

The best sourcing decisions
look obvious in hindsight.

This is how they
look in advance.

EXECUTION, NOT THEORY.



25+

YEARS OF GLOBAL
EXPERIENCE

18

YEARS BUILDING IN MEA

\$1B+

REVENUE INFLUENCED

20+

COUNTRIES WORLDWIDE

THE DILEMMA

The industry is redrawing itself: new geographies, new economics, and AI changing what should be outsourced at all. The supplier landscape moves faster than most sourcing teams can track — crowded with providers who present well and deliver unevenly. The organizations that come out ahead decide with an operator's eye: which work stays, which moves, where each workload performs best, and which suppliers actually hold up.

WHY LGS

We have run the operations you are buying. We know how a floor actually performs behind a proposal, because we have written both. We know the difference between a supplier who presents well and one who delivers, because we sit at the C-level table with these operators ourselves, not evaluating them from a scorecard. That judgment is what we put at your service — and it costs you nothing: our fee is paid by the operator we introduce, disclosed upfront, never by you.

WHAT WE DO FOR YOU

- | | |
|--|---|
| ✓ Sourcing Need & Workload Read
<i>What to outsource, and where in MEA it performs</i> | ✓ Proposal & Capability Sanity-Check
<i>An operator's read on who can truly deliver</i> |
| ✓ Access to a Vetted Operator Network
<i>Proven regional providers, most never on a list</i> | ✓ Regulatory & Delivery Risk Flags
<i>Exposures a data room won't show, raised early</i> |
| ✓ Operator-Grade Shortlisting
<i>Only providers we would stake our name on</i> | ✓ Location & Delivery Footprint Guidance
<i>Right workload matched to the right MEA hub</i> |
| ✓ Supplier Due Diligence
<i>Operator-grade vetting of who truly delivers</i> | ✓ Workload & AI Suitability View
<i>Which work still merits outsourcing at all</i> |
| ✓ Warm, Direct Introductions
<i>Straight to the decision-makers — and free to you</i> | ✓ Ongoing Match Assurance
<i>We stand by until the match holds — our fee depends on it</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

UNDERSTAND

WEEK 1

You see your sourcing as we see it: the work, the geography, and the standard it has to hold to. We read it the way an operator does, not an analyst.

02

MATCH

WEEKS 1-2

From a network built over 25 years, a shortlist of operators who fit your workload – and would stake their own name on your account.

03

INTRODUCE

WEEKS 2-3

Warm, direct introductions to the decision-makers, with the context that makes the first conversation count – not a name on a list.

04

STAND BY

ONGOING

We stay close through selection and early delivery. Our fee depends on a match that lasts, not one that merely closes – so we stay until it holds.

PROVEN RESULTS



22

BRANDS SUCCESSFULLY
INTRODUCED IN MEA

18,000+

JOBS CREATED ACROSS THE REGION

100,000+ m²

OF INFRASTRUCTURE BUILT AND COMMISSIONED

BPO SERVICES

The full contact-center and customer-experience stack our vetted operator partners deliver — matched to your workload by LGS and free to you: the operator pays only on a match that holds. One accountable relationship; they run the floor, we make sure it performs.

Customer Care — Inbound

Voice, email, chat and social; first-contact resolution

Technical Support & Help Desk

Tier 1–2 troubleshooting and IT service desk

Sales, Retention & Win-Back

Outbound acquisition, upsell and churn recovery

Collections & Receivables

Early-to-late-stage recovery, compliant and brand-safe

Content Moderation & Trust

UGC review, policy enforcement and safety queues

Back-Office & Transaction Processing

Claims, KYC/onboarding, data and order management

Omnichannel & Self-Service

Chat, messaging, IVR and AI-assisted deflection

Workforce & Quality Management

Forecasting, scheduling, QA and agent coaching

CX Analytics & Insight

CSAT / NPS / CES, speech and text analytics

Multilingual Delivery

A dozen European & African languages

COMPLIANCE & CERTIFICATIONS

PCI-DSS

Cardholder data security

ISO 27001

Information security management

SOC 2

Service-organization controls

GDPR

EU data protection

Held by our vetted operator partners — confirmed by LGS before any introduction.

Collections to content moderation, Tier-1 care to trust & safety - one partner, one standard.

OUR PARTNER FOOTPRINT

Vetted operator partners across Africa's strongest hubs — each with proven experience supporting global clients. One relationship with LGS connects you to all of them: direct reach into four countries and six cities.

EGYPT

Cairo · Alexandria

KENYA

Nairobi

SOUTH AFRICA

Cape Town · Johannesburg

ETHIOPIA

Addis Ababa

UAE

Dubai

Global

CLIENT EXPERIENCE

100%

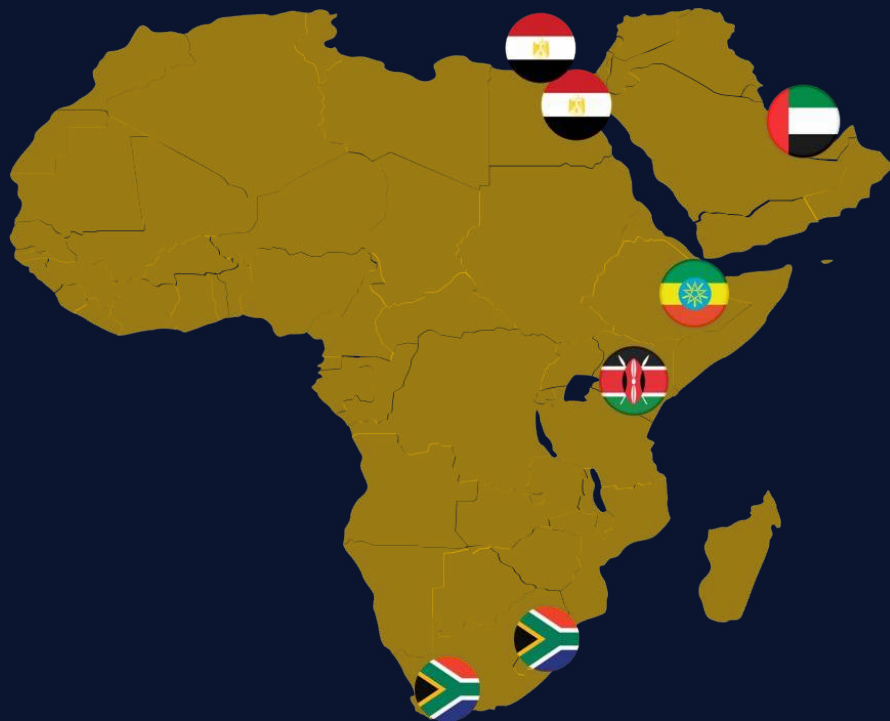
VETTED PARTNERS

5

COUNTRIES

7

DELIVERY CITIES



LANGUAGE COVERAGE

English · French · German · Spanish · Italian · Portuguese
Arabic · Swahili · Amharic · Afrikaans · Zulu · Xhosa

Native and near-native delivery across our European and African hubs.

We don't run the floor — we make sure it delivers. Vetted operators, matched to your workload, held to your standard.

THE OPERATOR BEHIND IT

Ricardo Langwieder has spent a decade on the buyer's side – sourcing services and setting the requirements suppliers are held to – then 15 years as a CEO and CSO building and running BPO operations himself. Both sides of the table are why he reads a provider the way an operator does: seeing what truly delivers behind the proposal, not what merely presents well.

THE FIRST STEP

A candid read on your MEA sourcing options and the operators worth your time – at no cost, and no obligation.

SELECTIVE BY DESIGN

We take on a limited number of introductions at a time. Not because we could not do more: because our name travels with every operator we put forward, and we do not make matches we cannot stand behind. That is how we protect your brand, and ours.



Our introductions are free to you: the provider compensates us only when a match wins and keeps your business – never you. So we put forward only operators we would stake our name on.

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

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