

A Leading Outsourcing Company in Vietnam

With a working population of 54 million and an average age of around 30 years, Vietnam is well-positioned in offshore outsourcing. Because of its potential to supply young, abundant and quality workforce at a competitive cost, the nation is recognized as a center for the majority of foreign direct investments. This gives FDI companies an immense opportunity to execute their investment plan and contribute hugely to innovation and modernization.

While several FDI companies are increasingly taking advantages of Vietnam’s technology aptitude and potential to move up their value chain, one company which is largely using the nation’s local workforce to support business process outsourcing is DIGI-TEXX. Founded in 2002 and based in Ho Chi Minh City of Vietnam, DIGI-TEXX is the first business outsourcing company in the country. Frank Schellenberg, CEO, and founder of DIGI-TEXX says, “DIGI-TEXX, in fact, was the first BPO Company in Vietnam which so far drives the industry and remains the biggest player in the market.”

The company is specialized in offering all-in-one solutions to the customers through its extensive portfolio of outsourcing services. DIGI-TEXX excels in delivering its core services including, Data Entry & Document Processing, Digital Solutions, Contact Center&Technical Help Desk, Scanning& Document Imaging, and Software Development& Data Automation. Franks explains, “All-in-one, DIGI-TEXX would like to assist customers in reviewing their current processes, making them lean, with either support of automation tools or human intervention.”

Being the biggest player in the Vietnam market, DIGI-TEXX has never compromised in delivering a high standard of innovation and quality services. Bringing new ideas, the company has created a collaborative environment to assist customers in implementing the latest technology changes. The company has the right mindset and flexibility to perform many business functions at the same time. Its technology-BPO solutions are hugely beneficial to customers looking to improve workflows, go paperless or to identify document submission fraud in the banking and financial related business.

DIGI-TEXX’s self-defined slogan “German Quality-Made in Vietnam” prioritizes the quality of services with compliance. By following standard contractual clauses of EU General Data Protection



Frank Schellenberg
 CEO, DIGI-TEXX

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By building a global network, the company helps its clients and partners expand their businesses.

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Regulation (GDPR) and operate in accordance with ISO/IEC27001:2013 the company is regarded as a reliable and secure outsourcing partner for its customers.

Over the past few years, DIGI-TEXX has gone a long way; from traditional BPO company to an advanced technology-based company. Through its Business process automation - BPMN platform (DIGI-SOFT 3.0), the company focuses to optimize and automate the processes which client outsource to DIGI-TEXX. Despite reducing processing time, its prime purpose is to work closely with customers to develop more software and digital solutions for their emerging digital transformation needs.

Moreover, DIGI-TEXX is also known to provide customized services to all kind of businesses including new business ideas, start-ups, and SMEs. Franks says; "Service package can be very different from one to another. Example, for Logistics and Posts, our Technology-BPO package covers advanced Video Coding in +30 languages, Transit Time Measurement and Live Tracking of Posts. For Insurance, our package covers a smart solution for new business/policy application processing, intelligent claim processing, and OCR-advanced insurance coding".

Because of its customized and comprehensive solutions, the company has highly been appreciated in the Vietnam market. DIGI-TEXX won 2018 Best Entrepreneurship award by EuroCham for its best innovative solutions, outstanding performance and the attitude to overcome any obstacles.

Besides, the company is listed in 2018 Top 50 IT brand in Vietnam by Vinasa for its Digital content solutions and many more.

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In the coming future, in Vietnam and the region, one of the main focuses of the company is banking and finance industry. Frank concludes, "DIGI-TEXX is on its way to become the reliable technology partner of banking clients, ensuring their smooth digital transformation processes". Furthermore, the company's roadmap includes exploring more in APAC business market for its further growth.

