

YOUR growth is our business

IGI FSI

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**We Exist
to Offer
Innovative
Solutions
to Help
You Grow**

About IGI FSI

IGI FSI is a Packages Group company, offering a one stop shop for the entire range of HR services & solutions. Equipped with State of the art technology, IGI FSI can become your growth partner anywhere around the world.

Our Core Values

Care: Fairness and consideration are integral to our culture.

Honesty: Truthfulness, integrity and trust form the backbone of all our activities

Lead: We aspire to lead in everything that we do.

Respect: We treat people with respect and dignity.

Courage: We stand up for what we believe in

HR Business Solutions

► Plug and Play HR Management Service

- Now Plugin your HR when you need it. Switch it off when you don't.
- Implement the best HR practices without HR.
- Scalable and flexible model according to your need and affordability.
- Reduce your cost and increase effectiveness.

► Recruitment Services

- Local & International resources are available.
- Free replacement services within 3 months.
- Backcheck assessment centre and Psychometric testing for shortlisted candidates available.

► Payroll Management Services

- State of the art technology especially helpful in data management and reporting.
- Linkage is possible with IGIFSI's Learning Management System.
- 100% compliance with all applicable laws in the country.

► 3rd Party Outsourcing Services

- State of the art technology especially helpful in data management and reporting.
- Linkage is possible with IGIFSI's Learning Management System.
- 100% compliance with all applicable laws in the country.
- Reliable and financially strong partner.

► Consulting Service

- When it comes to HR, no one beats us.
- Long term & Short term consulting assignment available.

► HR Audit

- Financial controls audit.
- Operating control audit.
- Policy and compliance audit.

► Surveys

- B2B customer service multi-rater.
- B2C customer service single rater.
- 360-degree feedback.
- Engagement survey
- Mystery shopper.

► Integrated Employee Engagement Program

Our Integrated Employee Engagement Program includes

- Employee engagement survey
- Training of Leaders in the organization
- Clear Road map with specific action planning support
- Survey Findings interpretation

► Organization Design Integrated with Business Strategy and KPI DashBoard

Our Program is designed to develop meaningful strategic and operational KPIs aligned with Business Strategies

- Design of the Organization Structure
- Alignment of Structure with the Business Strategy
- Design of key performance indicators (KPIs)
- Alignment of Business KPIs with the Structure & Strategy

► Performance Management Program

Our program comes with

- Performance management training
- Development of performance management tool
- Objectives library for each department
- Performance management implementation roadmap

▶ Restructuring and resource optimization

- Our Restructuring program comes with expertise in Human capital arena.
- Our Consultants are one of the few certified professionals in this field.
- We bring expertise and learnings from mega change management and restructuring projects

▶ Comprehensive Governance Program Integrated with Policy Making and Training

Our integrated governance program covers

- Code of conduct and ethics
- Corporate governance
- Whistle blowing
- Competition act
- Policy making
- Policy owner's training
- Companywide training

Regulatory Insurance Training

▶ We are the only approved company by SECP to provide regulatory agent foundation course training to Life and Non-life insurance sales agents. We have designed an online training solution in Urdu and English language to train sales agents coupled with aggressive testing to ensure deep understanding of insurance concept, process and products.

- ▶ Agent foundation course for non-life insurance.
- ▶ Agent foundation course for life insurance.

Sales Business Solutions

▶ Integrated B2B Sales Training Program with Multi Rater Customer Survey

Our structured sales process is integrated with

- De- bottlenecking Sales Process.
- Incentive Planning.
- A multi rater B2B customer feedback tool.
- An integrated online Training.

▶ Customer Service Excellence Program Integrated with Single Rater Customer Survey

Our customer excellence program includes

- De- bottlenecking Customer service process
- Customer survey-based feedback mechanism
- Incentive planning
- An integrated online Training

▶ WOW Customer Series

Our wow customer series also includes the following trainings

- Communication skills
- Etiquette & grooming
- Body language

Leadership Business Solutions

▶ Sales Leadership Development Program

Our Sales Leadership Development Program that comes with

- A 360-degree feedback tool
- An integrated online video based or trainer led training
- An integrated individualized Leadership Coaching

▶ Production Leadership Development Program

Our Production Leadership Development Program that comes with

- A 360-degree feedback tool
- An integrated online video based or trainer led training
- An integrated individualized Leadership Coaching

▶ C-Suite leadership development program

Our C-Suite Leadership Development Program is for senior level directors and general managers. Though the process remains the same as given below but the parameters of leadership success are entirely different.

- A 360-degree feedback tool
- An integrated online video based or trainer led training
- An integrated individualized Leadership Coaching

▶ First line supervisor leadership development program

Best for first-line supervisors, very comprehensive program which includes

- A 360-degree feedback tool
- An integrated online video-based or trainer-led training
- An integrated Leadership Coaching

Banking Business Solutions

▶ AML/ KYC Training Program in Urdu and English

Our AML/ KYC training program is especially designed for banking and insurance sector and updated according to recent guidelines of FATF and SBP

▶ Branch Customer Service Excellence Program Integrated with Mystery Shopper Feedback

Our branch customer services excellence program is especially designed for financial sector which includes

- De- bottlenecking Customer service process for banks
- Mystery Shopper based feedback mechanism
- An integrated online Training

▶ Branch Customer service excellence program coupled with multi rater B2B or single rater B2C customer feedback

Our branch customer services excellence program is especially designed for financial sector which includes

- On line Customer surveys
- On line Instructor led or video based training.
- On line Coach led action planning

▶ Branch leadership development program

This is a specific program for branch managers which includes

- A 360-degree feedback tool
- An integrated online video based or trainer led training
- An integrated Leadership Coaching

Customized Solutions

We also offer customized solutions tailored to the specific needs of organizations.