Studies

- **Uber Eats:** Reduced response time from 6 hours to 2 minutes, increased NPS by 30 points.
- **Visrom Company Ltd:** Achieved a 40% reduction in payroll processing time and 25% cost savings.
- **CreditRiskMonitor:** Quality improvements from 65% to 99%, reduced error rates to below 1%.
- **Kemtai:** Surpassed annotation targets by over 300% with consistent quality checks.

Indicative Rates

Our services start at 795 EUR / agent / month

- Including management fee, quality control, onboarding, integration, taxes.... Everything.

Onboarding Process

- **Discovery Phase:** Understanding your project goals, and business processes.
- **Blueprint Creation:** A comprehensive summary of needs, processes, and KPIs.
- **Seamless Integration:** Smooth transition with minimal disruption.
- **Agent Training:** Rigorous training of the team leaders, agents & quality analysts to align with your processes
- **Project Launch & Beyond:** Continuous fine-tuning for optimal results. Daily, weekly, monthly reporting.

Get Started with No Risk!

Book a call with us today: After completing the discovery phase and signing an NDA (optional), we'll provide a free personalized sample of our services tailored to your project. Test our capabilities completely risk-free.

[BOOK A CALL](#)