

AMZ, BPO SERVICES

FACILITATING TO BUILD THE FORTUNE



Building Trust

Full Spectrum Business Services

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AMZ Services, a professional management company with a wide range of experience and whose core business philosophy is to build long-term client relationships, has now set up a new business venture, called 'AMZ BPO Services'.

(AMZ BPO) was established in Punjab, Lahore in response to the growing demand for low cost outsourcing services. AMZ BPO was founded after seeing the need to provide a call center, service management and back office solution to companies in the UK, USA and Australia.

The cutting-edge infrastructure chosen by us is both scalable and flexible, suitable for small and enterprise-sized businesses; We are located in between the country's capital city of Islamabad and the financial capital of Karachi.

We bring to the world all new services and a unique approach to customer satisfaction. We provide comprehensive services to the world in a professional manner, adhering to industry standards.

We share our knowledge for offshore development, in-depth project management knowledge, processes and procedures, and human resource integration to benefit our clients. Strongly positioned to invest in people and technology, our philosophy revolves around a continuous commitment to providing quality services using world-class technology. The aim is to create a culture based on our values of honesty and trust; backed by action with results.

AMZ BPO provides voice based outbound services, web and email services, backup services, and services related to data processing and data analysis.

Based on our extensive knowledge and experience, AMZ BPO Services will provide:

- Banking
- Travel
- Tele-Communication Services
- Insurance
- Health Care

And their Functionalities

- Business Development
- Customer Care
- Human Resources
- Finance
- Yellow Pages
- Retail
- Research

To corporations across the globe.

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Services

AMZ BPO services have complete back-up facilities. It is a completely operative outsourcing company. We are committed to providing extra value to our clients. Besides the cost advantage, our services ensure quick and accurate responses for our client's customers. Through the latest tools, we deliver long-term and sustainable benefits to our clients.

Solutions come for various services, to meet the diverse needs of every individual Client. AMZ BPO has solutions to offer completely different services.

Existing and potential customers can save a lot by using our call centers, back-office, and other management solutions. Our contact center provides businesses with a variety of business management tools to support sales, customer service, and backend operations. We can also provide full IP connectivity to enhance and expand corporate communications.

Outbound Services

Telecom

- Telemarketing lead management
- Lead Generation / Qualification of telemarketing lead lists
- Decision Maker Contacts
- Product Promotion
- Research Surveys and Polling
- Customer Satisfaction
- Telephone and Web Based
- Appointment Scheduling
- Debt Collection Services
- Database Selling
- Market Intelligence Services
- Business Development
- Up Sell/Cross Sell Campaigns
- Direct Mail Follow-up
- Seminar Population

Banking / FSS (Retail Banking, Mortgage, Credit Cards, travels & tourism)

- Lead generation
- Cold calling
- Script development
- Plan management
- Up selling
- Plan migration
- Customer service management for international banks, software firms, telecom service providers, Credit card companies etc.
- Airline ticketing and reservations
- Database cleansing and updating
- Up selling
- Plan migration
- Payment follow ups

We can also provide full IP connectivity to enhance and expand corporate communications.

- Debts follow ups
- Tele Banking
- Direct response television
- Airline ticketing and reservations
- Database cleansing and updating
- Third party verification
- Record verification
- Fraud detection /prevention Calls
- Welcome / Thank-you calls
- Continuity sales calls

Finance & Accounts

- Accounts Payable
- T & E (Travel and Expense)
- Order Processing
- Billing

- Accounts Receivable
- Collections
- Cash & Banking
- Fixed Assets
- General Accounting
- Subsidiary Accounting
- Joint Venture Accounting
- Reporting
- Reconciliations
- FP&A (Financial Planning and Analysis)

CRM(Customer Relationship Management)

- Customer Care
- Dispute Resolution
- Order Management
- E-Commerce
- Warranty Services

- Customer Analytic
- Billing & Payments
- Order Processing
- Refunds
- Sales Support — Consultative
- Selling, Up Selling/Cross Selling.
- Ticketing
- Reservation
- Loyalty Program
- Frequent Flyer Program
- Customer Feedback Program
- Multi lingual Support —French & German

Tech Support

- Level 1 ,2,3, Support
- Helpdesk Support
- 3rd Part Software Troubleshooting
- Remote Desktop Troubleshooting
- Warranty configuration & Sales
- Consumer Tech Support
- Product Installation Questions
- Product Activation
- Support for Multiple Platforms
- Service Dispatch
- Cross Sell / Up Sell

Telecom (Wireless, ISP)

- Order Fulfillment
- Plan Swaps
- Account Modifications
- . Warranty Exchanges
- Correspondence Management
- Customer Data Verification
- Offline Handset Programming
- Phone Activation
- Churn Management
- Fault Management

Inbound Services

- Insurance (Health)
 - Claims Registration
 - Claim Adjudication
 - Claims Data Entry
 - Claims Data Validation
 - Claims Data Correction
 - Coordination of Benefits
 - New Policy Setup
 - Policy Owner Service
 - Funds Management
- Administration - HAS, FSA, HRA
- Dispute Resolution
 - Claim Settlement

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Collections

- Card Collections — Inbound & Outbound: Collections of Overdue / Delinquent amounts from Credit Card Customers.
- Bank Collections — Responsible for the collection of overdue amounts from loans / overdrafts.

Banking / FSS (Retail Banking, Mortgage, Credit Cords)

- Account Opening / Maintenance
- Back-office Process for Post Close Audits
- Verification of Details / Update to
- Processing of Accounts Generated by Telesales
- Data Processing
- Account Activation
- Credit Bureaus - Credit Disputes

Data Management Services

AMZ BPO is equipped to support e-government projects with 24/7 data management services. The faster delivery model and the enhancement of the knowledge generated in conjunction with AMZ BPO's knowledge & experience help to achieve the desired data management goals.

Data Modeling

Data Modeling first helps create a structure for the data that an organization collects and uses, and then organizes that data easily and efficiently to extract and review for the reports/analysis.

Data Warehousing

Data Warehouse features helps to efficiently store data so that it can be accessed efficiently and used when needed.

Database Administration

AMZ BPO As a database administrator, primarily assists organizations with tasks involving recovery, integrity, security, availability, performance, and development repair and testing support.

Data Mining

The most important service for organizations is data mining, in which large data is obtained by sifting out patterns, relationships and patterns.

AMZ BPO also has expertise in developing ERP software for government and semi-government organizations

It helps them consolidate records to effectively run government activities

We focus on using this to translate into real business benefits for our clients. Technology gives our clients complete confidence that their customers will receive reliable, quality service with state-of-the-art functionality and efficiency.

AMZ BPO uses information technology to create a capable platform that provides its users with various types of connectivity and solutions.

Our Network provides 100% reliability with fiber optic bandwidth, efficient transmission, redundant transmission capacity, and 100% power backup for constant service provision.

Our call center is equipped with dual-core Lenovo workstations and dual-function servers. Our network is one of the latest developments in the IT industry using the latest CAT6 cables for lightning-fast data transfer rates.

Our communication systems; provide a clear and consistent voice at 4 Mb/second; without any transmission delays.

AMZ BPO Technology Highlights:

Our industry is known for its high-definition technology that helps aids the outbound campaign and achieve the best results and maximize profitability.

2 Dedicated Ground Stations of 40 Mbps and 20 Mbps.

International leased Data and voice connection by VSNL, BSNL, and Transworld leased data, for Domestic Data and Voice Connections Better CAT6 cabling for clean voice and data. And LAN with the latest era telecommunication through a fiber optic network.

We use SDN offerings with voice, data, video conferencing, e-mail, and fax transmissions. Moreover, we use dedicated ISDN-capable digital cellphone exchanges.

Moreover, use fiber optic cables for internet service and phone at almost 100% uptime. 100% energy backup for the continuance of offerings.

All verbal exchange and pc structures are live 24 hours a day, 7 days a week, twelve months a year, with the Uninterruptible strength supply (UPS)

we have the ultra-modern logger to hold a watch on all calls. We additionally display performance and teach employees to excel.

Infrastructure

AMZ BPO Services infrastructure provides state-of-the-art infrastructure and security to ensure your business and customer data are protected. AMZ BPO Services invests heavily in providing a state-of-the-art BPO facility to meet the needs of our valued customers.

Our state-of-the-art infrastructure is supported by the latest technology. Our transportation process is thought out and planned down to the smallest detail. We believe in holding your hand in your transition and providing accurate and effective guidance, expertise, and support from time to time.

AMZ BPO's approach is unique in that it understands the culture and ethics of its overseas location.

Quality

AMZ BPO's Quality Assurance Team ensures that all agents provide quality service on all customer contacts. Our customer service staffs are problem solvers. We employ talented Representatives in Pakistan who provide exceptional customer service. We train our Representatives to track customer service requests and promptly dispatch customer inquiries based on their training and expertise. Our educational resources lead to exceptional customer service. Representatives receive 6-week in-depth training in core skills, including communication, customer service and sales. AMZ BPO provides customers with comprehensive training such as continuing education and quality improvement.

We have an internal quality control system that uses legitimate measurement tools. This process creates a unique performance and monitoring agent that works against:

- Competence levels
- Communication with customers
- Worldwide call control skills
- Product or service knowledge
- Overall professional conduct and performance

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