

COMPANY PROFILE



EXCELLENCE ILLUMINATED

LUMEN

GLOBAL BUSINESS SERVICES

ABOUT LUMEN GLOBAL BUSINESS SERVICES

- LUMEN GLOBAL BUSINESS SERVICES is a BPO operator and part of the LGR Family of Businesses which also boasts an award-winning law firm, LGR Incorporated, with a niche in driving smart and efficient high-volume contact centre strategies for the past 24 years.
- LGR is both ISO27001 and PCI-certified for our clients' peace of mind.
- Building on LGR's vision to provide tailor made solutions to its clients and the outsourcing evolution into South Africa, Lumen was established in 2024. The team is a living testament to the values of Diversity, Transparency, Integrity and Professionalism. Each with a solid contact centre and service delivery background, overlaid with technical and client relations expertise- your business is in good hands!
- Our philosophy centres on thought leadership to understand our clients' needs and build sound contact centre strategies supported by insights to deliver exceptional results.
- As a B-BBEEE Level 2 contributor that is 51% Black Female owned- we believe in illuminating South Africa's diverse potential to the rest of the world.
- As a proud member of BPESA- the recognized national Trade Body and Industry Association for the Global Business Services (GBS) and BPO Sector in South Africa, we support the view that South Africa is the second most attractive Business Process Outsourcing (BPO) location in the world for three years in a row and we aim to leverage off its reputation as a reliable, cost effective, and high-quality destination for outsourced business services to grow the sector.
- We pride ourselves on having strong Environmental, Social, and Governance policies that promote maximum positive impact. Through our Sizanani (Zulu word for "help one another") initiative, we aim to support and promote better socio-economic conditions for marginalized communities.
- In response to the global movement for Diversity, Equity, and Inclusion, Lumen is invested in a data-led approach to the development of our inclusion and diversity strategy that supports our existing minority or previously disadvantaged leaders as well as recruiting and supporting the leaders we hope to attract in the future.



SERVICES AND VALUE PROPOSITION

LPO & BPO Services:

Lumen global business services offer a diverse suite of legal process and contact centre services supported by qualified professionals and pivoted around a robust customer journey and Omnichannel capability. Designed with our clients and their customer in mind.

<https://www.lumengbs.co.za/>

Training and Skills Development:

Ukusiza Learning Academy provides affordable and relevant, training and skills development programs that promotes work and performance readiness.



LUMEN

Debt Collection & Recoveries:

24 years of experience across several industries allows us to deliver best in class collections and recoveries services. LGR Incorporated, offers our Clients a full Credit Management solution.

<https://www.lgr.co.za/>

IT Security:

Logia offers tailored solutions that safeguard our clients and their customers from potential IT related threats and vulnerabilities.



Recruitment:

We leverage off our extensive candidate database to recruit across various levels and skillsets on an individual or cluster basis. Curbing staff turnover and promoting high performance is what sets Ergasia apart.

<https://www.ergasia.co.za>

DIGITAL CAPABILITIES



A BASTION OF EXCELLENCE



WE LOOK FORWARD TO
CONNECTING WITH YOU!



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