

Everyone is moving into MEA.

Almost no one is doing it right.

EXECUTION, NOT THEORY.



25+

YEARS OF GLOBAL
EXPERIENCE

18

YEARS BUILDING IN MEA

\$1B+

REVENUE INFLUENCED

20+

COUNTRIES WORLDWIDE

THE DILEMMA

Egypt, Kenya, South Africa.... The map isn't a secret anymore. What's still rare is doing it without the painful learning curve — the wrong hires, the cost model that quietly slips, the launch that stalls before it scales. We've built and run these operations ourselves, for operators who couldn't afford to get it wrong twice. You don't get a concept — you get a partner who already made the mistakes on someone else's clock.

YOU KNOW THE GAME

You've grown through cycles and held clients others lost. The next advantage won't come from running the same playbook harder — it comes from running it in the one place most operators still get wrong.

WHY LGS

We're not consultants who studied this market — we built it. Over 25 years, we've stood up and scaled BPO operations ourselves across Egypt, Kenya and South Africa, seat by seat, hire by hire. We take on a maximum of two to three projects at a time, so every one gets the same hands-on execution we'd put into our own.

SERVICES FOR GLOBAL BPOs

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| ✓ Market & Feasibility Assessment
<i>Where to build, and whether it pays</i> | ✓ Talent Acquisition & Workforce Build
<i>Teams hired, trained and ready</i> |
| ✓ Market Entry by Acquisition
<i>Target selection, due diligence and introduction</i> | ✓ Technology & Connectivity Setup
<i>Systems and telecoms that just work</i> |
| ✓ Market Entry by Partnership
<i>Seat-rental or turnkey, white-label ready</i> | ✓ Go-Live & Operational Launch
<i>From empty floor to live production</i> |
| ✓ Site Selection & Fit-Out
<i>The right building, commissioned to spec</i> | ✓ Managed Operations & Transition
<i>Build-Operate-Transfer: we run it until your team can</i> |
| ✓ Legal, Regulatory & Compliance Setup
<i>Entity, permits and data security in place</i> | ✓ Government & Stakeholder Relations
<i>Doors opened, incentives secured</i> |

ABOUT LGS

Langwieder Global Solutions (LGS) is a boutique advisory and execution firm headquartered in Dubai, with deep roots in the Middle East and Africa's emerging delivery hubs. We work with global BPOs entering the region, MEA-based providers going international, enterprises rethinking their sourcing and CX strategy, and investors evaluating BPO assets. What sets us apart isn't another slide on emerging markets — it's an operator who has actually built, scaled and run BPO operations on the ground, backed by a global buyer and industry network built over 25 years on both sides of the table.

We don't advise on MEA. We operate in it.

AN OPERATIONAL INTEGRITY PARTNER

Some firms advise. Some firms build. An Operational Integrity Partner does both, and stays until the operation performs. We work as an extension of your team, in service of your brand, backed by decades of building and running these operations ourselves.

THE OIP FRAMEWORK

01

DIAGNOSE

WEEKS 1-2

You see your operation as we see it: costs, risks, strategy and the numbers your decision-makers will ask for. Deliverable: a comparative cost and feasibility matrix, a clear strategic direction, and every risk named before it can cost you anything.

02

DESIGN

WEEKS 3-4

Your expansion, drawn to the last seat: structure, team, timeline, regulatory path. A plan that holds when questioned.

03

EXECUTE

MONTHS 2-6

We build: site, people, training, go-live. The craft is in everything you never have to worry about.

04

SUSTAIN

ONGOING

We stay until the operation performs and your own leadership runs it with confidence. Then it is fully yours.

PROVEN RESULTS



22

BRANDS SUCCESSFULLY
INTRODUCED IN MEA

18,000+

JOB'S CREATED ACROSS THE REGION

100,000+ m²

OF INFRASTRUCTURE BUILT AND COMMISSIONED

THE OPERATOR BEHIND IT

Ricardo Langwieder , Co-Founder and Managing Partner, has spent his career doing what most advisors only recommend: building and scaling large BPO and CX operations across the Middle East and Africa, from the ground up, owning the P&L, commissioning delivery infrastructure, navigating regulatory environments and delivering government-grade operations.

THE CLIENTS WE WORK WITH

- Operators who've hit the ceiling on cost and talent in their current footprint — and see MEA as the next delivery frontier.
- Global BPOs who need a live MEA operation on the ground, not a feasibility study that sits on a shelf.
- Operators who treat control and compliance as non-negotiable.

We take on a maximum of two to three projects at a time, which is why the ones we take on work.

SELECTIVE BY DESIGN, NOT BY DEMAND.



We sit on one side of the table: yours, so every recommendation and every decision serves the integrity of your project, nothing else.

*When you are ready: a private conversation with the operator himself.
Twenty minutes. No deck, no pitch.*

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