

## ABOUT US

KIVO BPO is a Business Process Outsourcing (BPO) company that specializes in assisting international companies in reducing their overhead and increasing their operational efficiency through customized BPO solutions.

Our company was founded in 2020 as a BPO unit of MTC Venture, based in the USA.

## WHAT MAKES US DIFFERENT?

We are able to transform accordingly to our client needs, tailoring every process along the way focusing in our four pillars:

Overhead reduction  
by 30 - 40 %

\$

Extension of your  
company culture



Continuous improvement  
of key performance  
indicators and objectives,  
key results, and actions  
(KPI/OKR)



Disaster recovery  
planning to  
minimize risk



### QUALITY ASSURANCE:

We are committed to provide high-quality services that meet or exceed our clients' expectations.

### INTEGRAL COLLABORATION:

We believe that effective communication, collaboration, and honesty are key to success in the BPO industry.

### INNOVATION:

Constant learning and improvement, leveraging our experience to enhance services and streamline our processes through the integration of technology.

### TRANSFORMATION

We help our clients transform their operations and achieve their goals by responding quickly to their needs and changing market conditions

### CORE VALUES

### BPO SERVICES

Administration	Analytics	Automation & Digitalization	Architectural Assistant
Bookkeeping & Accounting	Customer Service & Chat Support	Data Entry & Form Processing	Digital Transformation
Human Resources Outsourcing	Insurance Processing	IT Support & Development	Legal Backend
Marketing	Payment Support	Social Media Management	Supply Chain Management

## LOCATION

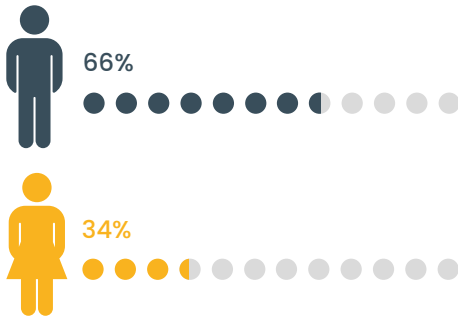
KIVO BPO is based in Guatemala, which is a premium nearshore location that provides a number of advantages for companies looking to outsource their non-core business functions.

Guatemala has a well-educated and bilingual workforce, which allows us to provide high-quality services in multiple languages.

Additionally, Guatemala has a lower cost of labor compared to other countries in the region, which can help your company to reduce costs.

Furthermore, Guatemala has a favorable investment climate and a stable economy, making it a reliable location for businesses.

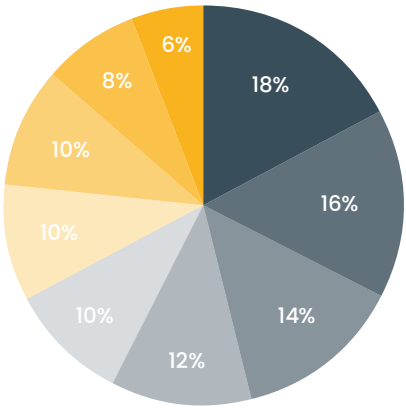
### GENDER DISTRIBUTION



ATTRITION BELOW  
**15%**

INDUSTRY ATTRITION 35%

### BPO INDUSTRY IN GUATEMALA



### % OF BPO BY SERVICE

- Finance
- Telecommunications
- Logistics
- Technology
- Health & Insurance
- Travel & Transportation
- Media & Entertainment
- Energy & Services
- Manufacturing, Sales & E-commerce



### INDUSTRY GUATEMALA

KIVO BPO has experience and expertise in the following industries:

- Healthcare
- Finance & Banking
- E-commerce
- Retail
- Telecommunications
- Manufacturing
- Transportation & Logistics
- Energy
- Media & Entertainment
- Insurance
- Real Estate
- Pharmaceuticals

## PARTNERSHIPS & CLIENTS

KIVO BPO has worked with a number of notable partners and clients in supply chain, e-commerce and real state, delivering measurable results and improving their operational efficiency. We have a proven track record of success in the BPO industry and are committed to deliver measurable results to our clients.

## TESTIMONIALS

**D. P.**  
Supply Chain, President

"KIVO BPO has been an investor and a valuable partner in helping us reduce our overhead costs and improve our operational efficiency. Their team is knowledgeable, responsive, and dedicated to delivering results."

**M. N.**  
Construction, COO

"KIVO BPO's customized automation and digitalization solutions to our architectural needs have helped us streamline our operations and improve our efficiency. Their team is professional, efficient, and easy to work with."

**L. S.**  
B2B Marketplace, Director

"KIVO BPO has been a game-changer for our company. Their customized solutions have helped us reduce our overhead costs by 40% while also increasing our operational efficiency. Their premium location has allowed us to communicate easily. I highly recommend them to any company looking to improve their competitiveness in this economic environment."



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