



[www.digi-texx.com](http://www.digi-texx.com)

# CAPACITY PROFILE

## DIGI-TEXX VIETNAM

An International BPO & Digital Services Provider

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Established in 2003, DIGI-TEXX is a 100% German-invested company specializing in Business Process Outsourcing (BPO) and Digital Services with more than 1,200 full-time employees and 1,000 remote workforce. For the last 23 years, we have successfully positioned ourselves as a trusted service provider for various industries:



Banking



Insurance



Historical Archiving



E-commerce



Technology



NGOs  
Government



DIGI-TEXX is constantly expanding our operations in Vietnam, with 1 head office and 2 branches in Ho Chi Minh City and an Operation Center in Can Tho City.



As a reliable and secure outsourcing partner, DIGI-TEXX is offering a blend of cost-effectiveness, advanced technology, specialized expertise, and a commitment to quality, all while allowing clients to streamline operations and focus on their primary business objectives.



**Head Office**  
**Operation Center 1: Ho Chi Minh, Vietnam**  
Anna Building, QTSC, Trung My Tay Ward

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**Representative Office: Ho Chi Minh, Vietnam**  
Deutsches Haus, Sai Gon Ward

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**Operation Center 2: Ho Chi Minh, Vietnam**  
DIGI-TEXX Binh Phu Office, Binh Phu Ward

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**Operation Center 3: Can Tho, Vietnam**  
DIGI-TEXX Building, ISC Hau Giang, Vi Tan Ward

## Mission

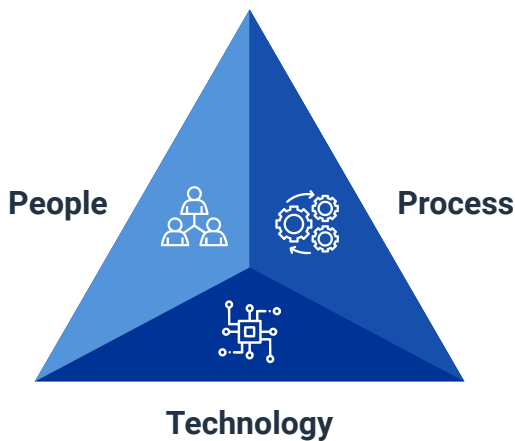
Enable Businesses to Digital World

## Vision

Elevate client processes values to improve efficiency with technologies and optimize cost for business excellence

### Continuous innovation

Our three pillars of improvement:



## Core Values



### Integrity

The quality of being honest, open, having strong moral, principles and uprightness even no one is watching.



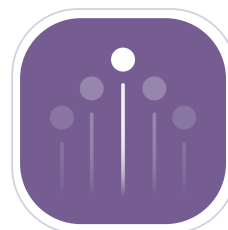
### Innovation

Continuous improvement and ideation in every angle of our business without barriers.



### Customer centric

Customer is at the heart of our business. Everything we think and do is for our customer satisfaction.



### Quality

Provide highest quality of services and standards.





We believe that quality knows no borders, and our workforce in Vietnam is dedicated to upholding and exceeding the stringent standards associated with German craftsmanship.

Precision ·

Technology ·

Security ·

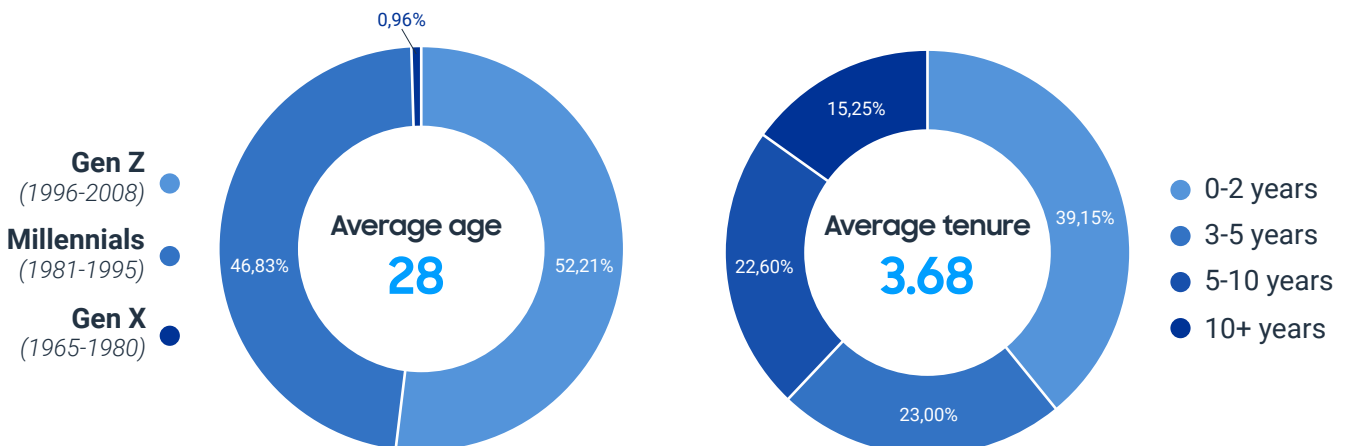
· Diligent work ethic

· Devotion

· Endurance

By combining the Precision, Technology, and Security that Germany is renowned for with the Diligent work ethic, Endurance and Devotion of DIGI-TEXX's team, we offer a unique proposition to our clients.

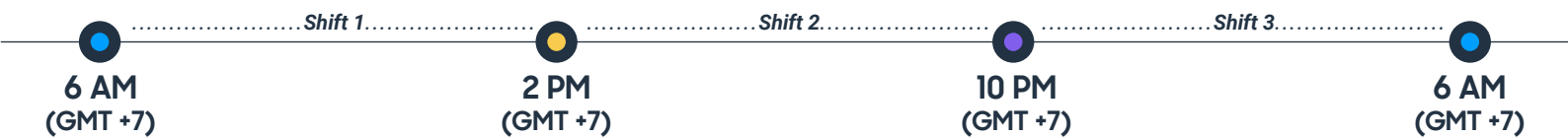
## Our People





## 24/7 Support

- We provide 3-shift service and 24 hours a day to shorten service delivery time and ensure to meet the needs of working and exchanging information towards multinational clients with different time zones such as Europe, Japan, America, Israel, etc.



### Deployment Models:

#### Online Services

Seamless, remote access to our expertise.

#### Onsite Services

Direct, hands-on support at your location to ensure operational efficiency.

#### On-Premise Services

In-house management of your systems and processes for total control.



## Multiple Languages Support

- Young, abundant, and enthusiastic with fully experienced human resources are the advantages of DIGI-TEXX. We have more than 2,000 multi-level employees with 30+ processing languages and 6 speaking languages, including:

### Processing Languages

**Latin script**

English	German	Vietnamese	French	Spanish
Romanian	Swedish	Italian	Turkish	Norwegian
Romansh	Hungarian	Polish	Irish	Croatian
Finnish	Portuguese	Dutch	Bahasa	Albanian
Danish	Czech	Slovak	Malay	

**Cyrillic**

Russia	Bulgaria	Serbian	Ukrainian
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**Logographic/ Semitic**

Mandarin, Cantonese	Japanese	Korean	Thai	Amharic
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**Ancient Languages**

Old French	Fraktur	Hebrew
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### Speaking Languages

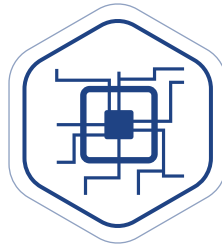
German	Japanese	Chinese	English	French	Vietnamese
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## Our Services

DIGI-TEXX offers a wide range of digital and BPO services empowered by modern digital technologies (Computer vision, Natural language processing, and Big data), combined with our skilled workforce to enable the value of data and maximize your business's productivity.



**Document & Data Processing**



**Data Annotation**



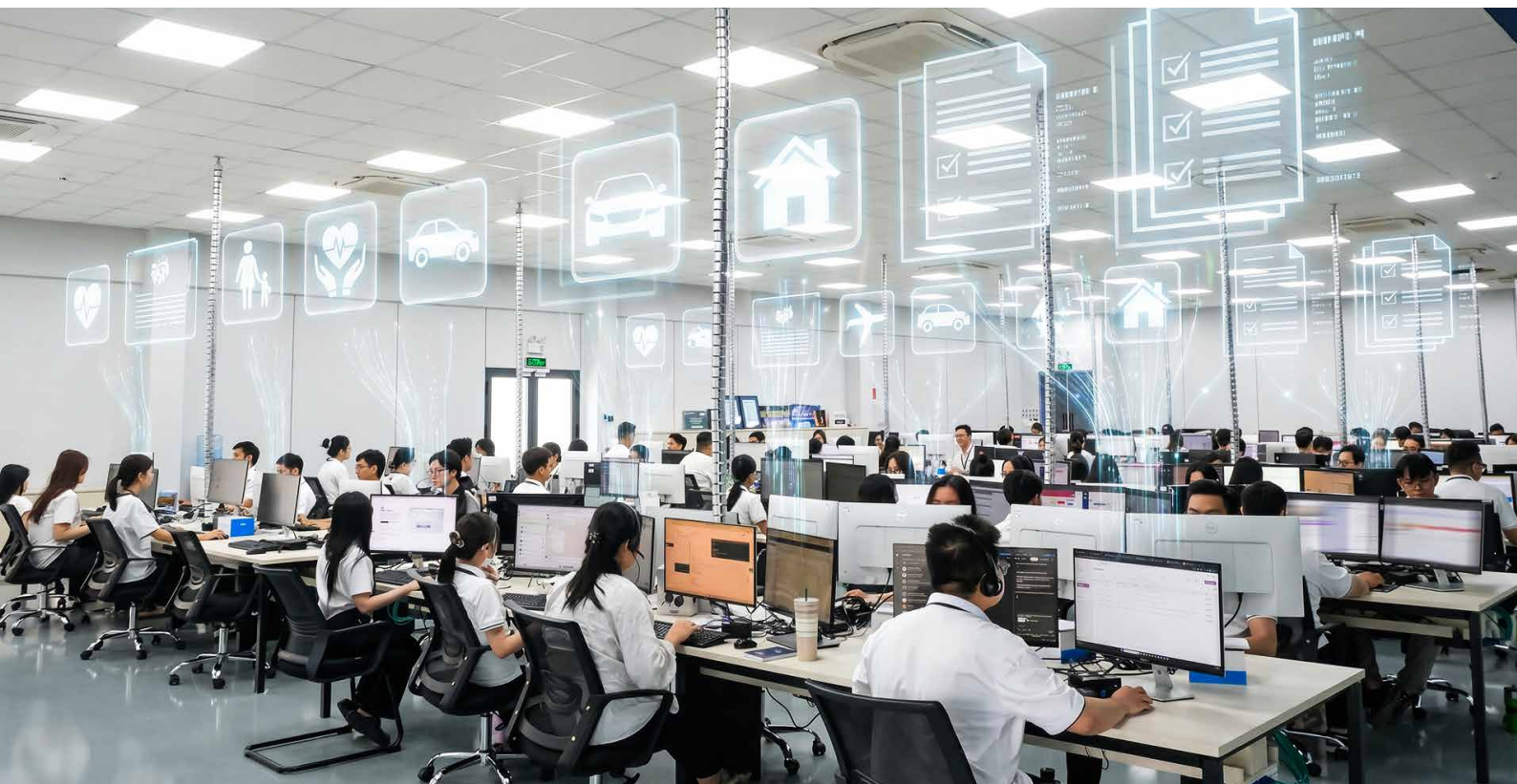
**Document Scanning & Digital Archiving**

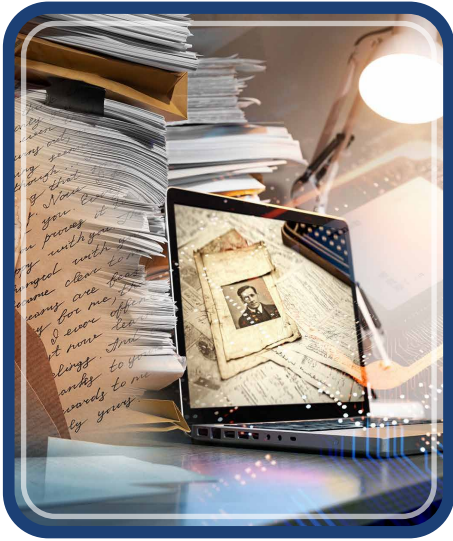


**Image Processing**



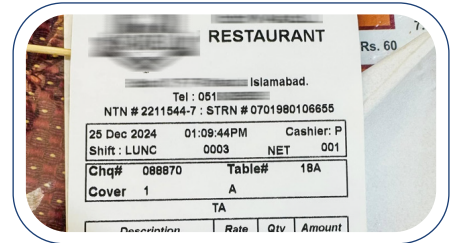
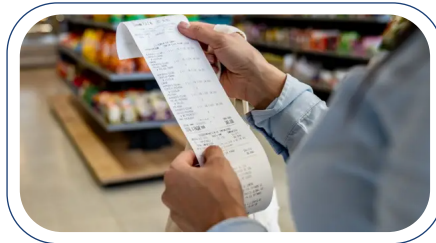
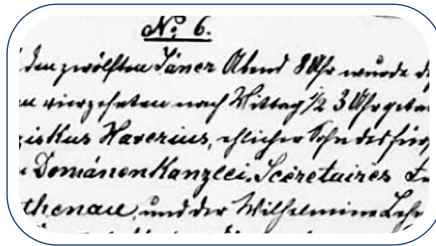
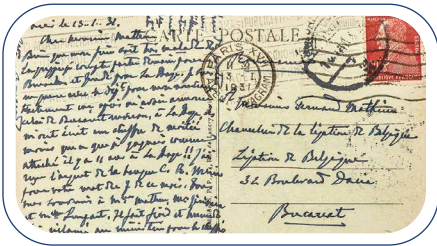
**Business Support**





## Document and Data Processing

- DIGI-TEXX leverages DIGI-SOFT, our AI-powered automation platform, to deliver smart document digitization solutions across industries.
- By combining automated processing with professional human verification, we guarantee up to 99.9% accuracy. Our high-quality datasets empower your AI development and transform massive data sources into actionable insights for smarter decision-making.



## Business Support

- We provide high-quality, 24/7 multilingual customer support across both voice and non-voice channels.
- Our services include customer support service, content moderation, and quality product management, ensuring your brand's integrity, customer trust, and operational excellence at every touchpoint.



German



Japanese



Chinese



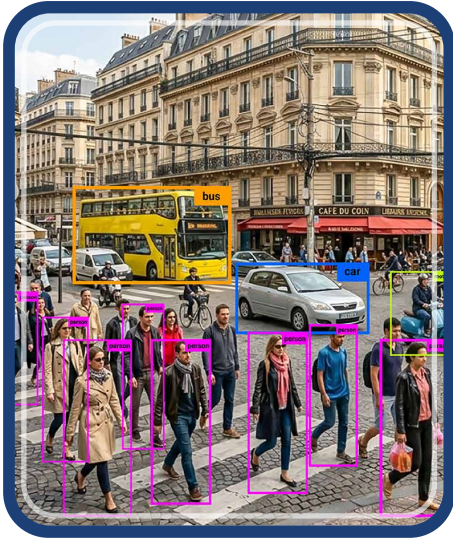
English



French

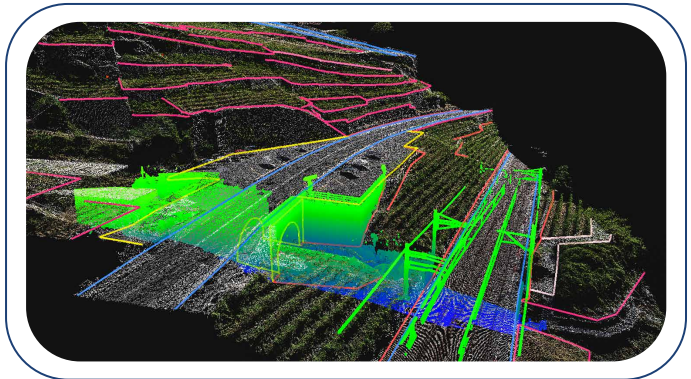
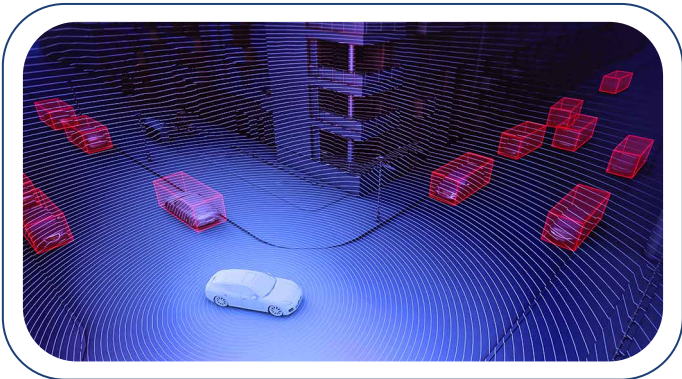
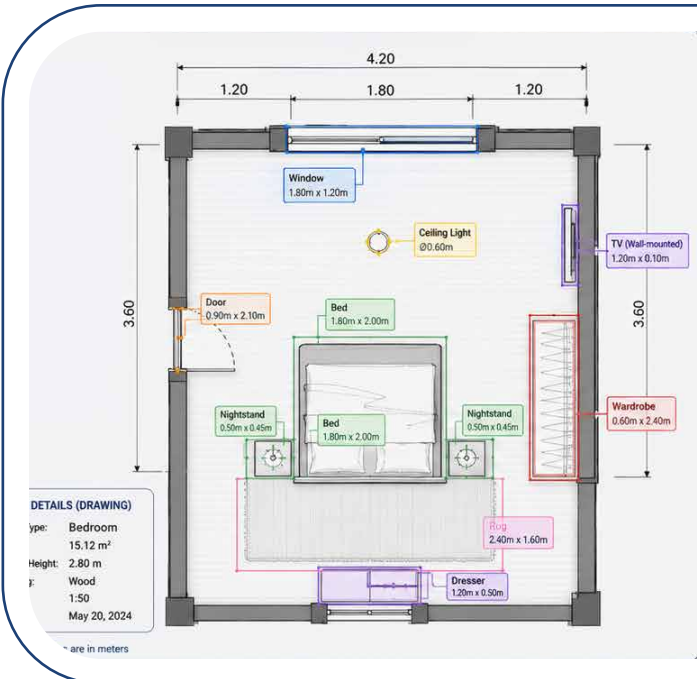


Vietnamese



## Data Annotation

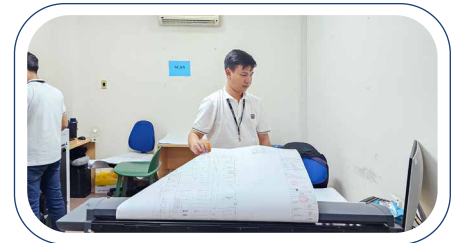
- DIGI-TEXX delivers high-precision, annotated datasets across text, image, audio, and video. Using AI-assisted tools and a specialized team, we ensure swift, accurate labeling that meets rigorous technical standards.
- Our hybrid resource model, combining an in-house team with a scalable external workforce, allows us to manage high-volume projects rapidly without compromising on quality or turnaround time.





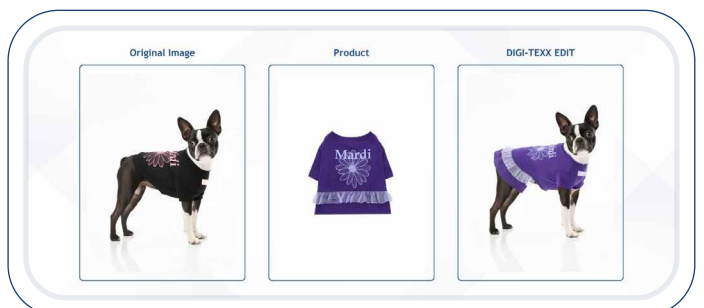
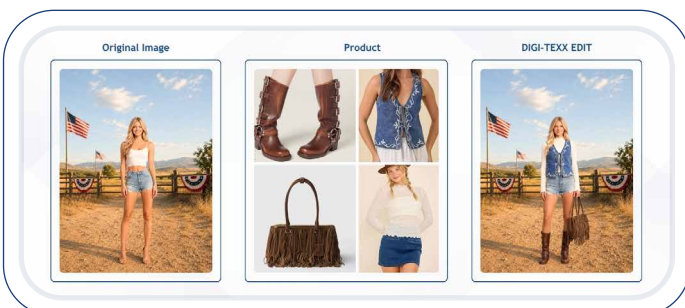
## Document Scanning and Digital Archiving

- DIGI-TEXX offers comprehensive, end-to-end inhouse solutions - from preparation and indexing to post-processing. We handle all document types and sizes (from train tickets to large-scale maps and technical drawings) in color or black-and-white. Our dedicated teams operate both on-site at your premises or off-site at DIGI-TEXX to ensure flexible, high-quality digitization tailored to your needs.



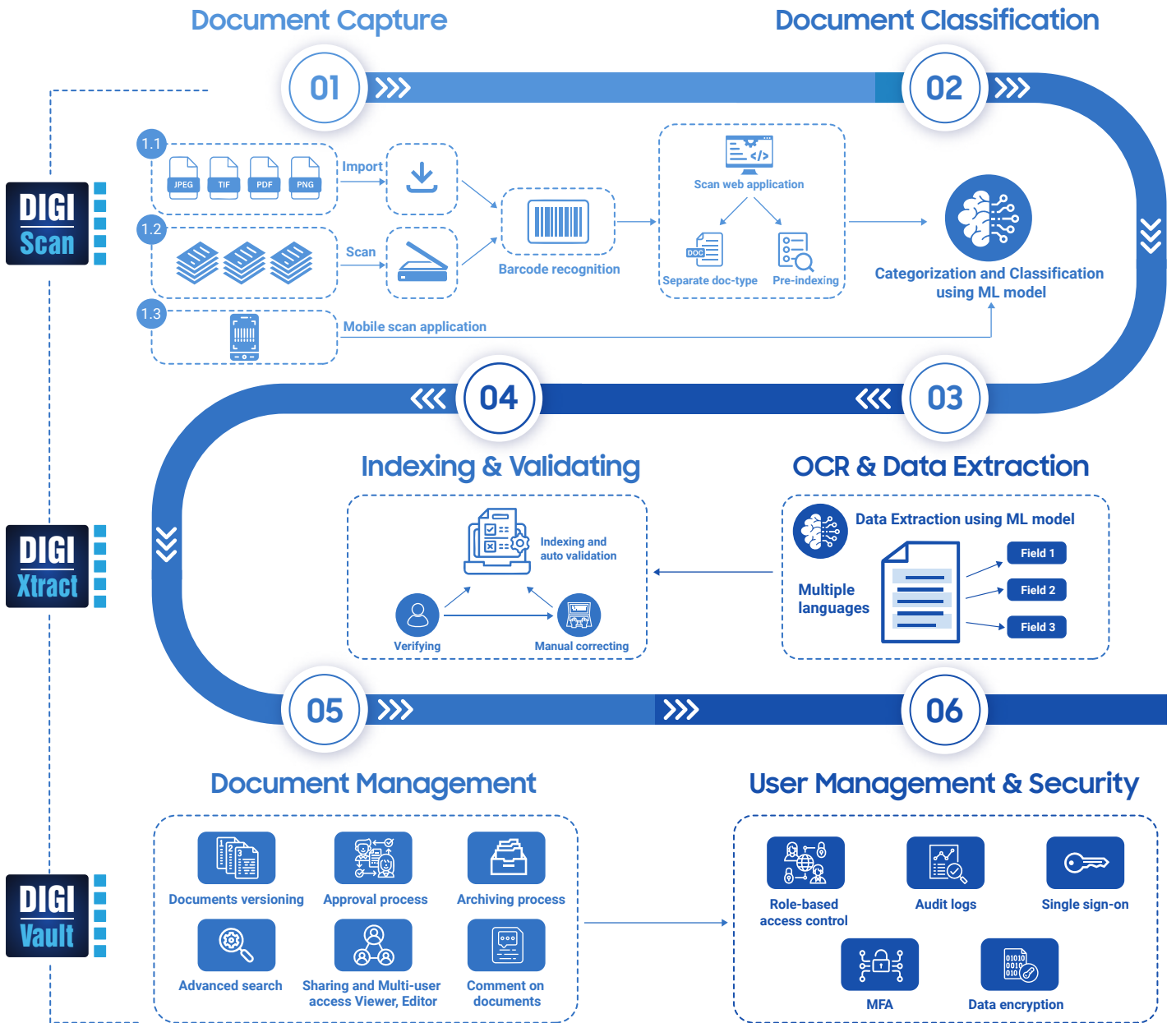
## Image Processing

- DIGI-TEXX provides professional post-production and image retouching for clients in e-commerce, branding, and AI computer vision. By refining and normalizing raw visuals, we ensure both aesthetic excellence and superior machine learning
- Our streamlined approach delivers high-quality, brand-compliant results with flexible turnaround times, offering a cost-effective bridge between professional marketing imagery and high-performance training data.





# OUR SOLUTIONS



**01 Document Capture:** Scanning, file import, mobile capture, barcode recognition. - Batch document scanning. - Support for various file formats (PDF, JPEG, PNG, TIFF).

**02 Document Classification:** ML models categorization & classification with customizable models.

**03 OCR & Data Extraction:** + Text (printed, hand-written) recognition of English, Amharic & Afan Oromo languages applying ML training models. + Extraction of key predefined fields from structured and unstructured documents of these three languages.

**04 Indexing, Keying, Validation & Review:** Manual keying metadata, user verification, automated validation rules, correction workflows.

**05 Document Management:** Documents versioning, Workflow Automation (approval processes, archiving processes, task assignment and tracking), Searching (Full-text search with indexing, Advanced filtering options), multi-user access, sharing, commenting.

**06 User Management & Security:** Role-based access control (RBAC), audit logs, data encryption, multi-factor authentication (MFA), Single Sign-On (SSO).



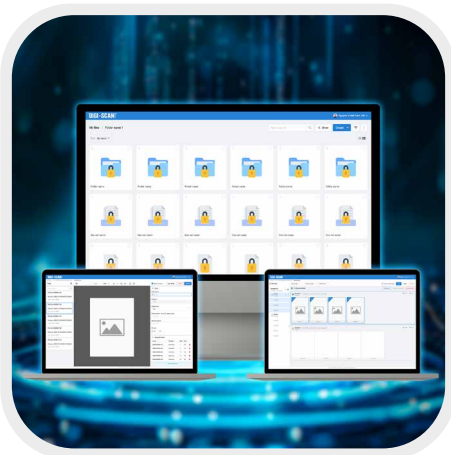
# OUR SOLUTIONS



## DIGI-Scan

**DIGI-Scan** provides a channel to capture, receive, and transfer electronic format images anytime, anywhere with any device. The solution centralizes users from different regions to work on a standardized business process platform.

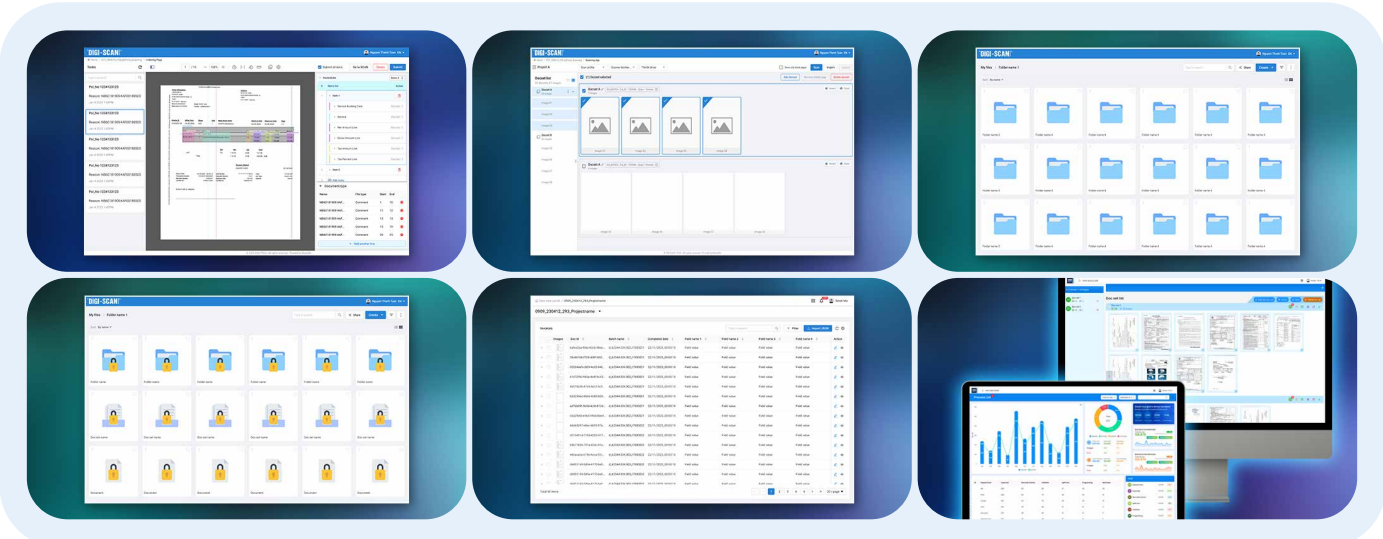
**DIGI-Scan** is our customizable solution that helps reconstruct business processes with zero coding necessary.



WEB SCANNING



MOBILE CAPTURE APP



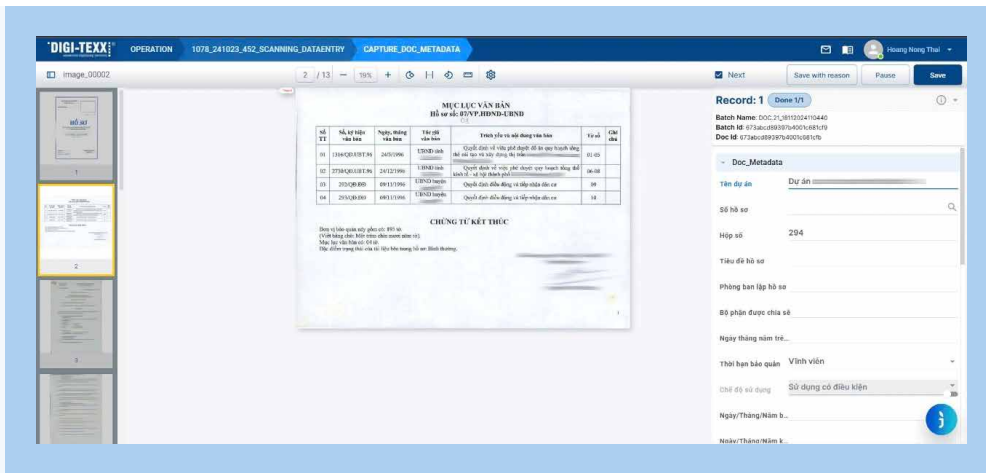


# OUR SOLUTIONS

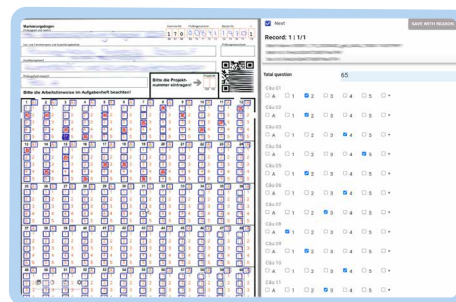
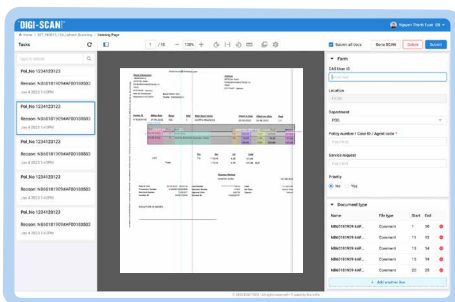


## DIGI-Xtract

A document processing solution built on the base of machine learning, deep learning technologies to perform document classification, data extraction, and quality control applied to various document types.



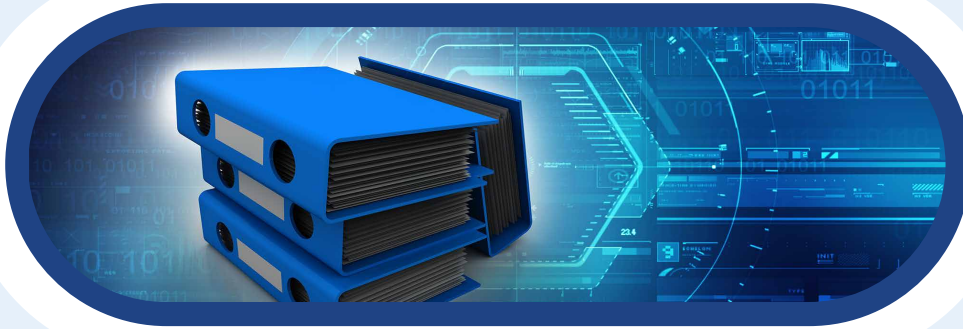
**DIGI-Xtract** supports multiple languages and can be customized for unique document requirements. The service can be securely and remotely hosted at DIGI-TEXX's data center or directly deployed on-premises to ensure a faster time-to-market.



**AUTOMATED DATA EXTRACTION WITH 99% ACCURACY RATE**

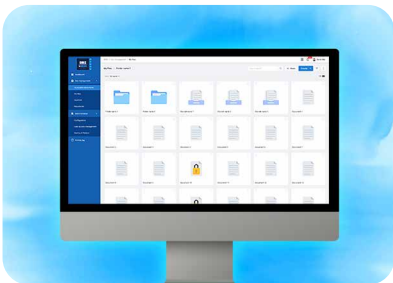


## OUR SOLUTIONS

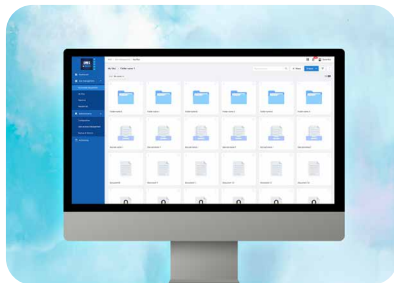


### DIGI-Vault

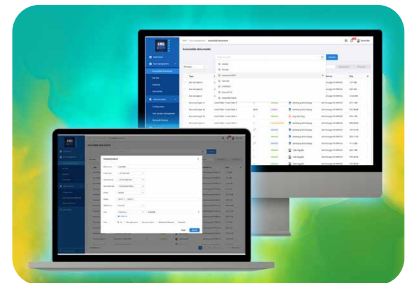
**DIGI-Vault** is a robust Document Management System (DMS) that centralizes all your documents, providing advanced storage across every department. The solution streamlines operations with an integrated automation workflow management system.



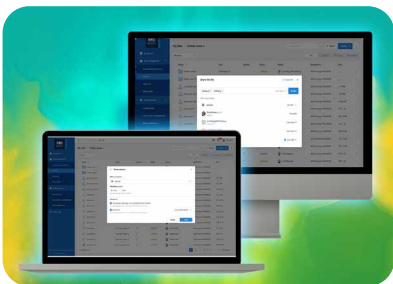
Integration With Multiple Platforms



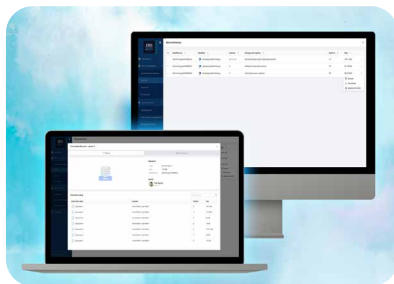
Document Classification



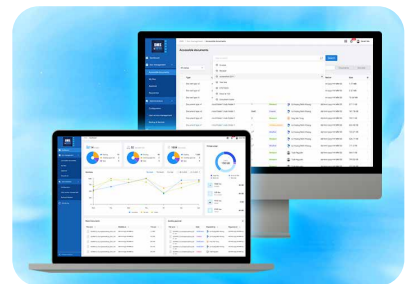
Efficient Searching



Sharing Management



Seamless Integration



Dashboard and Reporting

## Industries



E-commerce



Banking



Insurance



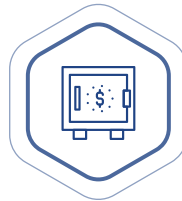
Manufacturing



Construction



Historical Archive

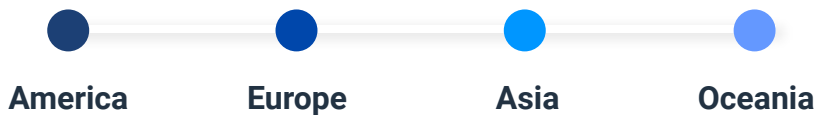


Accounting



NGOs

## Markets



## Celebrating Our People

At DIGI-TEXX VIETNAM, the most valuable asset is our people. Our commitment to fostering a vibrant and inclusive workplace culture is at the core of our company values. This is where every individual is valued, respected, and celebrated. Together, we build success, one connection, and one event at a time, because, at DIGI-TEXX, our people truly make all the difference.



**Frank Schellenberg** - Our Founder & Shareholder, at the panel discussion at The Scaling Business Summit 2026



**Binh Phu Office** Opening Ceremony 2026



**GBA Business Award 2025**



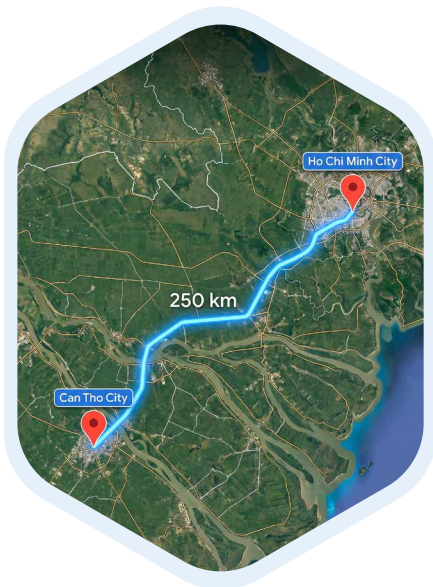
**Can Tho City Science and Technology, Innovation and Digital Transformation Week 2025 (CASTID 2025).**



**Digital Solutions Technology Event**



## DIGI-TEXX – Policies Control – Business Continuity Plan HO CHI MINH (HCM) & HAU GIANG BRANCH (HGB)



- DIGI-TEXX has a back-up site in **Hau Giang** which is **250 km from the head office**.
- The transportation plan is prepared in case DIGI-TEXX needs to mobilize employees between HGB and the head office.
- The capacity of the back-up site is **30% of the head office**, following all ISMS requirements and standards. The back-up site is available when there are any Business Continuity Plan (BCP) events triggered at the head office.
- According to the acceptance of clients and management consideration, critical projects are split in both sites at the same time.

### We Deliver Excellent Services With A Commitment To International Standards



#### Quality

**ISO 9001:2015**

Quality Control following ISO standards ensuring our commitment to our clients



#### Security

**ISO/IEC 27001:2022**

Information Security Measurement System ensures the control & protection of client's data

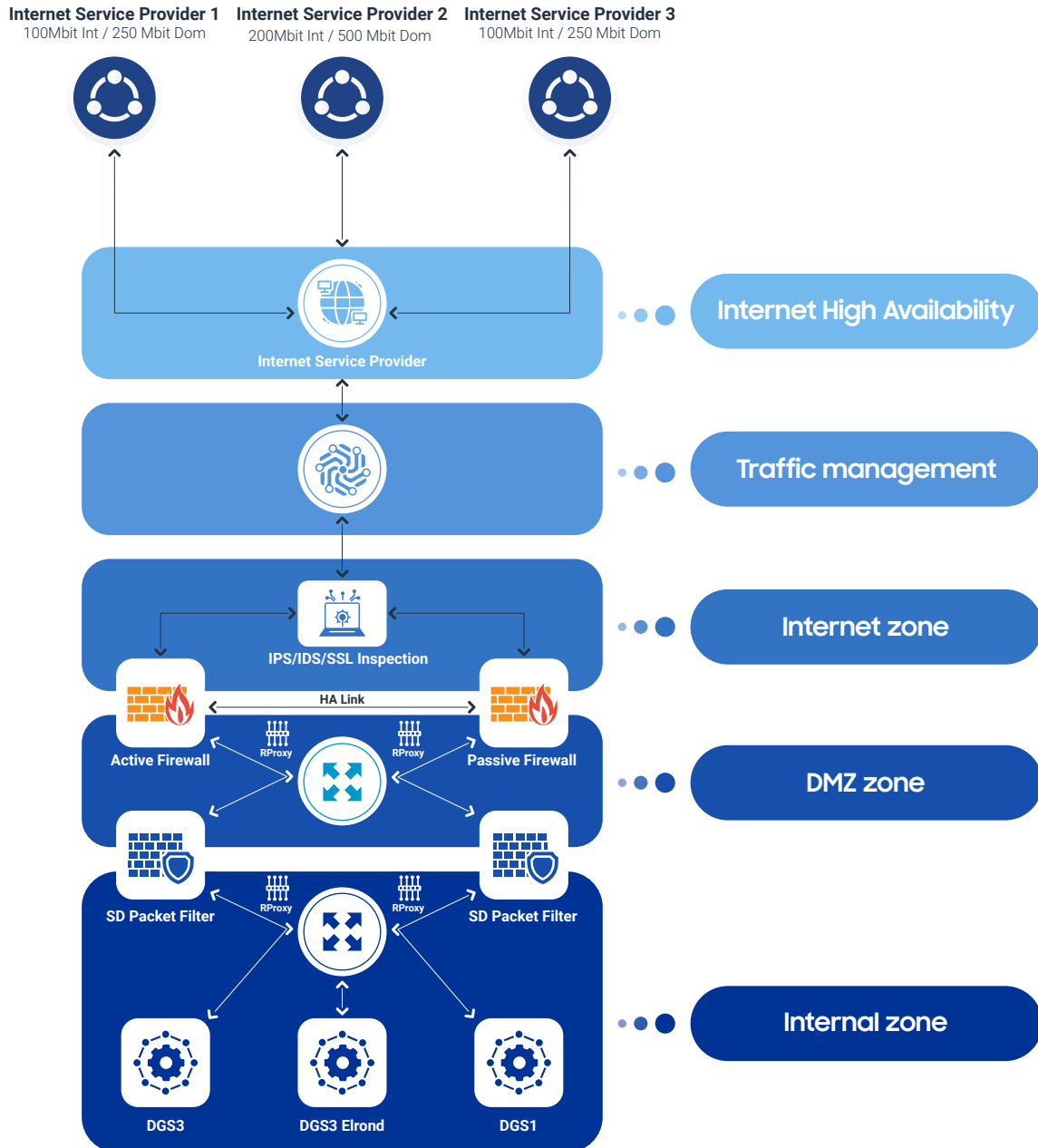


#### Compliance

**GDPR Compliant**

Our Data Protection Officer & our compliance controls ensure with strictly adhere to GDPR, local data protection laws & client requirements

## Network Security



### The following security measures are actively used:

- Construction of the network of several network segments and multi-level firewalls
- Dedicated networks for customer projects with individual network security possible
- Establishment of tier-3 firewalling for better protection of external systems
- Fully Controlled internet access through transparent proxy service (if projects allow)

## ISO Certificates



### Quality Management System (ISO 9001:2015)

# Certificate

Standard **ISO 9001:2015**

Certificate Registr. No. **01 100 065447**

Certificate Holder:

**DIGI-TEXX**<sup>®</sup>  
advanced digitizing services

**DIGI-TEXX VIETNAM**

2<sup>nd</sup>, 3<sup>rd</sup>, 5<sup>th</sup> and 6<sup>th</sup> Floor, Anna Building, Quang Trung Software City, Tan Chanh Hiep Ward, District 12, Ho Chi Minh City, Vietnam

Scope:

Provision of business process outsourcing services including:

- Digitization services including Data entry and Document processing, Image processing and Scanning.
- Software development.
- Activities of Call Center.
- Activities of Helpdesk Center.
- Office administrative and support activities.

Proof has been furnished by means of an audit that the requirements of ISO 9001:2015 are met.

Validity:

The certificate is valid from 03.10.2023 until 02.10.2026  
First certification 2006

16.09.2023

  
TÜV Rheinland Cert GmbH  
Am Grauen Stein · 51105 Köln

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## ISO Certificates



### Information Security Management System (ISO/IEC 27001:2022)

# Certificate

Standard **ISO/IEC 27001:2022**

Certificate Registr. No. 01 153 1635304

Certificate Holder:



**DIGI-TEXX VIETNAM**  
2<sup>nd</sup>, 3<sup>rd</sup>, 5<sup>th</sup> and 6<sup>th</sup> Floor, Anna Building,  
Quang Trung Software City, Tan Chanh Hiep Ward,  
District 12, Ho Chi Minh City, Vietnam

Scope:

- Provision of business process outsourcing services including:
- Digitization services including Data entry and Document processing, Image processing and Scanning, Data verification and other Data processing services.
  - Software development.
  - Activities of Call Center.
  - Activities of Helpdesk Center.
  - Office administrative and Business support services.

Statement of Applicability version 16 dated 15.08.2024

Proof has been furnished by means of an audit that the requirements of ISO/IEC 27001:2022 are met.

Validity:

The certificate is valid from 20.10.2024 until 05.11.2026.  
First certification 2016

20.10.2024

TÜV Rheinland Cert GmbH  
Am Grauen Stein · 51105 Köln

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Achievements			
No	Category	Granting Agency	Year Of Achievement
1	The Champion of Green Business of the Year – Large Enterprise	GBA Business Award	2025
2	Top 10 Digital Transformation Solutions With DIGI-XTRACT	The Vietnam Software Association (VINASA)	2023
3	Top Digital Services And Business Support Services Providers	The Vietnam Software Association (VINASA)	2023
4	Top Digitization Services Providers	The Vietnam Software Association (VINASA)	2023
5	Top 10 ICT Companies In Providing Digital Transformation Services & Solutions	The Vietnam Software Association (VINASA)	2022
6	APAC Business Headlines Award, 10 Fastest Growing Virtual Assistant Solution	APAC Business Headlines	2019
7	Top 50 Leading IT Companies	The Vietnam Software Association (VINASA)	2014-2018
8	Gold Medal Award For Digital Content Service Provider ICT	Ho Chi Minh City Computer Association (HCA)	2012 - 2018
9	The Top Enterprises Of The Year Award	Quang Trung Software City (QTSC)	2008 - 2018
10	The Medal Of 15th Anniversary Of Companion With QTSC	Quang Trung Software City (QTSC)	2018
11	The Medal Of 15th Anniversary Of Companion With Vinaso And Sao Khue	The Vietnam Software Association (VINASA)	2018
12	Best Entrepreneurship Award In Eurocham Awards	Eurocham	2018
13	Sao Khue Award	The Vietnam Software Association (VINASA)	2008 - 2010 2013 - 2018
14	Certificate Of Merit	HCMC People's Committee	2004 - 2011 2013 ; 2017
15	Vietnam ICT Gold Medal	Ministry Of Information And Communication	2013
16	HCMC ICT Award	Ho Chi Minh City Computer Association (HCA)	2008 - 2011

## Our Approach

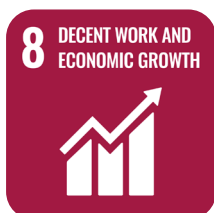
Creating Shared Values (CSV) is at the center of our strategy to achieve sustainable goals. At DIGI-TEXX, sustainable development is no longer a 'nice-to-have'. We have transitioned from good intention to value creation – accelerating the progression of sustainable priorities to a wide range of stakeholders. To achieve this, we look for solutions that perpetually generate value for all stakeholders: our clients, partners, employees, shareholders as well as society as a whole.

### HIGHEST PRIORITY SDGs FOR DIGI-TEXX'S OPERATIONS



**5.5** Ensure women's full and effective participation and equal opportunities for leadership at all levels.

**5.B** Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.



**8.2** Achieve higher levels of economic productivity through diversification, technological upgrading, and innovation.

**8.5** Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

**8.6** Substantially reduce the proportion of youth not in employment, education, or training.

**8.8** Protect labour rights and promote safe and secure working environments for all workers.



**10.2** Empower and promote the social, economic, and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion, or economic or other status.



**16.5** Substantially reduce corruption and bribery in all their forms.

**16.6** Develop effective, accountable, and transparent institutions at all levels.



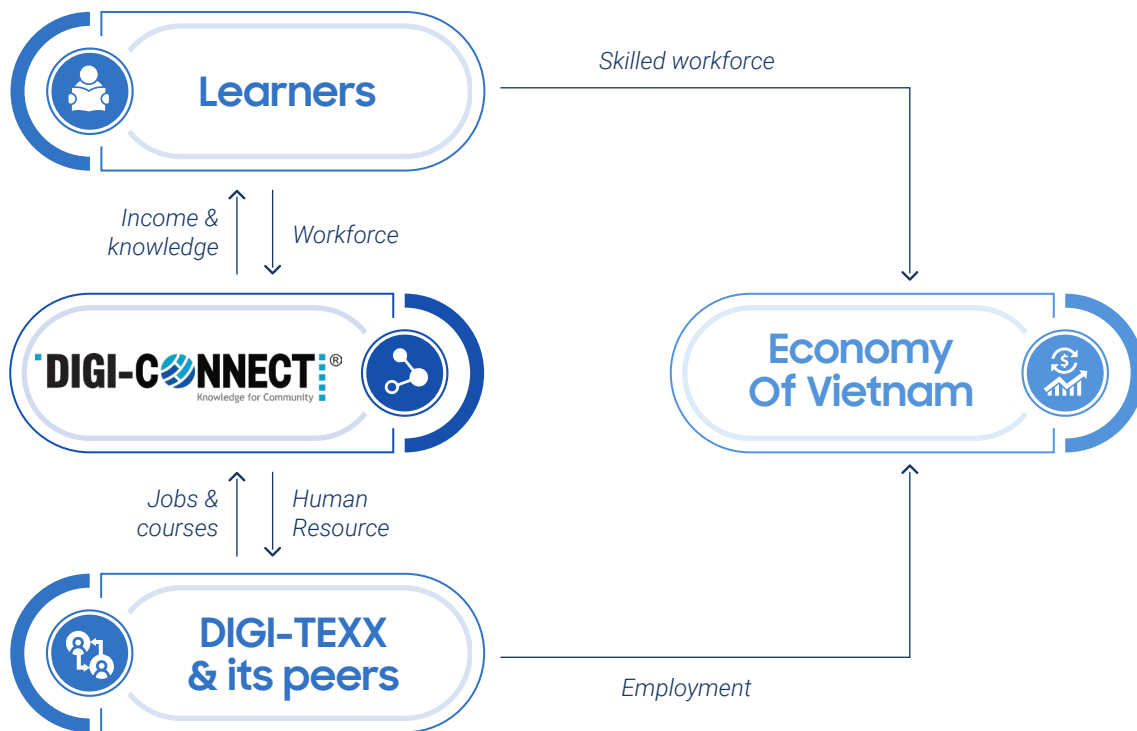
**17.6** Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology, and financial resources, to support the achievement of sustainable development goals.



### DIGI-CONNECT

- Via DIGI-CONNECT, learners can access and receive knowledgeable training without/with fees and find a related job from BPO companies that are in need of a workforce.
- As a CSV program, DIGI-CONNECT not only benefits the learners but also DIGI-TEXX and its peers. With over 60% of the population living in rural areas, DIGI-CONNECT unlocks a vast potential pool of digital workforce for Vietnam. This allows DIGI-TEXX to promptly gain human resources for its client projects.
- The economy of Vietnam is also greatly benefited from a higher employment rate and a well-trained workforce.

### DIGI-CONNECT BENEFICIARIES



The training programs are designed from basic to advanced levels including soft skills and expertise necessary to meet each project's requirements. After two years, the program has achieved several milestones:

<p><b>9,820</b> Basic-level Courses</p>	<p><b>4,748</b> Advanced-level Courses</p>	<p><b>14,984</b> Accounts Created</p>	<p><b>150</b> Computers Donated</p>	<p><b>12</b> Organizations Cooperated To implement The project</p>	<p><b>1,505</b> Contracts Signed</p>
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### High-skilled & Scalable Workforce

**1,200+**

Full-time staff

**1,000+**

Remote workforce

**30+**

Processing languages

**6+**

Speaking languages

- Dynamic, scalable workforce with interchangeable skill sets
- Tailored to varying customer & technical support needs

### Strict Data Protection & Reliable Operation

**ISO 27001:2022**

Information Security Management System

**GDPR**

Compliant

**24/7**

Network supervision

- Access control management, privacy policies & impact assessments
- Redundant systems with dedicated backup site in Can Tho

### Quality Commitment

**ISO 9001:2015**

Quality Management System

**3-Tier**

QA process

**Human-in-the-loop**

Guaranteed Service

- Committed to the highest quality standards
- Continuous monitoring by QA, trainers & operators

### Structured Recruitment for Seasonal & Peak Demand

**3**

Operation centers

**T-T-T**

Train-the-trainer

- Talent pipeline via DIGI-CONNECT & BPO training programs
- Fast ramp-up without quality compromise



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