



Sri Lanka, famed for its natural beauty, rich history, cultural diversity and delectable cuisines, is also renowned as a destination that constantly produce highly quality, dedicated and proficient workforce. Ranked as the 2nd most literate population in the Indian subcontinent and no. 01 in South Asia in Human Capital Index: Flexible and trainable workforce, this island nation is second to none in the Asian region, and has made a significant impact in the IT/BPM industry across the globe.

Hayleys Business Solutions International (Pvt) Limited - HBSI is a fully owned subsidiary of Hayleys PLC, Sri Lanka’s most diversified listed conglomerate with a business history of 146 years. Hayleys PLC is Sri Lanka’s 5-time Best Corporate Citizen providing employment to 36,000 direct employees and touching 2 million lives through its engagements.

Backed by the support of Hayleys and with over a decade of experience in the IT/BPM industry, **HBSI** team can ably support our global stakeholders in their growth visions by setting up and operating an offshore team which operated as an extension of their business embedding value additions to the core business through process improvements leveraging on technology and digitization models.

We firmly believe that the business process outsourcing journey for our members and clients can be made a learning as well as a rewarding experience, once they join hands with **HBSI**.

HBSI specializes in Finance and Accounting, Payroll Processing Services, Private and Corporate Tax Support, Corporate Due Diligence Support, External Audit Support, Bespoke Software Developments, Digital Services and Consultancy for Business Process Reengineering, Robotic Automations & Shared Service Operations.

Our operating model, work ethos and people are driven by our values of Integrity, Enduring Customer Value, A Will to Win, Respect for People, Good Citizenship, Teamwork and Accountability.



HBSI’s business model cultivates strong long-lasting relationships with its clientele that reaches beyond outsourcing. As part of its on-going business, **HBSI** works as an extension of the client understanding and supporting the business exigencies.

BPM industry operates in an environment where data and information privacy, security and ethical practices are adhered to and are in line with the industry standards such as Information Security and Global Data Protection Regulations. Due to client sensitive information, financial data and process flows, **HBSI** ensures that compliance requirements are met at all times not only as a legal obligation to regulators but also as a commitment to our clients, showcasing that integrity and trust are at the forefront of **HBSI** values.

People are our biggest asset and as a responsible corporate citizen we aim to provide them with an enriched experience to build lasting careers with a friendly and inclusive workplace. With access to the 2nd largest CIMA pool in the world and numerous local and foreign university graduate programs in the country we are geared to provide you with the talent that you can call your own.

Our teams are trained to be culturally aligned to our clients and we invest in enhancing their knowledge in order to work as part of your team adding value to your business thus enabling us to live our purpose of “Innovating Solutions for a Better Tomorrow”.

Hayleys Group and **HBSI** respects its responsibilities to the ESG framework and take measures to safeguard the environment with net zero emission, support local communities and society at large with inclusion and diversity and establish effective governance through internal systems of practices, controls, and procedures to make effective decisions, comply with the law, and meet the needs of external stakeholders.

Visit us at www.hayleys.com or www.hayleysbpo.com for more insights.

