

## FIJI BPO DELIVERY

Enterprise capability.  
Flexible by design.  
Ready now.



For organisations refining their outsourcing strategy, our Fiji offering supports work that benefits from judgement, empathy, and flexibility. It delivers Australian-adjacent service quality at materially lower cost and can be deployed as a standalone solution with Australian governance, or as part of a coordinated multi-site model across Fiji, Manila, and Australia.

## WHY ORGANISATIONS CHOOSE FIJI AS PART OF THEIR DELIVERY MIX

As operating models mature, organisations are increasingly aligning work to capability rather than location alone. Fiji is well suited to programs where communication quality, discretion, and customer outcomes matter, complementing other delivery locations within a broader outsourcing strategy. It provides a balance of efficiency, cultural alignment, and governance that makes it a strong option for specific work types, either independently or alongside other sites



## WHAT OUR FIJI TEAMS ENABLE

### FLEXIBLE AND SCALABLE DELIVERY



Gain rapid access to scalable capacity for standalone programs or phased growth in multi-site environments.

### COMMUNICATION-FOCUSED CUSTOMER SUPPORT



Leverage customer interactions that require judgement, empathy, and strong communication.

### EXPERIENCED AND RELIABLE TEAMS



Benefit from low attrition, strong tenure, and expertise in delivering brand-sensitive and regulated services.

### COST-EFFECTIVE DELIVERY



Material cost efficiencies without compromising service quality, governance, or control.

## DESIGNED FOR STANDALONE OR MULTI-SITE DELIVERY

Our Fiji operations can be deployed:

- As a standalone delivery site, operating under Australian-led governance and quality frameworks, or
- As part of a multi-site delivery model, working in coordination with Manila and Australian teams to align work by capability, risk, and complexity

This flexibility allows organisations to design delivery models that reflect their operating needs today, while remaining adaptable as requirements evolve.

## WHERE FIJI FITS BEST

Fiji is particularly well suited to:

- Customer service environments requiring empathy and judgement
- Complaints, hardship, credit, and sensitive customer interactions
- Back-office work that benefits from critical thinking rather than rigid scripting
- Organisations segmenting work across locations based on capability
- Clients seeking Australian-adjacent quality at materially lower cost

### Start with a conversation

If you're reviewing how work is distributed across your delivery model, or considering how to align capability with complexity, we invite you to explore whether Fiji could play a role.

Request a case study or book a conversation to discuss suitability.



To learn how Recoveriescorp can transform your collections, contact:  
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Book a meeting with me here