

OVEX TECHNOLOGIES

Pakistan (Pvt.) Ltd.

Ovex Technologies Pakistan (Pvt.) Ltd. is one of the country's leading BPO and IT Solutions provider.

We offer a 24/7 global helpdesk and five fully integrated state-of-the-art, logistically disparate facilities with experienced professionals aiding our customers in driving sustainable business growth.

Ovex adheres to strict international standards in service quality and dependability. We understand the diverse technological needs and demands of an evolving global enterprise.

We have been declared "Best BPO/Call Center 2008" and "Best in Operational Excellence 2009" by the Pakistan Software Houses Association (P@SHA).

Our services portfolio includes comprehensive Outsourcing, Infrastructure & Software Solutions.

Driven by our belief in constant innovation and progressive growth, we partner with our clients to provide them with a distinct competitive advantage.

THINK. INNOVATE. GROW.



BPO SOLUTIONS

Contact Centers

- Voice Services (Inbound/Outbound)
- Non-voice Services

IT Outsourcing

- IT Helpdesk
- Remote Desktop Management
- Blackberry Support Services

HR Outsourcing

- Selection & Recruitment
- Compensation & Benefits
- Training & Development

Accounting Outsourcing

- Core Accountancy Services
- Reporting & MIS
- Regulatory & Contractual Compliance

Operations Outsourcing

- Asset & Account Management
- Procurement & Supply Chain
- Claims Management
- Analytics

Data Management

- Entry, Cleansing & Aggregation
- Validation, Enrichment & Acquisition
- Compliance Violation
- Analysis & Reporting

Content Development

- Website & Marketing Content
- E-Learning & Multimedia Content

Medical Billing & Transcription

- Medical Billing – Charge Entry
- Transcription from voice recordings

IT SOLUTIONS

Infrastructure Solutions

- Network & Data Center
- Server & Storage
- Teleconferencing

Software Solutions

- Enterprise Resource Planning
- Customer Relationship Management
- Customized Software Development

CONTACT CENTERS

Ovex has extensive experience in hosting and managing both domestic and international outsourced Contact Centers. Presently, Ovex is delivering its services to a number of clients from various business verticals.

Some of our CONTACT CENTER SERVICES include:

- Voice Services
Inbound | Billing | Sales Activation | Complaint Management | Information Helpline | After Sales Support | Order Taking | Customer Feedback
Outbound | Lead Generation | Collections | Appointment Setting | Surveys | Retention/Win-back | Informatory Calls
Inbound/Outbound | Optimization (Cross-selling & Up-selling) | Direct Response (Media & Correspondence) | Basic Sales Transactions
- Non-voice Services
Email Correspondence | Live Chat | Returns Processing | General Correspondence



'Best BPO/Call Center 2008'

Be it an In-bound requirement or an Out-bound project, Ovex exceeds expectations with its SLA driven approach and was awarded 'Best BPO/Call Center' by P@SHA (Pakistan Software Houses Association)

'Best in Operational Excellence 2009'

P@SHA also awarded Ovex the 'Best in Operational Excellence' for having consistently met stringent performance parameters and standards

Multi-site Facilitation

All Ovex installations in Lahore, Karachi and Islamabad maintain fully equipped Contact Centers to render a wide array of outsourcing solutions to our clients

Our logistically disparate facilities in all major hubs of the country also afford our clients the best talent in the industry as well as a location of their choosing

Some features of our award winning service model are as follows:

- Streamlined reporting structures and thoroughly tested SOPs
- Regulated agent reporting and feedback from all floors
- TNA (Training Needs Analysis) based on call observation, quizzes, mystery shopping and agent feedback
- Monthly Refresher Trainings to ensure product knowledge and customer service skills
- Enhanced Call Observation Sheet
- Agent driven on-demand trainings
- Monthly counseling sessions with each agent
- Monthly calibration session with client operations team
- Internal mystery shopping
- Internal product related quizzes
- Monthly performance review with each agent
- Monthly internal team meetings
- Live call monitoring
- Monthly incentives based on agent performance
- Key Performance Indicator (KPI) based agent performance evaluation and compensation mechanism

The Advantage You Need

- Ovex Technologies has a diverse client base for its contact center solutions both in Pakistan and abroad
- Locally, Ovex renders services for leading telecommunication companies, semi-government bodies and nationwide retail chains
- Internationally, Ovex provides services to large scale IT enterprises, global franchises and financial institutions

WHY OVEXTECH?

OVEX INFRASTRUCTURE

- Dedicated International Private Leased Circuits (IPLC) over the Pacific and Atlantic to route overseas voice calls and for data access directly to the facility
- Satellite Earth Station providing back up for the IPLC and a direct link to international satellites, thus by-passing domestic infrastructure
- Multiple-Mode: Fiber, Radio and Rooftop Earth Stations with built-in technical redundancies to maintain perpetual uninterrupted operations
- Our contact centers are powered by the Cisco IPCC solution allowing for premium customer interaction management

WHY PAKISTAN?

- Lower costs, better infrastructure (Gartner, 2008)
- Top destination in terms of growth, value for money and customer service | 328% growth in outsourcing during 2007-08 | Just behind the U.S. in customer satisfaction (oDesk, 2008)
- Ranked among top 20 Global Service Locations (A.T. Kearney Ranking, 2009)

- We stand as the largest third-party offshore BPO/IT solutions provider in Pakistan
- Awarded Pakistan's 'Best BPO/Call Centre 2008', by P@SHA (Pakistan Software Houses Association)
- Awarded "Best in Operational Excellence 2009", by P@SHA (Pakistan Software Houses Association)
- Best-of-Breed IT Infrastructure & Support Functions – Five Fully Redundant Facilities
- Global IT Helpdesk with extensive 24/7 support for all our clients and operational teams
- Highly qualified and trained human resource from accredited universities with attrition rates among the lowest in the country
- Comprehensive Client Relationship Management with clear monitoring, administering and auditing systems
- Complete financial forecasts, cost benefit projections and control over desired spending to assist in customer decision making
- Premier client list including renowned local and foreign clients
- Ongoing investment in innovative solutions, human resource development and intellectual capital

VERTICALS SERVED

Telecommunication

Automotive

Media

Manufacturing

Airlines

Consumer Products

Education

Shipping & Logistics

Oil & Gas

Finance & Banking

Technology

Healthcare

Pharmaceutical

Energy



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