

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

IT OUTSOURCING

Ovex's IT Outsourcing Solutions deliver effective, quality end-user support services for small, medium and large enterprises. These services empower customers by allowing them to focus on their core business instead of technology support and management issues.

Our KEY IT OUTSOURCING SOLUTIONS include the following:

- **Helpdesk Services**
Call Management Tracking, Reporting & Resolution | Installations, Moves, Adds & Changes (IMAC) Support | Hardware Support: Laptops, Desktops, Printers, Monitors & PSDs | Software Support for MS OS (Boot/Crash/Freeze etc.), MS Office Suite, Third-party Applications, Proprietary Applications | Network Connectivity Support for VPN, Network Administration, Account Management, Login & Connectivity issues resolution | Email (Setup/Removal/Archiving/Retrieval) | Utilities | Word Processing | Graphics | Field Engineer Support
- **Remote Desktop Management Services (RDMS)**
Asset Administration | Software Compliance | Asset Discovery, Management & Distribution | Patch Distribution & Management | Virus Remediation & Protection | Data Restoration | Online Backup | Service Request Management | Remote Support & Access | Hardware Break/Fix | Virus Contingency Planning | Theft Recovery
- **Blackberry Support Services**
Assisting in presales meetings as Technical Support | Assisting in IT Environment Evaluation for Blackberry Enterprise Server implementation | Providing training on Servers, Services & Applications | Supporting and educating end-users to the potential of their Blackberry devices | Assisting client Contact Centers with troubleshooting and technical queries | Extensive Report Generation: Daily/Weekly/Monthly/Quarterly | Handling the Return Merchandise Authorization (RMA) process | Software up-gradation, Third-Party installations, patch updates, data transfer & basic configurations

Is your Helpdesk part of your IT strategy? If not, here's why it should be;

Effective Helpdesk support services are crucial to your business and the success of your organization.

The lack of focus on this critical part of your business can result in unhappy end-users, a negative image of your IT organization, excessive IT infrastructure support costs and significant impacts to your overall performance by requiring additional resources at second & third levels to mitigate the inefficiencies and lack of First Call Resolution (FCR) at the Helpdesk.

Ovex can efficiently handle this critical part of your business.

Features of Ovex's Service Desk Model are as follows:

- Intuitive and Easy to Learn Call tracking software (CLARIFY)
- Generation of 'Trouble Ticket' Information & Intelligent ticket routing
- Service Desk Includes a Database for Client & Operator Details
- Extensive Reports Quickly Available
- 100% Web-based - No other software components to install or maintain
- Requires only the Web Browser on Client and Operator Computers
- 'Whiteboard' Alert and Auto-Messaging Facility
- FAQ Knowledge Base Facility & Dynamic FAQ Entries
- Auto E-mailing & SMS Messaging to Operators
- Auto E-mailing of New Trouble Ticket
- Modelled after a "Best In Class Support Center" utilizing industry recognized information Technology infrastructure Library (ITIL)
- Framework and Help Desk Institute (HDI) methodologies

Core Benefits:

- 24*7*365 availability
- Reduced cost of IT support and improved IT operations and efficiency
- Leverage of Ovex Enterprise Class Technology Infrastructure
- Skilled and experienced staffing
- Improved IT image and increased end-user satisfaction
- Reduced impact of internal turnover of IT support personnel
- Off load of Level 1 and Level 2 and off-hours support to better utilize internal resources
- Diversified industry experience in providing reliable managed services in complex environments
- Fully integrated and scalable services easily tailored to customer requirements
- Call and Root Cause Analysis by product, application, department or employee group
- Predictable & Manageable Services Based on Industry Best Practices

Key Measures:

- Ovex handles 50,000 customer services calls per month
- 23 second average speed of answer
- 9 minute average call handle time
- 85 % First call resolution
- Customer Process Improvement Plans developed for each customer

Additional services include:

- IT Audit
- Data Center Outsourcing
- Disaster Recovery Services
- Market Research
- Data Entry (Analysis & Research Services)
- Order Management
- IT Infrastructure Support
- Network Connectivity Management
- Asset & Configuration Management

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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