



A PIECE OF
GERMANY



CAPACITY PROFILE

DIGI-TEXX VIETNAM 2024

An International BPO & Digital Services Provider

www.digi-texx.com



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Established in 2003, DIGI-TEXX is a 100% German-invested company specializing in Business Process Outsourcing (BPO) and Digital Services. For the last 20 years, we have successfully positioned ourselves as a trusted service provider for various industries, especially in banking, insurance, manufacturing, NGOs, etc.



Along with the head office located in District 12, Ho Chi Minh City, DIGI-TEXX has domestic branches in District 11, Can Tho City, Vi Thanh City and an overseas representative office in Fukuoka, Japan.



Combining advanced technologies and skillful specialists, we simplify client processes, improve service levels, and operational efficiency.



Headquarters: Ho Chi Minh, Vietnam
Quality Tech Solution Complex (QTSC),
District 12



Branch: Ho Chi Minh, Vietnam
Khai Hoan Building, District 11



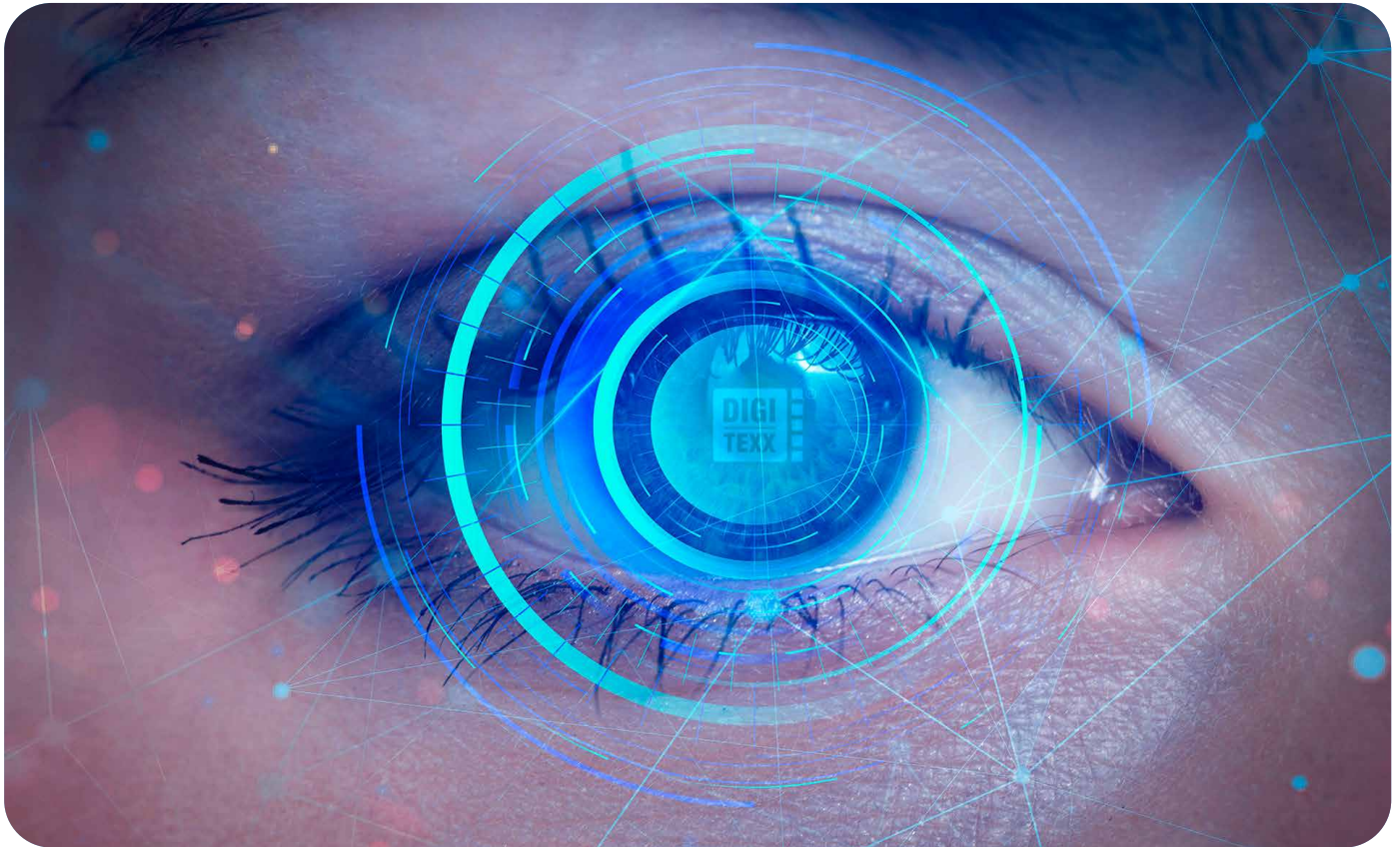
Branch: Can Tho, Vietnam
Techcombank Building



Branch: Fukuoka, Japan
Hakata Kindai Building



Branch: Hau Giang, Vietnam
Innovation Services Center (ISC)



Mission

Enable Businesses to Digital World

Vision

Elevate client processes values to improve efficiency with technologies and optimize cost for business excellence

Continuous innovation



Our three pillars of improvement:
**People, Process,
Technology**



Core Values



Integrity

The quality of being honest, open, having strong moral, principles and uprightness even no one is watching.



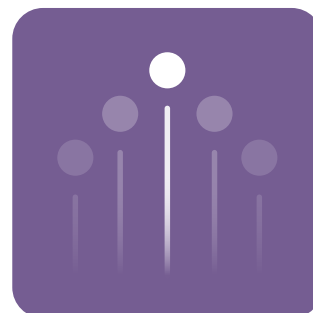
Innovation

Continuous improvement and ideation in every angle of our business without barriers.



Customer centric

Customer is at the heart of our business. Everything we think and do is for our customer satisfaction.



Quality

Provide highest quality of services and standards.



GERMAN QUALITY MADE IN VIETNAM



A PIECE OF
GERMANY

We believe that quality knows no borders, and our workforce in Vietnam is dedicated to upholding and exceeding the stringent standards associated with German craftsmanship.

Precision •
Technology •
Security •



• Diligent work ethic
• Devotion
• Endurance

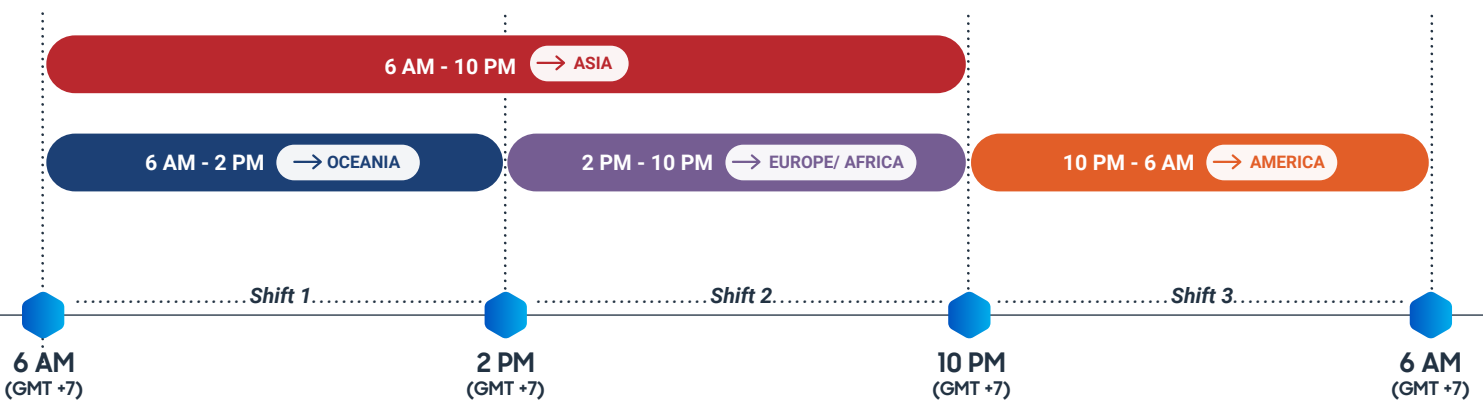
By combining the Precision, Technology, and Security that Germany is renowned for with the Diligent work ethic, Endurance and Devotion of DIGI-TEXX's team, we offer a unique proposition to our clients.

Join us on this journey where the fusion of German quality delivered by Vietnamese creates a truly exceptional service experience.



24/7 Support

- We provide 3-shift service and 24 hours a day to shorten service delivery time and ensure to meet the needs of working and exchanging information towards multinational clients with different time zones such as Europe, Japan, America, Israel, etc.



Tailor-made Services

- We take pride in our ability to adapt and create solutions that perfectly align with your business objectives. Whether you're a startup or an established enterprise, we're here to cater to your distinct needs.

Deployment Models:

Online Services

We provide various online services that ensure seamless access to our expertise.

Onsite Services

For hands-on support, our team is ready to work directly at your location. We bring our expertise to your doorstep, ensuring your business operations run smoothly and efficiently.

On-Premise Services

For those who require total control, our on-premise solutions offer you the ability to have your systems and processes managed right within your premises.



Multiple Languages Support

- Young, abundant, and enthusiastic with fully experienced human resources are the advantages of DIGI-TEXX. We have more than 800 multi-level employees with 30+ processing languages and 6 speaking languages, including:

Processing Languages

Latin script	English	German	Vietnamese	French	Spanish
	Romanian	Swedish	Italian	Turkish	Norwegian
	Romansh	Hungarian	Polish	Irish	Croatian
	Finnish	Portuguese	Dutch	Bahasa	Albanian
	Danish	Czech	Slovak	Malay	
Logographic/ Semitic	Mandarin, Cantonese	Japanese	Korean	Thai	Amharic
Ancient Languages	Old French	Fraktur	Hebrew	Ancient Greek	

Speaking Languages



Shareholders



Frank Schellenberg

Chairman

*Known as the founder and a trailblazer at DIGI-TEXX Vietnam since 2003, Mr. Schellenberg has never stopped moving forward. He gave the strategic orientation for DIGI-TEXX, built and maintained relationships with partners, and oriented the company culture with the motto **"I believe business process outsourcing is a partnership and a medal of trust!"**.*

Not stopping there, his ambition for BPO and digitizing solutions is so tremendous which resulted in his investment in many other IT-related companies including Schellenberg Consulting, Saigon IT Partner, BIPS, DSG, etc.



Thomas Hofmaier

Shareholder

Mr. Hofmaier is a shareholder at DIGI-TEXX Vietnam and is famous for his 30-year-plus international business experience, strongly focusing on digitalization technologies, historical document processing and digital archiving projects. Currently, Mr. Hofmaier is an advisor supporting DIGI-TEXX to deliver excellent services for clients in the banking, insurance, and healthcare industries. He believes that investing in people will help them reach their potential and achieve future sustainable success.

"We invest in people with a strong HR process, better solution quality, ability to leverage an end-to-end process and transition plan" – Mr. Hofmaier.



Organization Chart



At DIGI-TEXX VIETNAM, we understand that the essence of success lies not only in visionary leadership but also in the ability to safeguard the trust and security of our valued clients. As such, our organizational chart is more than just a visual representation; it is the segregation of duties in providing and managing the services, a testament to our unwavering commitment to manage and comply with the highest standards of security policy.



Dear valued clients,

At DIGI-TEXX, our commitment to achieving high quality and information security ensures that we consistently meet and exceed the expectations of our esteemed clients.

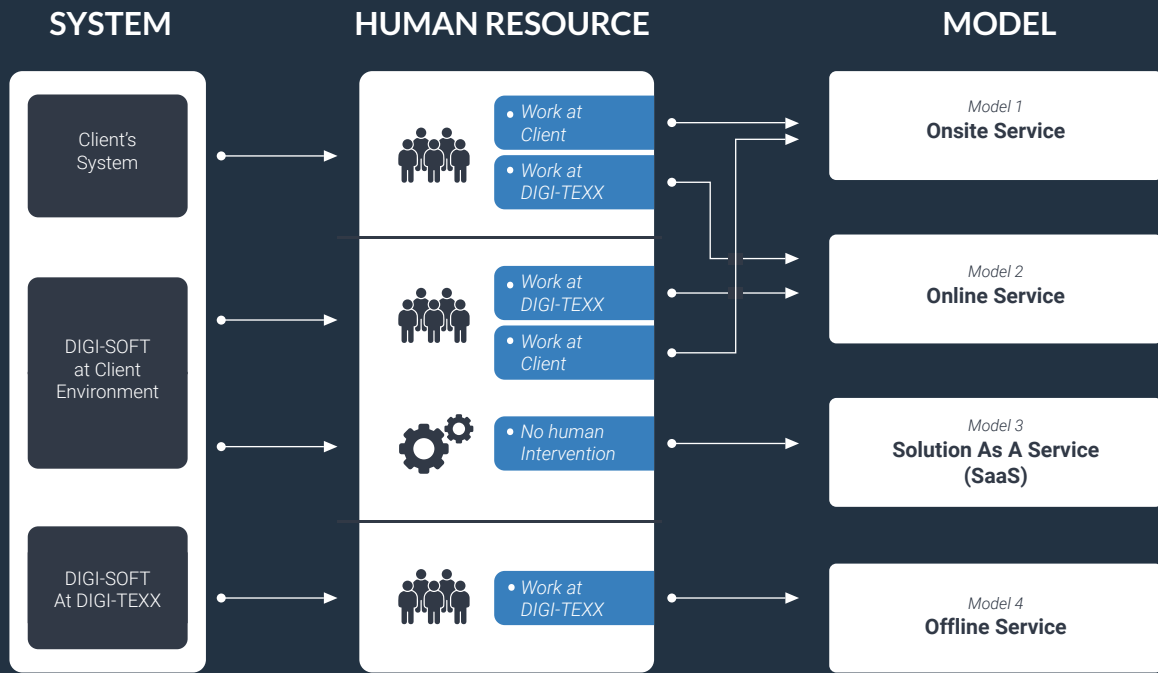
"German Quality - Made in Vietnam" emphasizes our dedication to providing services of the highest standards, combining German precision and efficiency with Vietnam's cost advantages.

Thank you for the trust you have placed in DIGI-TEXX. It is our pleasure to serve you for many more years to come.

Best regards,

Nguyen Minh Thoai

Business Model

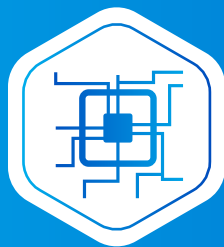


Our Services

DIGI-TEXX offers a wide range of digital and BPO services empowered by modern digital technologies (Computer vision, Natural language processing, and Big data), combined with our skilled workforce to enable the value of data and maximize your business's productivity.



Document & Data Processing



Data Annotation



Document Scanning & Digital Archiving



Image Processing



Business Support



Document and Data Processing

- DIGI-TEXX provides digitization services for all types of documents such as invoices, insurance claims, bank statements, handwritten historical documents... etc., with the synergy of DIGI-SOFT- our self-developed workflow automation platform.
- Through an initial automated document & data processing step, the information is later verified by our professionally trained staff to ensure up to 99,9% data accuracy. We obtain validated data sets for your AI development projects to transform a massive data source into insights for better data-driven decision-making.



Data Annotation

- DIGI-TEXX offers accurate and well-annotated data for different industries. We provide a team of specialized data annotators and AI-assisted tools to label high-quality training data.
- Our annotators are capable of handling various types of annotation including text, images, audio, and video with a variety of objects. While our resources are variable with in-house resources and the outsourcing workforce, all these advantages give us a huge opportunity to excel in our quality to satisfy the client's highest expectations.
- All annotation work is processed and reverted swiftly by a highly qualified team of experts.



Document Scanning and Digital Archiving

- DIGI-TEXX provides a comprehensive scanning solution package including preparation and classification, scanning, indexing, storage, and processing after scanning. We scan and index all types of records, documents, invoices, forms, and so on with all paper sizes. Works are performed at DIGI-TEXX (Off-site) or client premises (On-site) by the dedicated staff.
- The documents can be scanned either in black and white or like-for-like as per originals. Our document scanning equipment can handle document sizes as small as a train ticket and up to A3 size. Large documents such as maps, plans, and technical drawings up to A0 are scanned on our wide-format scanners.



Image Processing

- DIGI-TEXX manages clients' post-production to transform images into professional visualizations. Our service optimizes product images displayed in catalogs, E-commerce platforms, promotional content, branding campaigns, and so on.
- We assist clients in receiving raw materials and enhancing images under brand guidelines, with affordable prices, exceptional quality, and flexible turnaround times.



Business Support

- Our business support officers provide round-the-clock and high-quality services at affordable rates in different languages.
- We also offer professional on-site business support specializing in data control and verification, statistical reporting, document digitization, and compliance control. Our on-site services can be operated by either the client or DIGI-TEXX systems.



German



Japanese



Chinese



English



French



Vietnamese

OUR SOLUTIONS



DIGI-XTRACT

A document processing solution built on the base of machine learning, deep learning technologies to perform document classification, data extraction, and quality control applied to various document types.

DIGI-XTRACT applied cutting-edge technologies:



Machine Learning



Computer Vision



Big Data Analytics



Deep Learning



Natural Language Processing

DIGI-XTRACT supports multiple and can also be customized for special document types respective to the client's business languages & requirements. The service can be securely and remotely hosted at DIGI-TEXX's data center or simply deployed at the client's premises using state-of-the-art technologies.

SUPPORTED FORM TYPES:

Structured forms: Application, ID/passport, birth certificate, bank statement, financial statement, payslip, invoice, receipt, tax invoice, bill, purchase order, quotation, delivery note, etc.

Semi-structured forms: Patient medical histories, field inspection notes, labor contracts, incident reports, work permits, confirmation letters, etc.

Unstructured forms: Handwritten letters, personal notes, personal journals, handwritten research, handwritten historical documents, examination sheets, catalogs, land register books, construction and architectural drawings, etc.

OUR SOLUTIONS



DIGI-SCAN

DIGI-SCAN provides a channel to capture, receive, and transfer electronic format images anytime, anywhere with any device. The solution centralizes users from different regions to work on a standardized business process platform.

DIGI-SCAN is our customizable solution that helps reconstruct business processes with zero coding necessary.

COMPONENTS



SCAN DOCUMENT

- DIGI-TEXX web scan
- DIGI-TEXX mobile app
- Import & upload files



CLASSIFICATION

- Identify document type
- Identify department



INDEXING

- Barcode extraction
- OCR service
- Machine Learning, NLP to increase the quality of OCR
- Auto-set batch & box number



DATA VALIDATION

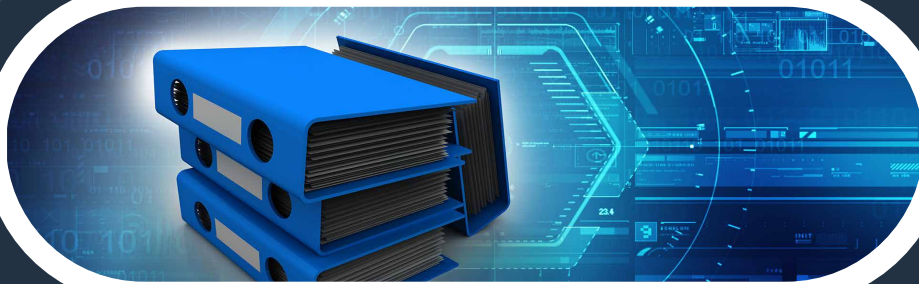
- System integration to check the document's validity
- Data duplication check
- Verify data against business rules



EXPORT

- Multiple data formats (CSV, XML, JSON, etc.)
- Multiple image formats (JPG, PNG, PDF, etc.)
- SFTP, API, web portals, and so on

OUR SOLUTIONS

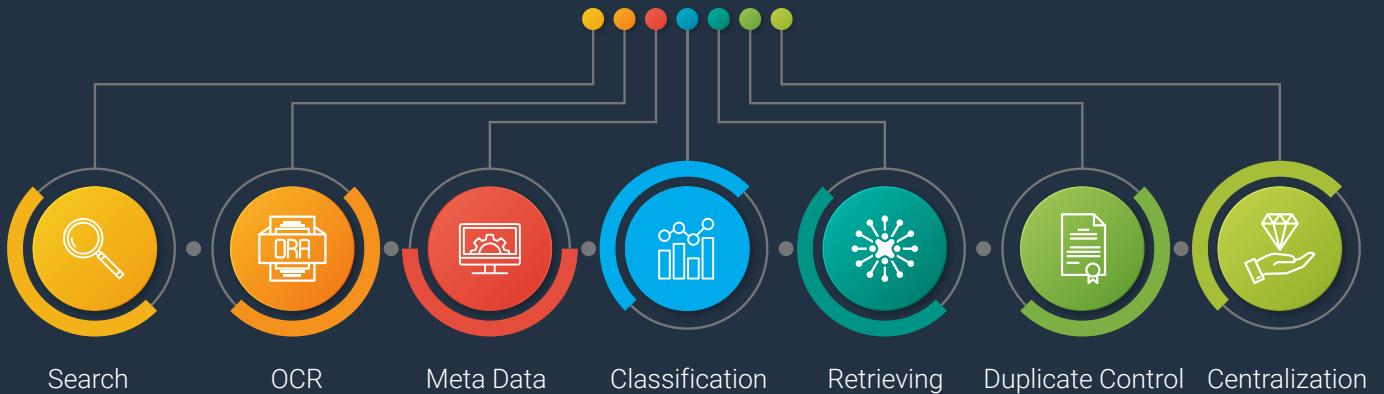


DIGI-DMS

DIGI-DMS is an archiving system built on a web application based on a cloud-ready technology stack by DIGI-TEXX. The electronic Document Management System (DMS) allows multiple tenants and users to simultaneously access and manage paperwork and archive documents with functions: secure uploading, classifying, searching and storing.

With DIGI-DMS, all data and paper documents will be standardized and stored synchronously in a centralized database, enabling businesses to reduce operating costs and ensure security for centralized information systems – creating more value for structured data with quick and easy access.

DOCUMENT MANAGEMENT SYSTEM



Industries



E-commerce



Banking



Insurance



Manufacturing



Construction



Historical Archive



Accounting



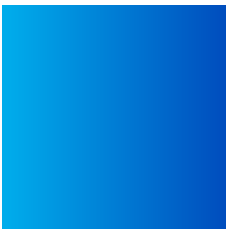
NGOs

Markets



Celebrating Our People

At DIGI-TEXX VIETNAM, the most valuable asset is our people. Our commitment to fostering a vibrant and inclusive workplace culture is at the core of our company values. This is where every individual is valued, respected, and celebrated. Together, we build success, one connection, and one event at a time, because, at DIGI-TEXX, our people truly make all the difference.



DIGI-TEXX gained triple wins in the Sao Khuê 2023 Award



DIGI-TEXX presented 75 gifts to the Department of Education and Training of Hau Giang province along with the students



DIGI-TEXX's CEO – Mr. Nguyen Minh Thoai joined as one of the panelists at Finovate Product Day 2



DIGI-TEXX VIETNAM at The Mekong Delta Digital Transformation and Innovation Startup Week 2023



DIGI-TEXX celebrated German Unity Day with the German Consulate General



DIGI-TEXX – Policies Control – Business Continuity Plan

HO CHI MINH (HCM) & CAN THO BRANCH (CTB)



- DIGI-TEXX has a back-up site in **Can Tho City which is 200 km from the head office.**
- The transportation plan is prepared in case DIGI-TEXX needs to mobilize employees between CTB and the head office.
- The capacity of the back-up site is **30% of the head office**, following all ISMS requirements and standards. The back-up site is available when there are any Business Continuity Plan (BCP) events triggered at the head office.
- According to the acceptance of clients and management consideration, critical projects are split in both sites at the same time.

We Deliver Excellent Services With A Commitment To International Standards



Quality

ISO 9001:2015

Integrated With Technologies To Ensure The Accuracy Rate

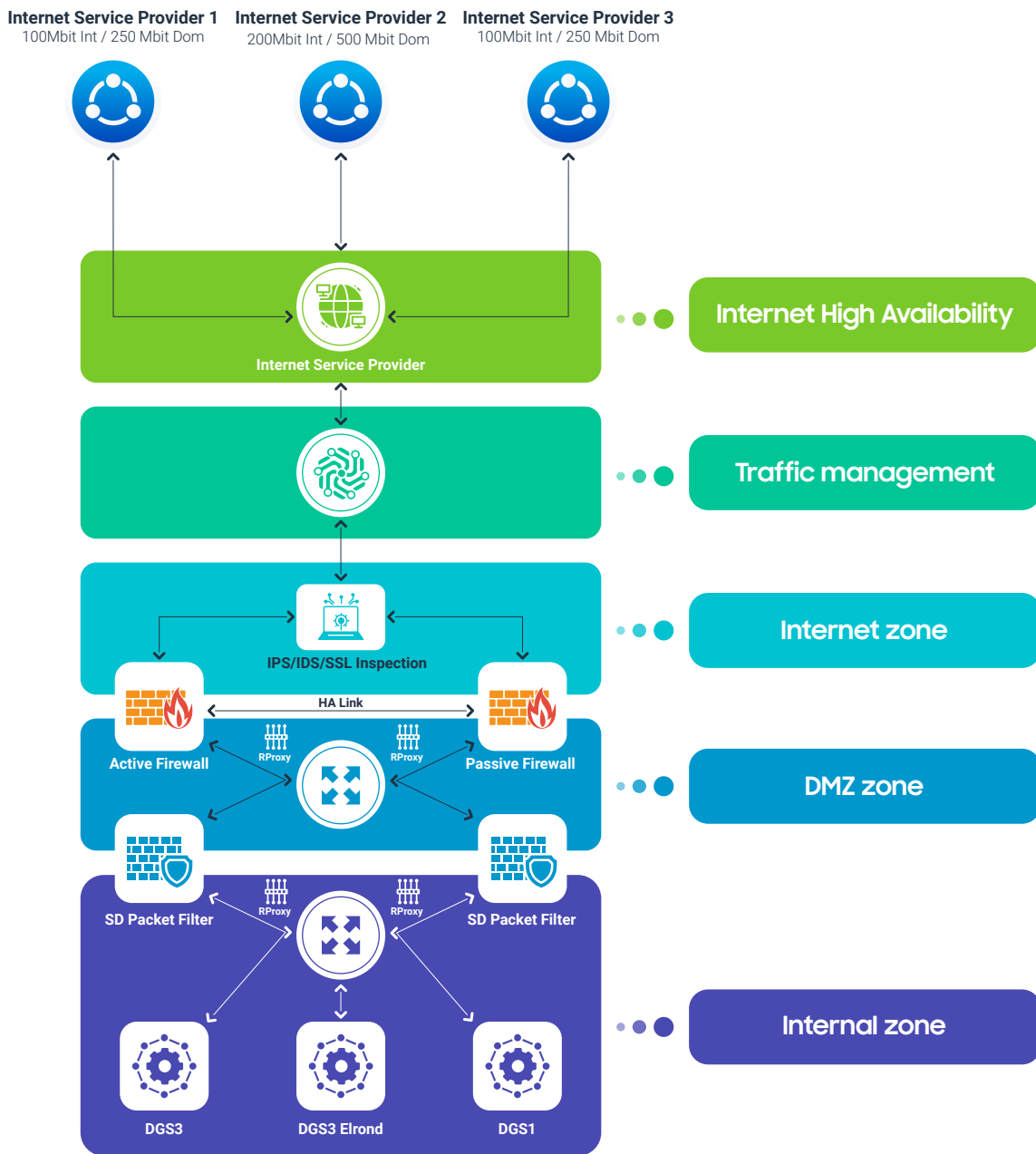


Security

ISO/IEC 27001:2013

General Data Protection Regulation (GDPR) Compliance

Network Security



The following security measures are actively used:

- Construction of the network of several network segments and multi-level firewalls
- Dedicated networks for customer projects with individual network security possible
- Establishment of tier-3 firewalling for better protection of external systems
- Fully Controlled internet access through transparent proxy service (if projects allow)



ISO Certificates



Quality Management System (ISO 9001:2015)

Certificate

Standard **ISO 9001:2015**

Certificate Registr. No. **01 100 065447**

Certificate Holder:



DIGI-TEXX VIETNAM

2nd, 3rd, 5th and 6th Floor, Anna Building, Quang Trung Software City, Tan Chanh Hiep Ward, District 12, Ho Chi Minh City, Vietnam

Scope:

Provision of business process outsourcing services including:

- Digitization services including Data entry and Document processing, Image processing and Scanning.
- Software development.
- Activities of Call Center.
- Activities of Helpdesk Center.
- Office administrative and support activities.

Proof has been furnished by means of an audit that the requirements of ISO 9001:2015 are met.

Validity:

The certificate is valid from 03.10.2023 until 02.10.2026
First certification 2006

16.09.2023

TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

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ISO Certificates



Information Security Management System (ISO/IEC 27001:2013)

Certificate

Standard **ISO/IEC 27001:2013**

Certificate Registr. No. **01 153 1635304**

Certificate Holder:



DIGI-TEXX VIETNAM

2nd, 3rd, 5th and 6th Floor, Anna Building, Quang Trung Software City, Tan Chanh Hiep Ward, District 12, Ho Chi Minh City, Vietnam

Scope:

- Provision of business process outsourcing services including:
- Digitization services including Data entry and Document processing, Image processing and Scanning.
 - Software development.
 - Activities of Call Center.
 - Activities of Helpdesk Center.
 - Office administrative and support activities.

Statement of Applicability version 15 dated 21.08.2023

Proof has been furnished by means of an audit that the requirements of ISO/IEC 27001:2013 are met.

Validity:

The certificate is valid from 06.11.2023 until 30.10.2025.
First certification 2016

26.09.2023


TUV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

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Achievements 

No	Category	Granting Agency	Year Of Achievement
1	Top 10 Digital Transformation Solutions With DIGI-XTRACT	The Vietnam Software Association (VINASA)	2023
2	Top Digital Services And Business Support Services Providers	The Vietnam Software Association (VINASA)	2023
3	Top Digitization Services Providers	The Vietnam Software Association (VINASA)	2023
4	Top 10 ICT Companies In Providing Digital Transformation Services & Solutions	The Vietnam Software Association (VINASA)	2022
5	APAC Business Headlines Award, 10 Fastest Growing Virtual Assistant Solution	APAC Business Headlines	2019
6	Top 50 Leading IT Companies	The Vietnam Software Association (VINASA)	2014-2018
7	Gold Medal Award For Digital Content Service Provider ICT	Ho Chi Minh City Computer Association (HCA)	2012 - 2018
8	The Top Enterprises Of The Year Award	Quang Trung Software City (QTSC)	2008 - 2018
9	The Medal Of 15th Anniversary Of Companion With QTSC	Quang Trung Software City (QTSC)	2018
10	The Medal Of 15th Anniversary Of Companion With Vinasa And Sao Khue	The Vietnam Software Association (VINASA)	2018
11	Best Entrepreneurship Award In Eurocham Awards	Eurocham	2018
12	Sao Khue Award	The Vietnam Software Association (VINASA)	2008 - 2010 2013 - 2018
13	Certificate Of Merit	HCMC People's Committee	2004 - 2011 2013 2017
14	Vietnam ICT Gold Medal	Ministry Of Information And Communication	2013
15	HCMC ICT Award	Ho Chi Minh City Computer Association (HCA)	2008 - 2011



Our Approach

Creating Shared Values (CSV) is at the center of our strategy to achieve sustainable goals. At DIGI-TEXX, sustainable development is no longer a 'nice-to-have'. We have transitioned from good intention to value creation – accelerating the progression of sustainable priorities to a wide range of stakeholders. To achieve this, we look for solutions that perpetually generate value for all stakeholders: our clients, partners, employees, shareholders as well as society as a whole.



OUR GOALS

To ensure our sustainability-related efforts are capable of leading to lasting and positive impacts, they have to be regularly monitored and adapted to meet the needs of society. Therefore, we follow and embed the international framework of the UN's Sustainable Development Goals (SDGs) as a fundamental guide to achieving a sustainable business model.

HIGHEST PRIORITY SDGs FOR DIGI-TEXX'S OPERATIONS



5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels.

5.B Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.



8.2 Achieve higher levels of economic productivity through diversification, technological upgrading, and innovation.

8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

8.6 Substantially reduce the proportion of youth not in employment, education, or training.

8.8 Protect labour rights and promote safe and secure working environments for all workers.



10.2 Empower and promote the social, economic, and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion, or economic or other status.



16.5 Substantially reduce corruption and bribery in all their forms.

16.6 Develop effective, accountable, and transparent institutions at all levels.



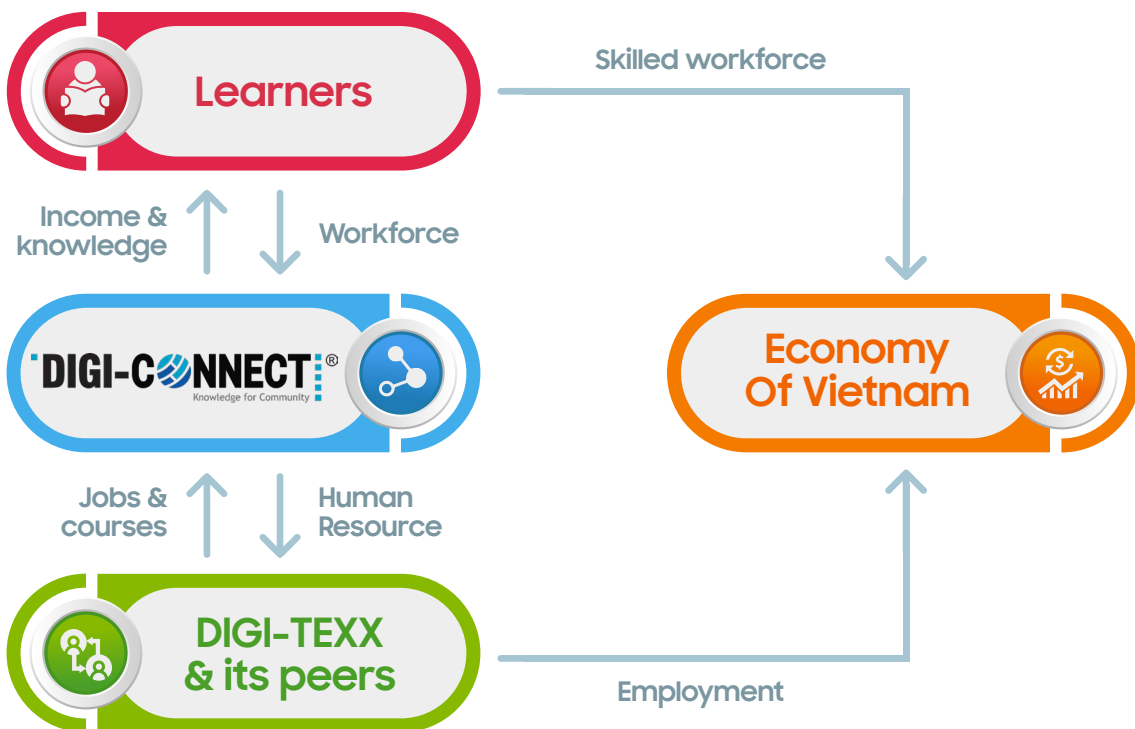
17.6 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology, and financial resources, to support the achievement of sustainable development goals.



DIGI-CONNECT

- Via DIGI-CONNECT, learners can access and receive knowledgeable training without/with fees and find a related job from BPO companies that are in need of a workforce.
- As a CSV program, DIGI-CONNECT not only benefits the learners but also DIGI-TEXX and its peers. With over 60% of the population living in rural areas, DIGI-CONNECT unlocks a vast potential pool of digital workforce for Vietnam. This allows DIGI-TEXX to promptly gain human resources for its client projects.
- The economy of Vietnam is also greatly benefited from a higher employment rate and a well-trained workforce.

DIGI-CONNECT BENEFICIARIES



The training programs are designed from basic to advanced levels including soft skills and expertise necessary to meet each project's requirements. After two years, the program has achieved several milestones:

9820

Basic-level Courses

4748

Advanced-level Courses

14984

Accounts Created

150

Computers Donated

12


Organizations Cooperated To implement The project

1,505

Contracts Signed



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 [facebook.com/digitexxvn](https://www.facebook.com/digitexxvn)

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• Office 1: Deutsches Haus, District 1

• Office 2: Khai Hoan Building, District 11

 **Can Tho City, Vietnam**

 **Vi Thanh City, Vietnam**

 **Fukuoka City, Japan**