

OPERATIONAL INTEGRITY PARTNER™ · ADVISORY & EXECUTION · MIDDLE EAST & AFRICA

Delivery isn't the issue. Reach is.

EXECUTION, NOT THEORY.



25+

YEARS OF GLOBAL
EXPERIENCE

18

YEARS BUILDING IN MEA

\$1B+

REVENUE INFLUENCED

20+

COUNTRIES WORLDWIDE

ABOUT YOU

You've already proven you can run a real operation – floors that deliver, clients who stay. What's missing isn't capability. It's reach: the relationships that put you in front of the buyers who set the global standard. We spent a decade on the other side of that table, sourcing and evaluating for the companies you want as clients. We open the room. You already know how to perform once you're in it.

THIS IS NOT THEORY

It's the work we're doing right now with ambitious BPOs expanding their global client base.

WHY LGS

For 25 years, we've sold BPO solutions to global clients – not watched from the sidelines. That means real, standing relationships with the buyers, brokers and influencers who decide who wins the next contract. Connecting the right BPO with the right buyer isn't a service line for us. It's our forte.

SERVICES FOR GROWTH

- | | |
|---|---|
| ✓ Global Readiness Assessment
<i>How you look to the buyers you want</i> | ✓ Commercial & Pricing Structuring
<i>Deals priced to hold and to win</i> |
| ✓ Positioning & Value Proposition
<i>A story that wins global logos</i> | ✓ First-Client Onboarding
<i>A first win that becomes a reference</i> |
| ✓ Go-to-Market Strategy
<i>Built to how global buyers decide</i> | ✓ Growth Roadmap & Engine
<i>A repeatable path, not a one-off</i> |
| ✓ Buyer & Broker Introductions
<i>Direct lines into our network</i> | ✓ Partnership & Alliance Building
<i>The right partners beside you</i> |
| ✓ Bid & Proposal Support
<i>Pitches that stand up in the room</i> | ✓ Delivery & Quality Assurance
<i>Proof your buyers can trust</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 sit on your side of the table.

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 GROWTH FRAMEWORK

01

DIAGNOSE

WEEKS 1-2

You see your operation as a global buyer sees it: commercial positioning, delivery proof, and the gaps that quietly lose deals. Deliverable: an honest read on where you stand against the buyers you want, and exactly what must change to win them.

02

DESIGN

WEEKS 3-6

Your go-to-market, built to how global buyers actually evaluate: sharpened positioning, a target-buyer map, and the pitch and proof that hold up in the rooms that matter.

03

EXECUTE

MONTHS 2-9

We open the room: warm introductions into our buyer and influencer network, and hands-on support through the pursuit to your first global logo.

04

SUSTAIN

ONGOING

We stay through first delivery, so the client stays and the win becomes a reference. Then a repeatable growth engine your own team runs.

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 has spent his career doing what most advisors only recommend: building and scaling BPO and CX operations from the ground up across the Middle East and Africa – growing floors seat by seat and into new markets. And for a decade before that, he sat on the buyer's side of the table, sourcing, evaluating and awarding the work providers compete for.

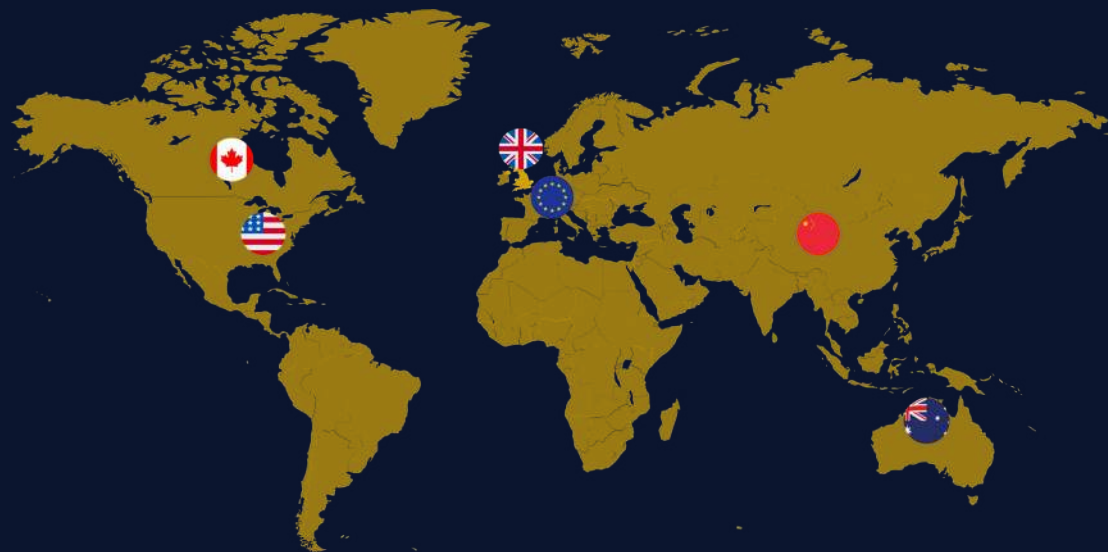
THE FIRST STEP

A candid read on how global buyers see you today – and the shortest credible path to your first global logo.

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.

Global Buyer and Influencer Network



That's the pedigree behind your growth: the buyer relationships that open the room, and an operator's eye for what it takes to win the client and scale the account.

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

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