

An Impact Sourcing Enterprise for minorities, veterans and economically challenged

There exist 5 Million Opportunity Youth^{*1} (& veterans) and 910,000^{*2} unfilled technology jobs.

PeopleShores bridges this gap by transforming the aspiring young adults into technology professionals and offering technology & tech-enabled services to corporates through this untapped talent.

^{*1} [Aspen Institute](#)

^{*2} [Wall Street Journal](#)

Our focus communities include:

- Opportunity Youth in Inner cities (autistic spectrum, homeless, foster, single mothers...),
- Minorities in distressed communities (such as Mississippi Delta), and
- Veterans & spouses near military bases

PeopleShores invests in these young adults by providing comprehensive paid training and empowering them with technological and digital skills. ***Upon completion of the training, PeopleShores offer them full-time employment with full benefits with technology and tech-enabled careers.***

The COVID-19 crisis, the economic disruption it caused, and the recent protests raised corporate consciousness on both risk and social fronts. These in turn changed the business narrative effecting operating models. Some key steps taken by Corporate America include (apart from WFH):

- Acceleration of process automation to improve business efficiencies using remote working
- Bringing back some off-shore work on-shore for risk mitigation
- Creation of more jobs in underserved communities with a large minority population

PeopleShores' mission enables companies to address all three areas with speed and agility. For businesses that have a strong sense of community support and are committed to socially responsible procurement of services, PeopleShores enables ***Impact Sourcing***.

Key Characteristics:

1. 100% US Onshore focus
2. Nearshore rates for onshore services
3. 80% of employees are minorities, primarily African Americans
4. Demonstrated ability to rapidly scale operation (recruit, train and deploy)

Target Customers & Processes:

Companies and businesses that are looking to outsource:

- Critical processes where there is the acute need for qualified resources that can be engaged in a short period of time, to be engaged for a finite period or a longer-term
- Processes and activities that require a strong American language and cultural parity
- Business processes that require application of RPA tools and Intelligent automation through BOT development and improve performance
- Processes that are currently done offshore, in order to provide an alternative solution close to home
- And take credit for engaging a socially responsible and a minority-owned business
- And take advantage of spreading portfolio risks among multiple providers

*PeopleShores is modelled around its business partner, RuralShores, which was founded in India 10 years ago by the same founder with a focus to provide jobs for rural youth through IT and BPO services. RuralShores currently employs more than 3000 youth in 13 centres across 8 states in rural India. RuralShores won IAOP/GISC's Best Impact Sourcing Enterprise award in 2019. **PeopleShores and RuralShores combined customers include several large global companies include five of Fortune 50.***

Training:

PeopleShores takes pride in its proprietary skills development model which enables the associates develop soft and technical foundation skills through an intensive and comprehensive ‘paid’ training program. Upon successful completion of the foundation training, they will undergo on-job process training. Our scalable training methodology can be customized to tailor the processes they will be working on post training.

Service Offerings:

Digital Transformation Services			Tech Enabled Services
Process Automation Services (RPA) <ul style="list-style-type: none"> • Bots Design • Bot Development • Runtime Environment Monitoring • Bot Maintenance • IQ Bot training 	AI / ML Augmented Services <ul style="list-style-type: none"> • AI Systems Training • AI Data Validation • Image/Data Capturing • Data Indexing/Labeling • Image Tagging 	Cybersecurity <ul style="list-style-type: none"> • Security Monitoring • Threat Detection • Fraud Detection • Incident Investigation • Compliance Reporting 	Customer Services <ul style="list-style-type: none"> • Inbound/Outbound • E-mail/Chat • Sales & Product Support • B2B & B2C
Tech Support <ul style="list-style-type: none"> • QA/Functional Testing • L1 Tech Support 			Back Office Processing <ul style="list-style-type: none"> • New Policy Productions • Claims Processing • Loan Origination • Digitization
			Corporate Functions <ul style="list-style-type: none"> • Pay2Procure • Order2Cash • HR Processes

Value proposition:

PeopleShores offers a unique and compelling business value proposition to its customers. The positive social impact created is the icing and the credit fully goes to the customer partners.

Capabilities	<ul style="list-style-type: none"> • A trained workforce capable of performing Digital Transformation and BPO services including BOT design & development, customer services and back office support • Unique partnership with Automation Anywhere and UiPath for RPA development • Onsite training program for hard and soft skills, focusing on future technology
Workforce	<ul style="list-style-type: none"> • All services are U.S. based and engages local workforce • Demonstrated ability to recruit and train large number of processors in a short period of time • Economically disadvantaged locations but access to educational institutions for providing skilled workforce and training programs
Cost	<ul style="list-style-type: none"> • Competitively priced services offered at rates that match near-shore • Cost differential benefit through our center locations
Quality	<ul style="list-style-type: none"> • Strong commitment to delivering quality service through training and strong oversight • Workforce trained in standard processes and methodologies that delivery quality product
Cycle time	<ul style="list-style-type: none"> • Onshore centers providing no greater than 3-hour time difference with customers • Use of technology tools and training provides for higher productivity in the workforce
Risk management	<ul style="list-style-type: none"> • Strong center leadership and concentrated effort to manage work reduces delivery risk • Periodic risk assessment assures that the weaknesses are addressed effectively
Business continuity	<ul style="list-style-type: none"> • Adequate workspace, scheduling, and focus on meeting federal, state and local safety requirements allowed our centers to be operational during the recent pandemic • Designed infrastructure allowed “work from home” as well making sure that the centers were operating at full capacity
Commitment	<ul style="list-style-type: none"> • PeopleShores is committed to its social mission and business model. Highly successful and qualified Boards of Directors and Advisors are assuring maintaining this commitment

Both [San Jose](#) and [Clarksdale](#) centers received several recognitions and also been featured in [ABC News](#).

PEOPLE SHORES

Empowerment * Impact Sourcing
(A public benefit corporation)



A Global Leader in Impact Sourcing and an inspiration for PeopleShores

Established in 2008, RuralShores focuses on transitioning rural youth in India to digital economy jobs. Today, RuralShores scaled to 3000+ employees working in 13 centers across 8 states in India. They are collectively managing over 100 business processes for 25+ marquee domestic and international clients.

In the first 10 years of operation, RuralShores provided employment to more than 11,000 rural youth across India. RuralShores' success story has been documented in case studies at Oxford and Harvard Universities, Everest Group, Ross, IIM Bangalore, as well as other management schools. Rural Shores has been featured in numerous publications, including the Wall Street Journal and the New York Times.



100+ million Transactions



3000+ Employees



13 Centers across 8 States



25+ Marquee Clients



100+ Complex Processes



Business Impact

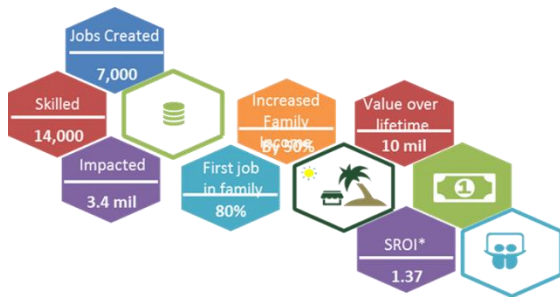
Excellent Quality: Track record of 99.9% TAT adherence, 99.5% quality score, 90% SLA conformance as per client confirmed metrics

Low Attrition & High Productivity: 3% (non-voice) & 5% (voice) annual attrition, leading to motivated and committed employees.

Economically Compelling: 30%-50% cost savings against urban outsourcing centers

Social Impact

[RuralShores Corporate Video](#)



Case Studies:



Awards:

