Abkin Universal Services Limited

*Service beyond the surface*

*Who are we?*

*Abkin is a professional services company providing a comprehensive range of business services, products and solutions for non-core but vital corporate requirements.*

*The value we generate for our clients is managing functions that are not directly related to their core business. By outsourcing your non-core activities to Abkin, you can concentrate on your key business competencies, while Abkin manages and operates the processes that may not be your core activities, but still are critical to your business.*

*Abkin offers business value to clients combining operational excellence with deep domain expertise in key industry verticals including logistics, procurement, PR, travel, office formation, office construction/renovation.*

*Abkin also delivers an entire spectrum of business process outsourcing services such customer care, technology solutions and industry-specific back-office and front-office processes.*

*Our team consists of professionals with significant experience in a wide range of outsourcing solutions and is equipped with appropriate technology to ensure fast and accurate response to the processing requirements.*

*With our services, you will receive immediate access to business infrastructure capabilities and new strategic markets without the capital investment and time delays associated with creating in-house capability.*

*We are a ‘one-stop’ shop for businesses and no matter the stage of your company; our services and expertise can help drive your business forward. Our customers do not have to go to multiple vendors to source these services and save on procurement costs up front.*

A long established and multi-faceted organization, Abkin is dedicated to the provision of a wide range of professional services.

*Today’s business environment is fast moving, multi-faceted and highly competitive. Business owners need the support of professionals who provide on-time, efficient solutions to help their business move forward. We aim to provide such a service.*

**WHAT WE DO**

**Our objective is to implement a customized solution based end-to-end service platform to manage the non-core activities of your business. In this way we provide complete ‘managed solutions’ to our customer’s outsourcing requirements both at the customer’s site and at Abkin’s facility.**

*Abkin delivers an entire spectrum of business process outsourcing services such as customer care, technology solutions and industry-specific back-office and front-office processes.*

Services – Abkin offers clients a broad spread of high value services covering Office formation, project management, cost consultancy, office setup, recruitment, training, immigration services, accommodation and much more.

From startups to multinationals, companies outsource the non-core parts of their business to Abkin.

Our clients enjoy working with us because we deliver results in a way that makes sense for them.

We operate as an extension of their organization – respecting their objectives and culture.

We combine our expertise in Business Process Outsourcing (BPO), contact center services, supply chain solutions and setup services to deliver innovative, individual solutions that help our clients to achieve their objectives.

*Who hires us?*

Abkin provides managed, business services to companies in all stages of development, from early start-ups to corporations starting new or expanding in country that require a broad range of expertise to large well established corporations that simply need help completing an essential project in a hurry and on a budget.

**Cost saving**

Our experienced trained staff will work together with your management to reassess the resource requirement and streamline the processes to achieve your objectives at the same time ensuring that the costs are kept at the minimum. In our experience, back-office should be able to deliver significant cost savings to your non-core business processes.

*Abkin can provide all the front and back office support your business needs to thrive.*

*YOUR LOCAL PARTNER FOR GROWTH!!!!*

*Finding, quoting and comparing the services your company needs takes time and can slow you down. Let us do it for you!!!!*

**Benefit from our Economies of Scale**

We buy on behalf of our many clients, so whether you need hotel rooms, car rentals or advertising services our buying power and experience ensures that it will always get the best quality services at the lowest price.

Abkin – established and well-connected in the local business community, Abkin either owns or are partners with businesses who can provide any of the additional jigsaw pieces you need to compliment your current business operations.

*At Abkin, we deeply care for our clients, firmly believe our people and take pride in what we do.*

**SERVICES**

**What can we do?**

**BUSINESS IN CITIES IN NIGERIA**

We offer all types of assistance for business operations. We provide the best packages to setup or expand your business. And through Abkin or via strategic partners we can offer:

* **Office Setup**

If you are looking to setup a business or rent an office, Abkin offers the services you need.

* **Office formation and setup services.**

**Company formation**

Assisting with business incorporation.

Advising on suitable corporate structures.

Identifying and vetting appropriate local partners.

* **START-UP SERVICES**

General Services

Business plan (Review and writing)

Web development

Logo and brochure design

Letterhead and Signage.

Obtaining local permits also.

Network/IT step and maintenance

Phone systems

Office building (office partitioning, structured cabling, office furniture etc.)

Advertising

Cabling

Accounts/Bookkeeping/Payroll/Contractors

Legal

* **Business and residential accommodation**.

Locating and providing office suites.

Virtual office package

Mail handling, the answering of phone calls in your company name, the use of a local business address in a prestige location.

* **Assisting with the purchase of property.**

At Abkin we align ourselves with a number of international real-estate brokers and professional services firms who specialize in introducing international corporate clients. Through these alliances, we are able to support firms by offering additional benefits to their already long list of initiatives.

We also offer expertise through the full lifecycle from concept feasibility and design services to contract preparation, site management, implementation and commissioning.

* **Administrative relief**

We do not provide bodies but we ‘manage’ your processes. We consider ourselves an extension of your organization and share with you the critical requirements of service delivery and customer satisfaction.

* **HUMAN RESOURCES SERVICES**

HR function set-up

Employee handbooks and policies

Employee Performance Management

HR hotline

Job description

Phone screening

Staff screening (referencing and health)

Offer letters

Training

Job posting

Recruitment.

* **Organizing work permits and handling other immigration issues.**
* **Relocation assisting (including shipping, culture training, sourcing domestic staff).**
* **Last Minute Catering and Corporate hospitality?**

Arranging local restaurants or simply ask us to serve gourmet meals directly in your meeting room.

* **Concierge**

*What your concierge can help with:*

Entertainment, house comforts, personal shopping, relaxation, cars and transportation, personal and business storage, corporate gifts.

Travel Services

Accommodation, travel, car rental, hospitality and corporate entertainment.

* **Chain Supply Services**

Warehousing, freight forwarding and logistic services.

Procurement services.

* **Customer Services**

Call Centre and CRM Services.

* **COMPLIMENTARY SERVICES**

Introduction sessions on the local culture.

Local language classes

* **Marketing and Public Relation Services.**

***Do you want to test the water before setting up a full fledge office?***

***Want to grow without the costs?***

*YOUR LOCAL PARTNER FOR GROWTH*

**MORE ABOUT US**

Abkin provides “Managed Solutions” to its customers for outsourcing their non-core processes, relieving customers’ critical resources to focus on their core business, reducing costs, inducing process efficiency and enhancing productivity.

A business requires their employees to fully utilize 100% of their energy and resource into their core activity of the business in order to achieve healthy growth and success.

Abkin provides various outsourcing solutions that support its clients’ businesses. This enables clients to concentrate on their key business competencies, while Abkin manages and operates the processes that may not be their core activities, but still are critical to their businesses. Our team consists of professionals with significant experience in a wide range of outsourcing solutions and is equipped with appropriate technology to ensure fast and accurate response to the processing requirements.

While we manage your non-core activities, your business can refocus 100% of your valuable resources directly back to the core activities you do best.

We have complete understanding of the rules and regulatory framework prevailing in a number of countries including Nigeria and have developed processes to ensure compliance

This success inspires confidence from our clients and pride from our people.

We do it by respecting 3 fundamental values:

* Being imaginative in everything we do
* Being purposeful in everything we do
* Being dependable in everything we do

That is why our message for clients, staff and partners is clear – ***‘ABKIN, creative minds, and safe hands’.***

Brains!

Through a series of consultations, we help you determine how to transform your business. In the early stages of your company, having access to experienced business people is essential.

Getting the right advice can be the difference between failure and success. We will help you find the people whose background fits our particular situation and leverage their knowledge to accelerate your growth.

Brawn!

There is no substitute for experience, especially in early stage companies that typically do not have the financial resources to hire full time executives. We will help you determine those areas – business plan, marketing, legal, procurement, finance – that need immediate attention and provide services to augment your in-house staff.

**Mission**

* Provide under one roof business setup, consulting and management assurance services.
* Attract reward and retain staffs, who share the company’s conviction to be the best at whatever we do.
* Render to all our clients, personalized and quality services which meet their expectations and also exceed them.
* Ensure that our staff never loses sight of a work-life balance.

We offer a cost effective way to immediately hire the unique combination of expertise required to manage and help your business surge ahead of the competition.

**We’ll always deliver the smartest and most cost effective business infrastructure solutions required to reach your goals and achieve ongoing success.**

**For us it is about service and value. For you, it is all about reducing costs, increasing efficiency and simplifying business.**

**You focus on your core functions and trust us to do the rest.**

**Abkin delivers business value by ‘extending your enterprise’.**

**Abkin will finance your growth strategy internally by redirecting your non-core energy and resources into your core activities.**