



**BackOffice**

# Company Profile.

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2024

# Profile.

*"Focused support  
for focused  
growth."*

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# ABOUT US.

At Back Office Solutions Limited, we understand the unique challenges that small businesses and start-ups face when it comes to accessing affordable, high-quality business support. Our mission is to bridge this gap by providing a comprehensive range of tailored back-office services that empower SMEs, individuals, and corporations to focus on their core business goals and achieve sustainable growth.

Our offerings span essential categories of back-office support, including Accounting and Financial Services (such as bookkeeping, payroll, and tax compliance), Human Resources Administration (from employee onboarding to benefits management), and Regulatory and Compliance support to ensure our clients meet industry standards. We also provide IT and Data Management services to enhance cybersecurity and data protection, Administrative and Secretarial Support to streamline operations, and Strategic Advisory for growth planning and fundraising. Additionally, we assist with Procurement and Inventory Management and offer Customer Service Support for those seeking to optimize their client interactions.

By handling these crucial functions, Back Office Solutions Limited allows our clients to focus on growth, efficiency, and success. Thank you for trusting us as your partner in building a resilient and thriving business.

*Chilafya Kanga*  
CEO | Founder



**04.**





## Mission.

Our mission is to empower businesses with exceptional back-office solutions that elevate operational efficiency, drive sustainable growth, and deliver lasting value. We strive to be the trusted partner that companies depend on for seamless support and streamlined processes, allowing them to focus on their core vision and success.

## Vision.

To be the leading back-office support provider known for innovative solutions, operational excellence, and exceptional client service.





## Core Values.

### **Integrity.**

We conduct all our dealings with honesty, transparency, and accountability, building trust with every interaction.

### **Commitment to Excellence.**

Our drive for top-tier service pushes us to continuously improve, ensuring we consistently deliver exceptional results.

### **Accountability to Clients.**

We prioritize our clients' needs, offering customized solutions that deliver meaningful and high-quality outcomes.

### **Resilience Through Innovation**

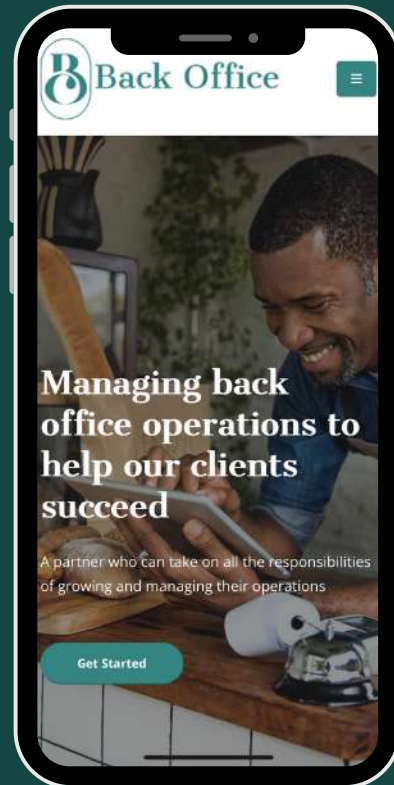
Leveraging technology and industry insights, we offer forward-thinking solutions that create long-term value for our clients' businesses.

### **Engagement through Collaboration.**

We work hand-in-hand with our clients, understanding their unique needs, and partnering to achieve shared goals and success.



# OUR SERVICES.



## **Accounting & Bookkeeping.**

Accurate financial record management, reporting, budgeting, and cash flow optimization tailored to business needs.

## **Payroll & HR Administration.**

Comprehensive payroll processing, HR record management, benefits administration, and recruitment support.

## **Compliance & Regulatory Support.**

Assistance in meeting industry regulations, tax compliance, and governance requirements to ensure full adherence to standards.

## **IT & Data Management.**

Data entry, storage solutions, cybersecurity support, and IT infrastructure management for secure, efficient operations.



### **Administrative & Secretarial Support.**

Business registration, corporate governance, document management, and statutory filings to streamline daily operations.

### **Strategic Advisory & Business Development.**

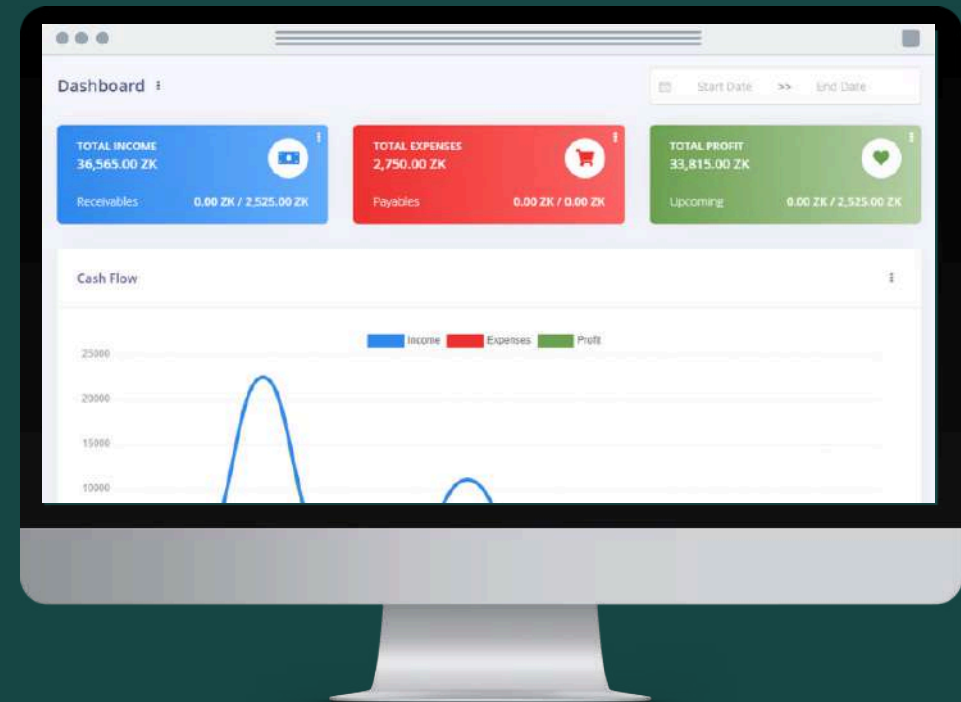
Guidance on business planning, fundraising, mergers & acquisitions, and strategic goal setting for sustainable growth.

### **Procurement & Inventory Management**

Support in supplier sourcing, inventory control, and purchase order processing to enhance operational efficiency.

### **Customer Service & Sales Support**

Customer inquiry handling, CRM management, and lead generation to improve client engagement and sales growth.



"As a growing SME, Back Office has been the perfect find for all of our accounting needs, business advice and support over the last 3 years. We see Back Office as not only as our trusted advisor but also as an extension of our team".

**Mr. Mawano Kambeu**, *Managing Director  
of Book Now Zambia*

"Back Office has been the financial reporting service partner that helped grow our startup through the years. They have provided us with top notch financial advice from running our business to raising capital."

**Mrs. Evelyn Kaingu**, *Chief Executive  
Officer of Lupiya*

**OUR  
TRACTION.**

**10.**



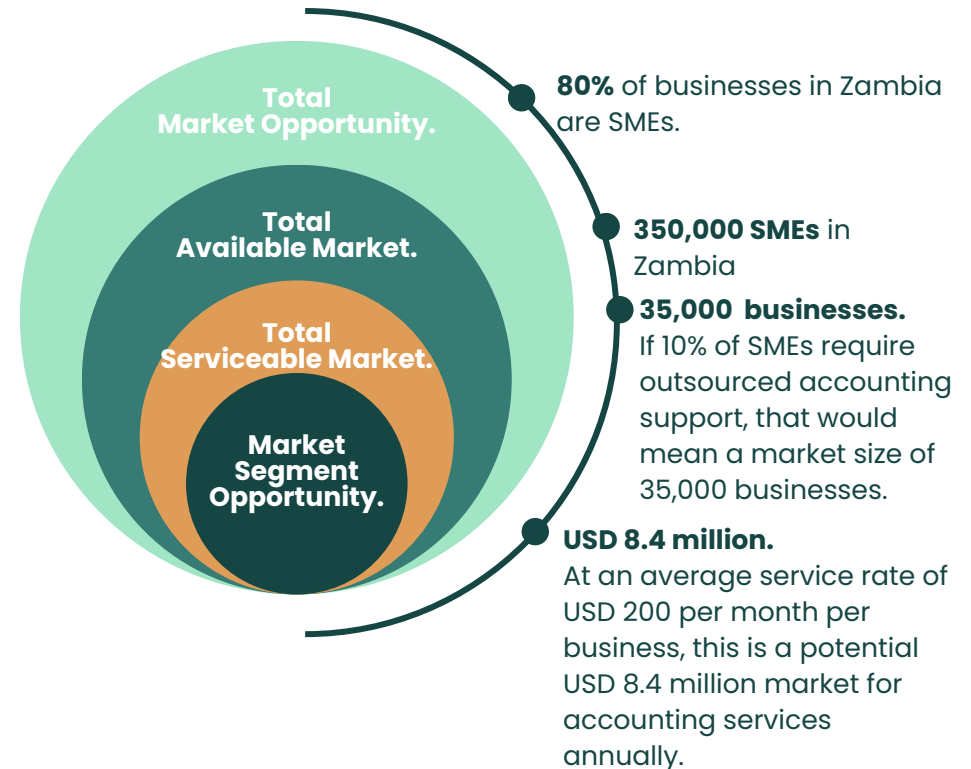
# MARKET ANALYSIS.

Zambia, with a population of approximately 20 million (2024) and a growing middle class, presents a promising market for business and investment. The country's economy is primarily driven by the mining sector (notably copper), agriculture, and expanding services in finance and technology. Forecasted GDP growth is 3.2% for 2024, though inflation remains a challenge at around 9%, pushing businesses to optimize costs. Zambia's dynamic landscape includes over 350,000 SMEs, which are increasingly seeking cost-effective back-office support services to streamline operations. This environment creates opportunities for outsourcing solutions, particularly in accounting, HR, and IT, to help businesses enhance efficiency amidst rising operational expenses.

## Demand for Back Office Services in Zambia.

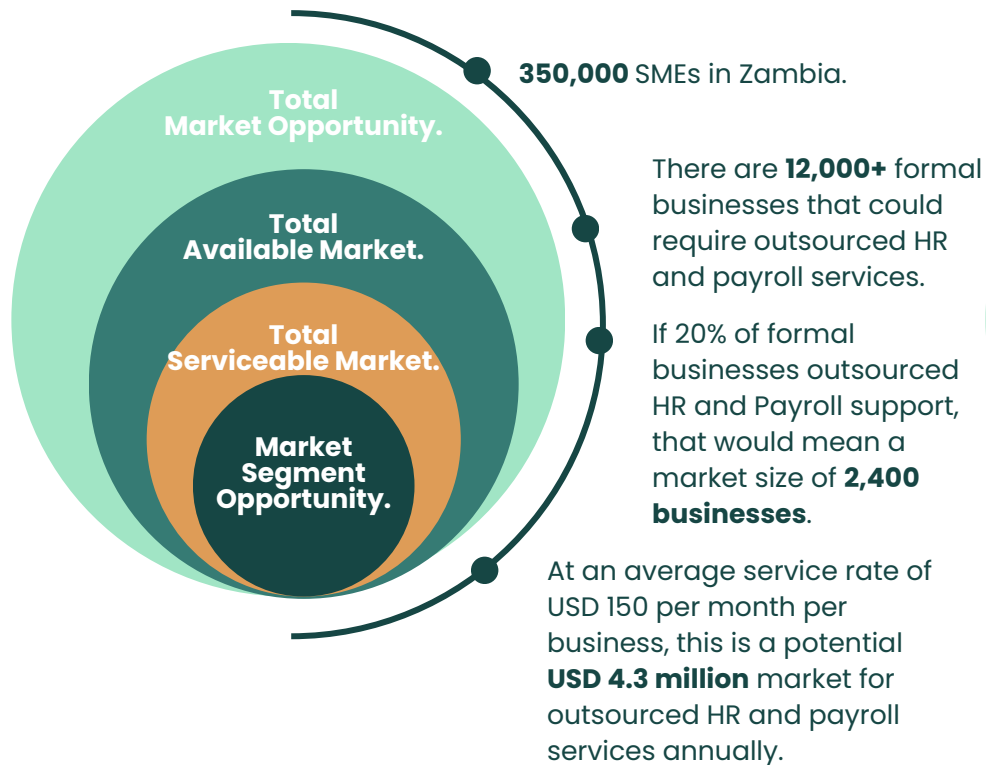
The market for back office services in Zambia is growing rapidly, driven by the increasing number of SMEs, the digital transformation, and the demand for professional financial services. With approximately 35,000 SMEs needing accounting and financial support there is a strong business case for providing tailored, affordable solutions. The opportunity for Back Office Solutions Limited is substantial, particularly by offering specialized packages for SMEs.

### Accounting and Financial Services SMEs

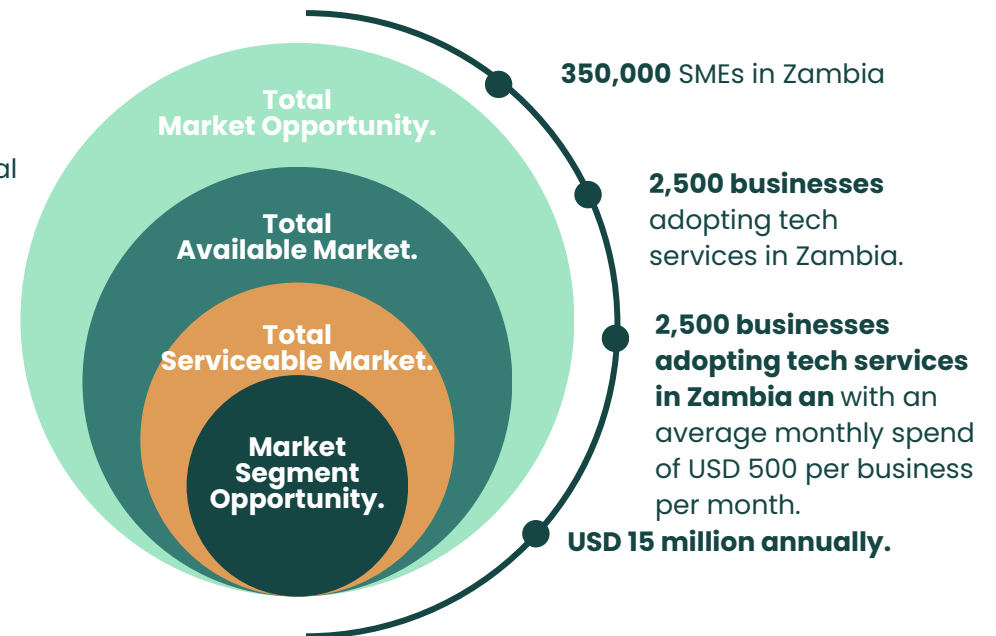




## HR Outsourcing and Payroll.



## IT and Technology Support.



# CLIENT ONBOARDING.

Our services are tailored to your needs. As part of our client onboarding, we value client engagement to ensure that our agreement serves your needs.

**CLIENT MEETING.**

**ASSESSMENT.**

**AGREEMENT.**

**SET UP.**

**SUPPORT.**



 **OUR PORTFOLIO.**

**Contact Us.**

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