



## Bottoms Up!!!...

We've launched a new DDC Group website this autumn and decided to mark the occasion by offering readers the chance to help us celebrate. The celebration takes the form of the fine Italian wine pictured here.

Your writer today has had the good fortune to sample several bottles of Mazzano Amarone della Valpolicello and can vouchsafe that it is a pleasurable experience! It certainly should help the **lucky winner** to warm the cockles of their soul in these chilly financial times...

**Entry** is straightforward;

Simply visit the new DDC Group website at [www.theddcgroup.com](http://www.theddcgroup.com) or [www.datacapture.com](http://www.datacapture.com) and enter the competition in the "News" section.

Whilst you're there, please do feel free to complete the web feedback form – we'd be grateful for any suggestions for further improvements to the site or, indeed, any positive comments that you may have.

The prize draw will be made by an automated random selection process at the end of the 2nd Quarter 2009 and the name of the winner will be posted on the website and in the next newsletter. **Bottoms up!**



# Mind your Language...

The DDC Group has traditionally supplied hybrid onshore/offshore Business Process Outsourcing (BPO) services from production facilities in the Philippines, USA, UK and Holland. Broadly speaking, the “onshore” offices are involved in document management and project management with the “offshore” offices mainly concerned with digitisation and knowledge processes. This set up certainly offers significant client benefits but there was a gap in our market offering when it came to understanding “content” in many... non-English languages. It was time for a “near-shore” alternative.

To boost our service in this area, DDC Europe founded (alongside local partners) DDC Central Europe in Bosnia and Herzegovina in August 2007.

To many people, Bosnia and its capital, Sarajevo, evoke memories of the bitter civil war that raged there in the early 1990's. One of the consequences of that war was that many young people left the country to complete their education in other countries.

Today, a large number have returned and are equipped with both a high level of educational attainment and fluency in many languages. Somewhat paradoxically, this makes Bosnia one of the most linguistically diverse of European locations in which to locate a BPO operation.

DDC CE has already completed sophisticated multi-lingual digitisation projects for multi-national pharmaceutical companies in Cyrillic written languages.

Although data processing in Europe is rarely directly cost-competitive with Far East production, it is still possible to achieve

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Today, the United Nations Development Program, the European Union and several individual States (as well as many international blue-chip companies) are busy pouring substantial investment funds into Bosnia and both the economy and local infrastructure are developing apace.

savings of between 35-50% on in-house production whilst, at the same time, benefitting from the skills of multi-lingual knowledge workers. We believe that this combination positioned in a “near-shore” production location potentially offers clients access to strong skill-sets at low cost.

Don't see anything that you're looking for here? We believe that almost every skill-set and almost all European languages can be sourced here. For enquiries, please contact Aimé Crujlsbergs at [A.Crujlsbergs@ddceurope.nl](mailto:A.Crujlsbergs@ddceurope.nl)

## Languages on offer include:

Arabic  
Scandinavian  
Russian  
Danish  
French & German  
Greek  
Italian & Spanish  
Polish  
Bosnian/Croatian/Serbian



## Additionally, professionals are readily available from the fields of:

Accountancy  
Banking & Finance  
Credit Analysis  
Engineering  
Law  
Marketing & Direct Marketing  
Medical  
Programming and IT & Others.



Provision of tailored, sophisticated multi-lingual services.

# Blanket Cover.

The DDC Group is an important employer in the Philippine province of Leyte (a province of 2 million people and of which one of our founder/directors, Mr. Jericho Petilla, is the Governor). Outside of the capital city, Tacloban, the population of Leyte is well dispersed. Many potential employees are then confronted with the difficulty of commuting over long distances and in order to ease this burden we alighted upon the solution of providing our own, purpose-built, DDC Leyte Employee Dormitory.

The facility was built by the DDC Group and is wholly owned by our Philippine operations. It was completed in August 2007 and is now fully operational.



## Long-distance Runner

An onshore manager runs the marathon with you...

*I've had the pleasure of working with offshore colleagues in the Philippines for 20 years.*

Working with an offshore team may be a new experience for you, which is why we have onshore project managers to get each outsourcing venture and long-distance relationship off to the right start. We support you, indeed, as the marathon runs its course. For you, this means face-to-face contact with someone who knows what will work, who is accessible, and who can prepare documentation for the offshore team.

*Not only is outsourcing often a hybrid solution of onshore and offshore processes, but with DDC so is the project management.* Our expectation is that the offshore Project Co-ordinator (PC) will pick up the service and ensure that the agreed service levels are met. English is the language of communication in the

Philippines—no barriers there. But onshore we remain copied on email correspondence and support the PC. We're also on the end of a phone line for your team and ready to visit your office.

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*Filipino hospitality is warm and commitment inspiring.* Visits to the Philippines are sure to help you understand the implemented system and working methods even better, and to strengthen corporate and individual bonds. The onshore manager can assist you with your trip and accompany you there.

*In the best BPO ventures the relationship is a sound one based on co-operation and mutual understanding.* The joy of taking a project offshore with the DDC Group is the knowledge that this new stakeholder in your business—so many time zones and landfalls away—can speak your language both literally and technologically. How much more reassuring too to have a guide near at hand who will help you ensure that the race to keep your business competitive was worth running.

The original article can be found at <http://www.theddcgroup.com/resources/supportingtheclient.pdf>

# International Quality Accreditation.

DDC OS gains ISO quality accreditation. Since our last newsletter DDC OS has succeeded in achieving the internationally recognised quality standard ISO 9001:2000.

Colin Gray, Managing Director of DDC OS commented, "We felt it was important for both our company and our clients that we had this accreditation so that we can ensure that we continue to provide:

“ We also feel that attaining ISO9001:2000 supports our values of excellence, loyalty, integrity, teamwork, and enjoyment. ”

- 1 demonstrable commitment to manage quality**
- 2 full understanding to deliver against Customer requirements**
- 3 Customer satisfaction with performance received**
- 4 effective working methods and processes**
- 5 adherence to applicable laws and regulations**
- 6 fully trained, qualified and competent staff**
- 7 the necessary resources and infrastructure**
- 8 the system to deal with things when they go wrong**
- 9 continual improvement is monitored and measured**
- 10 a focused, ordered and systematic approach to business.**



We also feel that attaining ISO9001:2000 supports our values of excellence, loyalty, integrity, teamwork, and enjoyment and will help us towards our vision of being the number one choice for customers and employees."

[www.theddcgroup.com](http://www.theddcgroup.com)



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**The DDC Group**  
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