

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

DATA MANAGEMENT

Our Data Management solutions allow you to enhance data quality for effective mining, enable increased tracking and reporting capabilities and improve data integrity and oversight for your business.

Our DATA MANAGEMENT SERVICES include:

Data Entry, Cleansing & Aggregation | Data Validation | Data Enrichment | Data Acquisition | De-duplication | Duplication | Taxonomy | Data Analysis & Reporting | Compliance Violation



Why is Data Management important for you?

- Data Redundancy: Each system, application and department within an organization collects its own version of key business entities, thus leading to redundant and poor quality data
- Data Inconsistency: Enterprises spend enormous resources trying to reconcile master data, often with limited success. This process repeats itself as there is no mechanism for capturing and assimilating the data gathered from the first or successive reconciliations
- Business Inefficiency: Redundant and inconsistent master data leads to inefficient supply chain management, inconsistent customer support, customer dissatisfaction and wasted marketing efforts
- Supporting Business Change: Organizations are constantly changing, ensuring a constant stream of changes to master data. With no way of managing these changes, data is prey to redundancy, inconsistency and ineffectiveness

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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