



**ISO 9001:2000
Certified**

24/7 Operations

Service Offerings:

- **IT Support Help Desk**
- **CRM Support**
- **Data Management**

Highlights:

- Blended rates
- Business domain expertise
- Global outsourcing experience
- Knowledge of best practices in BPO
- Successfully deployed BPO Solutions
- Reliable Infrastructure
- Cisco VoIP network

BPO Center

Bangalore, India

Kalyani Magnum IT Park
'A' Wing, #165/2, 6th Floor
Dorasani Palya, IIM Post
Bannerghatta Road
JP Nagar 7th Phase
Bangalore - 560 076



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Business Process Outsourcing (BPO)

Improving customer experience through strategic outsourcing

IT Support Help Desk Services

Our help desk solution helps:

- Reduce support costs
- Improve customer satisfaction and loyalty
- Increase first time resolution rates
- Improve agent efficiency and customer response times

Help desk expert for customer service

- Call center / help desk
- External customer support
- Products, services and operations support
- Problem tracking
- Call / request tracking
- Support resource management

Help desk expert for IT support

- Internal call tracking / help desk
- Internal employee support
- Internal action request automation
- Project support management

CRM Support Services

Inbound Customer Care

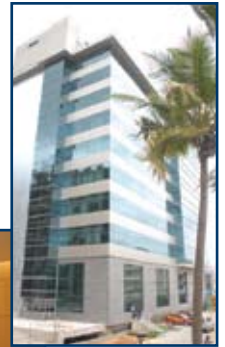
- | | | |
|------------------------|-----------------------------|--------------------|
| ▪ Up-sell / cross-sell | ▪ Dispute resolution | ▪ Order management |
| ▪ Customer analytics | ▪ Billing & payments | ▪ Order processing |
| ▪ Ticketing | ▪ Customer feedback program | ▪ Reservation |

IT Tech Support

- | | | |
|-------------------------------|--------------------------------|----------------------------|
| ▪ Level 1, 2, 3 support | ▪ Help desk support | ▪ Software troubleshooting |
| ▪ Remote desktop troubleshoot | ▪ Product installation queries | ▪ Multiple platforms |

Data Management Services

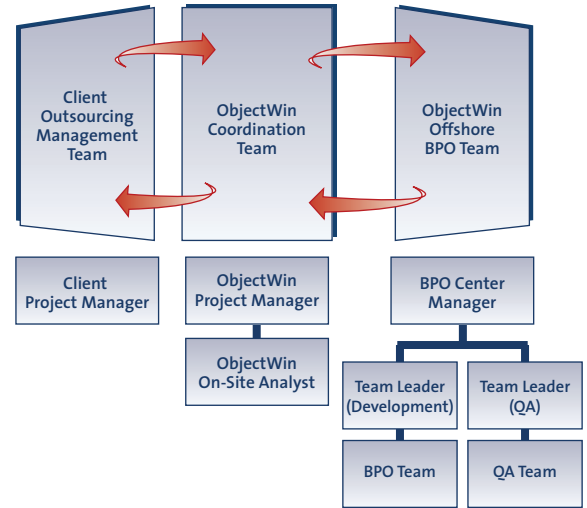
- **Managed Services:** Data sourcing; data input, aggregation and validation; data quality management.
- **Data Integrity Services:** Manual and automated data cleansing and metadata management.
- **Data Analytics BPO:** Risk management analytics; investment analytics; operational analytics.





Business Process Outsourcing at ObjectWin

- **Reduce costs**- take advantage of labor arbitrage, better IT systems, and improved scale efficiencies
- **Leverage best practices** - increase the speed and quality of business processes by leveraging our domain expertise and best practices.
- **Focus on core competencies** - focus management attention on strategic issues rather than low-value transactional activities
- **Leverage technology** - enrich and automate processes with cutting-edge technology and tools
- **Enhance controls** - improve financial controls and regulatory compliance
- **Increase flexibility** - increase operational flexibility and scalability with no capital investment
- **Increase transparency** - enhance transparency of operations and access to business information for quicker business decisions.



ObjectWin BPO Key Differentiators

- **Highly Skilled Customer Care Agents:**
 - Excellent communication skills with English (US) proficiency
 - Extensive domain knowledge in customer service BPO
- **Multiple Channels of Communication:**
 - E-mail - 24/7 e-mail interaction with highly skilled customer care agents.
 - Web Chat Service - Real-time customer interaction through online chat facilities.
 - Report Generation Capabilities - customized reports and real-time statistics monitoring
- **Inbound Contact Management:**
 - Customer Support / Customer Care - Inbound calls and e-mails from customers regarding billing concerns, product inquiries, appointment reservations, and other customer service issues.
 - Inbound Sales - We receive calls and e-mails from customers purchasing our clients' products and services, where we take the opportunity to cross-sell and up-sell.
 - Direct Response / Surveys - Complement our clients' marketing campaigns. We take orders, answer questions and survey customers to provide essential feedback to our clients.
 - Help desk and Technical Support Hotlines - We provide an outsource helpdesk to answer technical questions and channel escalating technical issues.
- **Cutting-edge Technology:**
 - Cisco VoIP telecom infrastructure with clear voice quality and call tracking.
 - High availability servers in Houston, Texas at a data center facility designed to withstand all natural disasters and uninterrupted supply of power and internet with maximum security.
 - State-of-the-art Virtual Desktop Infrastructure (VDI) for server-based remote desktops.



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