



CEO of GHP Far East Co., Ltd. Frank Schellenberg (standing)

GHP Far East Grows Steadily

Founded in February 2004, GHP Far East Co., Ltd. is a foreign business with investment capital coming from Swiss Post (Switzerland) and a German investor. Initially, it was established to serve as an IT offshore outsourcing partner for German businesses. Within five years in Vietnam, GHP Far East has been achieving bright results; its customers are not only in Germany but all over the world.

"We mainly provide business in BPO (Business Process Outsourcing) and data processing. We have our own markets in Europe and Japan, which account for more than 95 percent of our market share," said the chief executive officer of GHP Far East, Frank Schellenberg. "The time difference between Vietnam and Europe allows us to complete job within the day in order to make the results available to our customers in Germany already in the early morning. Although work is done in Vietnam, GHP Far East strictly abides by regulations stipulated in the German data protection directive and is working with ISO 27001 (ISMS - Information Security Management System) and ISO 9001-2000 standards. Quality is always considered as the most important element in all projects as well as services. We have managed to expand our client network to other countries in the world without sacrificing our

quality of customer service or the working conditions in our Ho Chi Minh City office." With its resources and experience, GHP Far East is committed to offer clients high quality services besides security standards as its slogan claims: "German Quality - Made in Vietnam".

In the beginning, GHP Far East had 55 employees as a small-size business. With strenuous efforts and expertise of the management and the staff, the company has been expanding. In mid-2009 the company has more than 400 well-trained employees who are young, dynamic, motivated and innovative. "Most of our staff members come from local areas. GHP Far East continues increasing the team, providing more and more jobs to Vietnamese people. While other enterprises are cutting down their number of employees due to economic recession, GHP Far East has been steadily growing. We give chances for further study and job opportunities for young people. The successful business we have today is the result of our proficiency management and software development team that graduated from well-known universities," said Mr. Frank Schellenberg. The Board of Director always emphasizes: "Our employees are our highest value!" Therefore, the company members have equal opportunities

for promotion as well as to participate in all activities of the company.

We provide support around the clock and seven days a week three shifts per day allow us to serve and keep in contact with customers at any point in time. In 2009, GHP Far East plans to boost the number of employees to more than 600 and expects to increase in both revenue as well as the business activities. GHP Far East offer solutions in digitalizing and storing documents to help companies save costs and time. Solutions include BPO, data entry, software development, image processing, document scanning, IT services and BPO is the core business of GHP Far East in Vietnam.

The working experience of the managers and the well trained and enthusiastic employees are the basis for GHP Far East success. The company maintains good relationships with its customers. "Vietnam is one of the few countries with positive GDP growth in 2009. However, this means that the development makes processes more costly. It leads to increased salaries and personal costs. We do not want to raise the price of our products and services, so we increase our productivity and increase the value of our services. Moreover, we do not have many competitors in Vietnam in our main business lines. We are competitive to China, Philippines and India suppliers even though they often offer lower costs in products & services. We believe that we have better performances than other competitors as the Vietnamese Government and the Ministry of Information and Communications support IT businesses by reducing the Internet fees, shortening and simplifying licensing procedures and offering tax incentive. This helps both Vietnamese and foreign businesses save time and increase benefits," expressed Mr. Frank Schellenberg, "Our goal is to become the best offshore outsourcing provider for business processes and software products in Asia." ■XUAN TRUNG

GHP Far East has won the following certifications:

- ISO 27001 Certificate issued by TUV Rheinland
- The Data Protection Certificate issued by Lufthansa
- The CMMI level 3 Certificate issued by SEI
- ISO 9001-2000 Certificate issued by TUV Rheinland