



**GLOBAL**  
SMART SOLUTIONS

## **Executive Summary**

GSS is the leading name in knowledge management in Malaysia today, offering services ranging from consultation to education & training .GSS has led the field in quality education and training

Today it offers a range of knowledge solutions for working adults including certificate courses, diploma programmes, , corporate packages, public seminars, soft skills training, IT training , Lean Six Sigma training , e-learning modules, multi-media based interactive learning and technical publications

In terms of the range of services offered, as also in respect of the quality and professional expertise involved, GSS is unique in the country. GSS's knowledge management solutions are closely focused on providing participants with finer skills, thus enabling more productive and rewarding .GSS today has successfully created a distinct identity for itself as a comprehensive source of knowledge management solutions. GSS has built its reputation through a fierce commitment to excellence and has spread across the country, time-tested excellence in courseware design and administration, a huge professional team, superlative infrastructure, a pro-active research and development wing.

GSS has maintained its excellence in its products by creating a synergy between knowledge and praxis, by ensuring that its professional creative team is involved at every stage up to the final delivery of the product

## **1.0 Introduction**

### **The quest for exceptional workforce performance**

Its simple : People drive performance , and when the performance of individual employees or teams of employees are aligned with department and organizational objectives , a more disciplined and cost efficient workforce results are achieved.

Whether it's a company with 500 employees or 50 000, GSS (M) Sdn. Bhd is dedicated to rapidly design, develop and implement innovative workforce performance.

### **Our trade expertise**

GSS is a global consulting, education and training business and headquartered in Klang .The Company is recognized as a leader and trusted advisor in the area of management, Information Technology, Education and call centre. Besides this its also has an unique combination of comprehensive services for industrial engineering , productivity management for the manufacturing , logistics and supply chain management , retail , distribution , utility and service industries for providing workforce performance excellence

## **2.0 Company Background**

Global Smart Solutions Sdn Bhd (GSS) is a private company wholly owned by Malaysians. The Company's authorized capital is RM 100 000 with a current paid up capital of RM100, 000. Global Smart Solutions Sdn Bhd was incorporated the addition of additional shareholders and directors.

GSS is Asia premier Center of Excellence for Customer Interaction Management. GSS is one of several companies with the necessary experience and competency to provide consultancy, training and Education in the area of various field

GSS is also the first training and consulting company accredited by the World Education Council (WEC) GSS is also a Class A Training Provider with Pembangunan Sumber Manusia Berhad (HRDF) since 2012

## **2.0 Principal Activities**

GSS is Asia's premier Center of Excellence providing Consulting, Education and Outsourcing services in the area of Customer Interaction Management.

The company's business activities are focused into 3 core areas:

3.1 Consulting

3.2 Education

3.3 Training

### **3.1 Consulting**

GSS focuses on providing International Best Practices human performance and process management solutions for organizations to excel.

### **Strategic Management**

- Customer and Sales Centric Strategic Management Blueprints
- Sales Force Strategic Management
- Sales Compensation and Remuneration Strategies

- Customer Experience Management Strategies & Plans
- Workforce Management Systems & Processes
- Performance Management & KPI Development Plans & Processes
- Call Quality Monitoring Development Programs & Processes
- Recruitment & Exit Methodology Plans & Processes
- Learning & Training Development Management Plans & Processes
- Talent Development Management Plan & Processes
- Leadership Development Initiatives
- Warehouse Management
- Logistic and supply chain management
- IT management

### **3.2 Education**

- As representative, we actively recruit students internationally as well as locally, placement, promote and manage the domestic operations of the exclusive partners. In partnership with the outsourcing Universities , we offer the Malaysian market Programs for working adults in Management, Business, HR, Logistics, IT and Hospitality. We also do offer a programmes as well as language studies for the foreign market mainly from China, Indonesia , Africa and Middle East .

### **3.3 Training**

GSS serves as the corporate training academy for GSS Sdn Bhd. Below are the in-house training workshops we offer and can be customized to be as unique as your organization's challenges.

#### **Customer Service and Contact Center**

- Telephone Etiquette
- Customer Service Mindset & Attitude
- Creating the WOW Customer Experience
- Managing the Branded Customer Experience
- Managing Difficult Customers & Service Recovery
- Customer Service English
- Customer Service Coaching
- Certified Customer Service Professional (CCSP)
- Internal Customer Service
- Contact Center Inbound Tele-Service
- Contact Center Coaching
- Accent Neutralization for Contact Centers

- Certified Contact Center Professional (CCCP)
- Certified Help Desk Professional (CHDP)
- Certified Contact Center Team Leader (CCCTL)
- Certified Contact Center Manager (CCCM)
- Developing a Contact Center Quality Monitoring Program
- Service Level Agreement Management

### **Sales & Business Development**

- The Sales Champion Mindset & Attitude
- Customer Focused Selling
- Outbound Tele-marketing & Cold Calling

- Accelerated Sales Skills



- Up-selling & Cross-Selling
- Handling Sales Objections & Negotiations
- High Impact Sales Presentation Skills
- Certified Sales Professional (CSP)
- Key Account Management & Selling to CXOs
- Sales Coaching & Motivation
- High Performance Sales Force Management
- Successful Tele-Sales Management
- Understanding Sales Team Dynamics
- Relationship Marketing
- Strategic Marketing Management
- Retail Sales & Service
- Selling to Man and Woman

### **Management and Development**

- Project Management Essentials

- Creative and Problem Solving @ Work
- Behavioral Interviewing
- Successful Tele-Collection and Negotiation
- Positive Work Attitude
- Powerful Presentation Skills
- Effective Communication Skills
- Emotional Intelligence

### **Leadership Development**

- Leadership 21
- Action Leadership
- Strategic Leadership Communication
- From Executive to Manager "The Transition"
- Assertiveness and Conflict Management

- The 8 Critical Skills of a Manager
- Performance Management for Results – Balanced Scorecard
- Conducting Effective Performance Appraisals
- Coaching for High Performance
- Change Management
- Strategic Planning
- Strategic Thinking and Mind Mapping
- Finance for Non-Finance Managers
- Cash Flow & Working Capital Management
- HR for Non-HR Managers

### **Information Technology**

### **Logistics**

### **Engineering**

## **3.4 GSS Training Methodology and Proposed Workshop Outlines**

GSS utilizes the **S.M.A.R.T** branded interactive training approach. From the initial training customization and design to its delivery, GSS Training is centered on 5 essential concepts of being **S**uperior Knowledge Oriented, **M**ind Mapping Learning in the facilitator's approach, **A**ction learning style, **R**ationale learning and **T**echnology Based. **S.M.A.R.T** ensures participant learning are maximized, knowledge, fun and Rationale learning skills are applied and ultimately achieving a high level of effectiveness and performance for client organizations.

## **5.0GSS's Operations**

### **5.1 GSS Values**

The Management of Global Smart Solutions Sdn Bhd believes that being principle-centered is a key catalyst towards growth and expansion of the organization. GSS personnel are highly focused on their objectives and strategic vision. GSS vision statement follows that of:

#### **Vision Statement**

The quest for exceptional workforce performance

#### **Mission Statement**

We deliver the SMART way to excel

#### **Core Values**

Be a team of really talented servant leaders who are responsible, respectful, honest, dedicated and caring and have a passion to succeed.

Be held high in regard by:-

- Our staff and recruits (as the place to work)

- Our clients (as a company that is relentless in serving them and meeting their value expectations and impresses them with our professionalism).
- Our field ( as leaders)
- Our partners and vendors ( as a company that cares )

*“Be a profitable lean business “*

## **5.2 Aspiration**

To be the best Education & Training Group globally and internationally accredited.

## **5.3 GSS Branding**

**Brand Positioning** : Module Development Experts

**Brand Personality** : Fun, Energetic, Innovative and Creative

**Brand Promise** : We Create Workforce Performance Excellence

#### **5.4 GSS Work culture**

The company promotes a work culture that is open and democratic and lays emphasis on tolerance, understanding, motivating, and creating growth opportunities. Quality of Person invigorates Quality of Service. All efforts are directed at creating an environment that ensures dignity and pride at work.

The Company is an equal opportunity employment provider and salary and remuneration packages match the best in the Industry. Incentives for productivity and special skill sets are add-on features. Swift upward mobility is assured, with an opportunity to serve in our office.

GSS is backed by a Professional Management Team whose domain experience is multifaceted, i.e. Logistics, HR, Education, & High end IT services, and Engineering

GSS is a value driven company, drawing its strength from people, and nurturing and enhancing individual and company growth by promoting democratic governance. At GSS, Human Resource Development and Management is a close knit practice, like a bird's nest, providing protection and allowing for flexibility, movement and growth.

In addition to statutory welfare measures like Employees Provident fund, Medical and leave benefits at GSS is presented. We believe the welfare of employees is a wholesome



concept that takes into account the family as a unit. No effort is spared to create a workplace that feels like at home.

## **5.5 CORPORATE SOCIAL RESPONSIBILITY**

### **The environment**

From its creation in GSS has sought to limit its impact on the environment. Over the years, clear policies have been implemented in order to honor this commitment. The harmonious integration of the company's buildings with vegetal roofs into the wooded environment and the frequent use of energy-saving methods, such as "free cooling" to cool premises subject to major temperature variations, are examples of this, as is the low-energy lighting and the solar panels for the production of hot water

Through the nature of its activities, GSS plays an indirect role in reducing the carbon footprint of audiovisual productions. The solutions offered by GSS are based on reusable servers and hard disks which, unlike the tape readers used abundantly in television productions, do not require the recurrent purchase of environmentally-unfriendly chemical or hard to recycle consumables.

GSS also offers solutions for remote production and access of video content, what allows a lot of operators to reduce dramatically their travels. For instance, during major sporting events, broadcast production tools favor image sharing between the event venue and the television channel, which greatly reduces the air travel of a large number of people.

### **The employees**

The employees are the main driver of GSS. They develop the solutions, offer them to customers throughout the world, train them and provide the modules.

The management of the company is therefore particularly careful to offer them a working environment based on personal development and respect for the individual. This includes:

- an attractive workplace

- welcoming new recruits, listening carefully to one another, internal training programs;

- numerous activities organized by or for the employees aimed at building the team spirit, such as departmental incentives, various company events (some of which also include spouses and children) or incitement to sport in the neighborhood;
- a competitive global remuneration package in relation with the skills and experience of each person, accompanied by company profit-sharing programs.

This policy is bearing fruit and reinforces the belonging feeling, since the turnover rate is particularly, despite the low average age of the company's employees.

### **The community**

GSS has a strong regional anchorage and participate in the development of the region in which the head office is based. It is building partnerships with numerous suppliers in the region, it actively supports cultural projects and social projects, and it encourages its employees to do likewise in their own environment through targeted sponsoring actions.



