



CORPORATE OVERVIEW

We are here to make a meaningful impact



ABOUT US

OUR LEGACY

Our legacy spans over 100 years of the Hirdaramani Group - a family-owned, Billion-Dollar conglomerate. We're committed to doing the right thing today, for a better tomorrow.

OUR PURPOSE

To make a meaningful impact through absolute value creation, embodying our client-first philosophy.

OUR MISSION

To serve as a true extension of our Clients' enterprise following people, process and technical excellence.

OUR VALUES

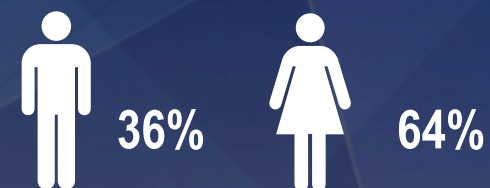
- Make Things Better
- Keep it Moving
- Believe We Can
- Stronger Together
- Create the Future

KEY VERTICALS & REGIONS

- Australia Specific Accounting Services
- Global Outsourcing Solutions



COMPOSITION



Our Philosophy:
Client-First & People are the Core of our Business
VOC Rating: 8/10, GPTW Rating: 92%



World-class infrastructure, 24/7 Operations, access to large recourse pool within 15km radius of H Connect delivery centres



Compliance with International Information Security and Data Protection Regulations, ISO 27001: ISMS, DPA 1988 (Australia) and GDPR



Workforce with F&A Certifications, Technical and Subject Matter Expertise e.g. Domain University



Training partner and approved employer of CPA, ACCA, CIMA, CMA and CA Sri Lanka



CEO Sponsored Relationship



Single-digit attrition rate - 8% (Far above the industry standard - 15-25%)



Global HR practices
DEI is a strategic focus; Equal Opportunity Employer



Actively promote ESG initiatives

1. Use of renewable energy
2. Women in Management Programme
3. Volunteer Programmes e.g. Beach Revive, Blossoms of Hope

OUR JOURNEY

2012

H Connect was Established
15 FTEs

2013-2015

Hirdaramani Shared Services

2017

Commenced International Operations

2022

12 New Clients added



2023

Opened 2nd Delivery Centre
350+ FTEs
20+ Clients

2024



RECOGNISED
EMPLOYER
PARTNER



Trainee Development - Gold



Training Partner

OUR SERVICES

FINANCE & ACCOUNTING

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- General Ledger
- Financial Accounting
- Management Accounting
- Financial Statement Preparation
- Budgeting & Forecasting
- Financial Analysis
- Cashflow Management
- Finance Systems
- Finance Transformation and Automation

HRO

- Payroll processing
- Recruitment & Staffing
- Employee Onboarding
- Training & Development
- Performance Management
- HR Policy Development
- HR Analytics & Reporting
- Employee Off boarding
- Database Management
- HR Process Automation

IT SERVICES

- Remote Technical Support
- Help Desk Ticket Management
- Software Application Support
- Password Management
- Mobile Device Support
- Remote System Administration
- Data Backup & Recovery
- Cloud Services Support
- Hardware Diagnostics & Remote Repairs

BUSINESS SERVICES

- Customer Service Support
- Administration
- Order Processing & Status Updates
- Help Desk Support
- Outbound Calling
- Documentation
- Data Entry/Cleansing
- Virtual Assistance

DIGITAL CONSULTANCY

- Business Process Reengineering
- Process Automation
- Analytics & Insights (PowerBi, Tableau, Qlik Sense)
- Fintech & Digitisation
- Process Discovery/ Due Diligence
- Technology Selection & Implementation
- Solution Designing
- Development of Workflows

DIGITAL MARKETING

- Content Development
- Digital Media
- Web Development
- Social Media Marketing
- Email Marketing
- SEO Integration (front and back end)
- Branding
- Marketing Strategy

AUSTRALIA SPECIFIC ACCOUNTING SERVICES

- Bookkeeping
- Preparation of Financial Statements
- Tax Returns
- Self-Managed Super Funds
- Practice Management
- Audit
- Paraplanning

WOW

(Wonders of Wellbeing)

The program has 5 dimensional approach to employee wellbeing

- Mental
- Physical
- Social
- Financial
- Environmental

HCI POLICIES AND PROCEDURES COVERING BEST PRACTICES & LAWS

- Fair Remuneration Policy
- Training & Development
- Performance Management Systems driven by KPIs
- Grievance Handling Policy
- Disciplinary Procedures
- Anti-Harassment Policy
- Employee Exit Clearance Policy
- Staff Attendance & Leave Policy
- Professional Membership Reimbursement Procedure
- Work From Home Policy
- Conflict of Interest Policy
- Employee Health & Safety Policy

ELEMENTS OF OUR PEOPLE-FIRST CULTURE

- Quarterly Agoras
- Koru Conversationa
- Monthly one on ones
- Leadership Training Programs
- Monthly Orator's Sessions
- Weekly Lunch and Learn
- Year-End Recognition Awards Ceremony
- DEI Awareness Programs e.g. unconscious bias training, cultural awareness training.
- Grassroots Sustainability Initiative (Blossoms of Hope, Gifting Smiles).
- Engagement events and people Celebrations



PEOPLE-DRIVEN IMPACT

CLICK TO VIEW

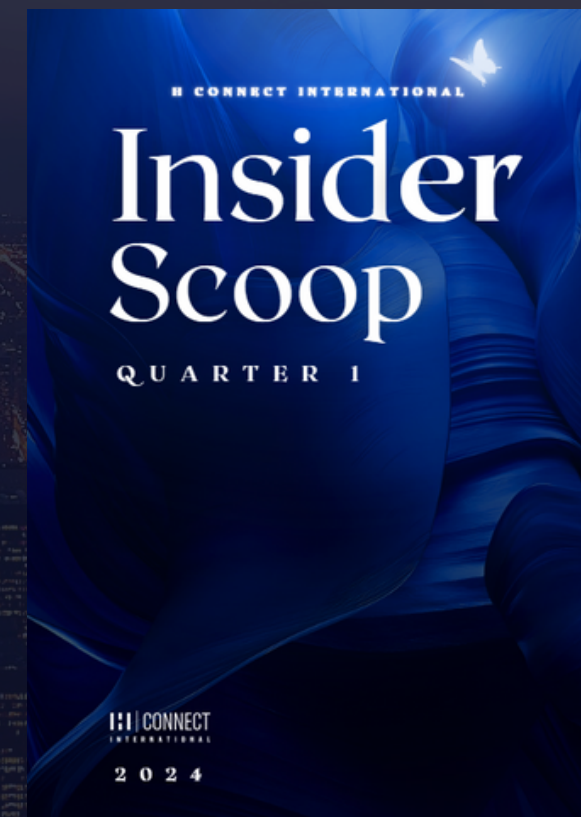
OUR SOCIALS



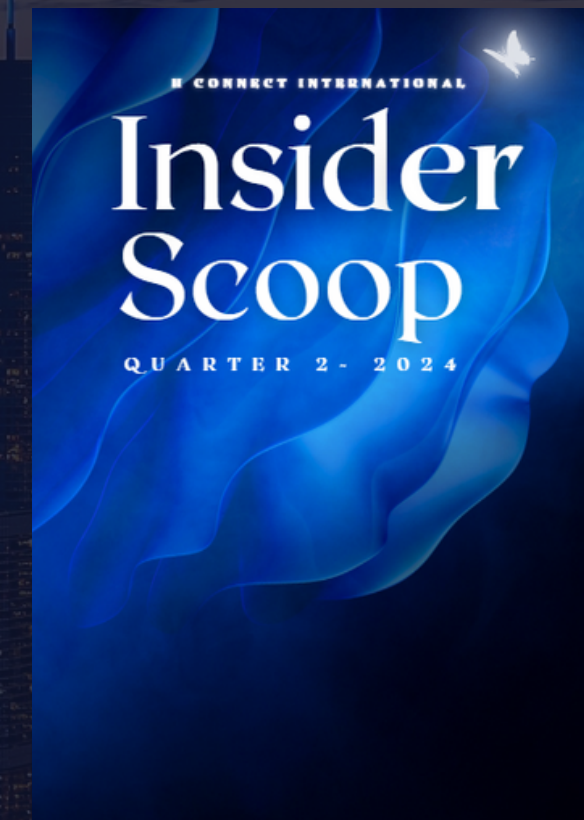
TAKE AN OFFICE TOUR



OUR NEWSLETTERS



Q1 2024



Q2 2024