



# Call Center Company Profile

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# Executive summary

This slide highlights the executive summary of call center company which includes business overview, founder, shareholding structure, USP, achievements and key facts

## ABC Pvt. Ltd Overview

US based BPO company, which provides customer care and technical support services to customers across various industries

## Key Facts & Figures (2022)

80+  
Countries Served

1 MM Yearly  
Customer  
Interactions

15%  
Market Share

Add  
text here

## Managing Director - Kevin Richards

## Our USP

- 150+ dialects & languages supported
- Digital translation and video remote interpreting
- Add text here

## Achievements

- Best (USA) Customer Care Centre Award in 2021
- Add Text Here
- Add Text Here

## Company Shareholding

Shareholders (as on 31 <sup>st</sup> March 2022)	Shareholding
ABC Pvt Ltd	62%
XYZ	23%
Public	XX%

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# Company overview

This slide showcases the call center company background information overview which highlights industry, founded year, area covered, and served industries with key stats.



## ABC Pvt Ltd

- Industry – Business Process Outsourcing
- Founded – 2008
- Headquarter – Washington D.C
- Area Covered – Worldwide
- Director (Company) - James Andrew
- Website – www.abcbpo.com

## Key Stats

- >> Total Employees 200k
- >> Total Industries Covered 12
- >> First Call Resolution Rate 89%
- >> Add Text Here

## Industries Served



Banking and  
Financial Services



Travel, Logistics,  
and Hospitality



Retail and  
E-commerce



Healthcare



Telecommunications,  
Media, and Technology



Public Sector and  
Government

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# Mission vision and core values

This slide highlights the customer care company's long and short-term goals along with the core values (connected, committed and creative)



## Mission

To minimize the frictions between organizations, consumers, and administrations



## Vision

Connect organizations, and humans to provide easy, faster and safer customer communication

### Connected



24\*7

### Committed



Priority Resolution

### Creative



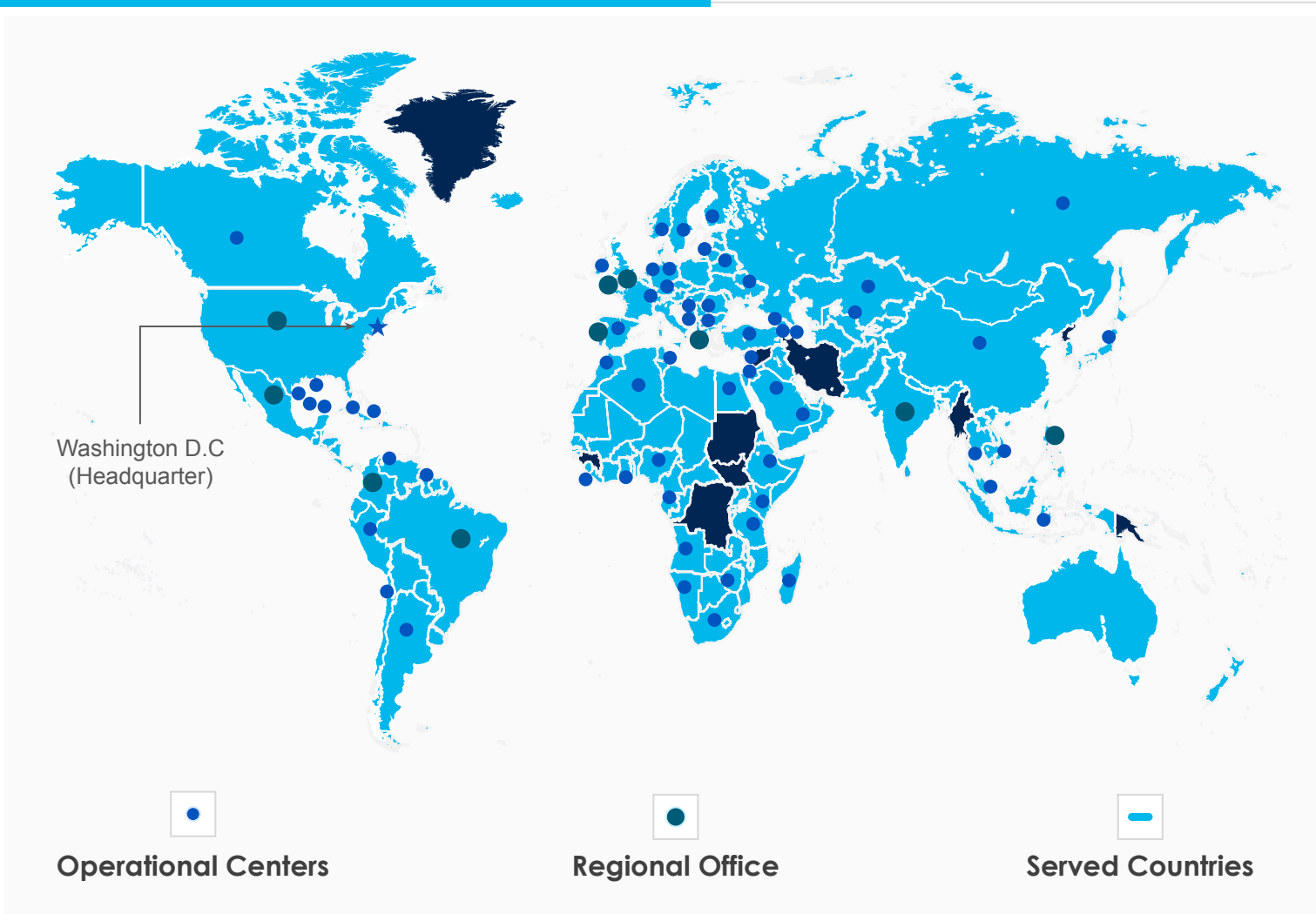
Add Text Here

Core Values

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# Company presence around the world

This slide showcases the world map which highlights company call centers operations around the world through world map. It covers total operational centers, regional offices and served countries.



## Key Takeaways

- >> Actives in **70** countries
- >> **200k+** employees
- >> **100+** clients from different industries
- >> Add text here
- >> Add text here

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# Business process outsourcing solutions

This slide showcases the business process outsourcing solutions offered by the company which includes retail, Healthcare, telecom, Manufacturing, BFSI, travel & transport and hospitality industry.



## Retail and Consumer Packaged Goods

- Omni Channel Support
- Order Management
- Add text here




## Healthcare & Life Science

- Remote Patient Health Monitoring
- Add text here




## Telecom

- Technical service support
- Add text here



## Manufacturing & Utilities

- Aftersales Service Support
- Add text here



## BFSI

- Service Help desk
- Consumer KYC
- Add text here




## Travel & Transport

- Travel reservations and cancellations information
- Add text here



## Hospitality & Logistics

- Enterprise Service Desk
- Add text here



## Ecommerce

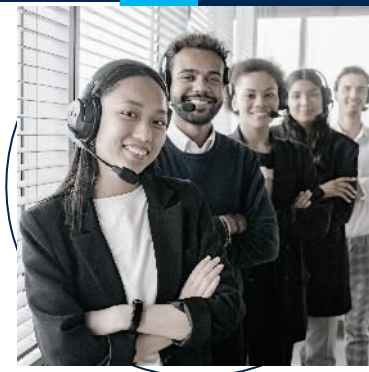
- Online Assist Customer
- Add text here

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# Our specialized services

This slide highlights the specialized services of call center which includes translation, video remote interpreting, on site interpreting, over the phone interpretation and other services.



## Service Type

○ Translation

○ Video Remote Interpreting

○ On Site Interpreting

○ Over-the-phone Interpretation

○ Other Services

○ Add Text Here

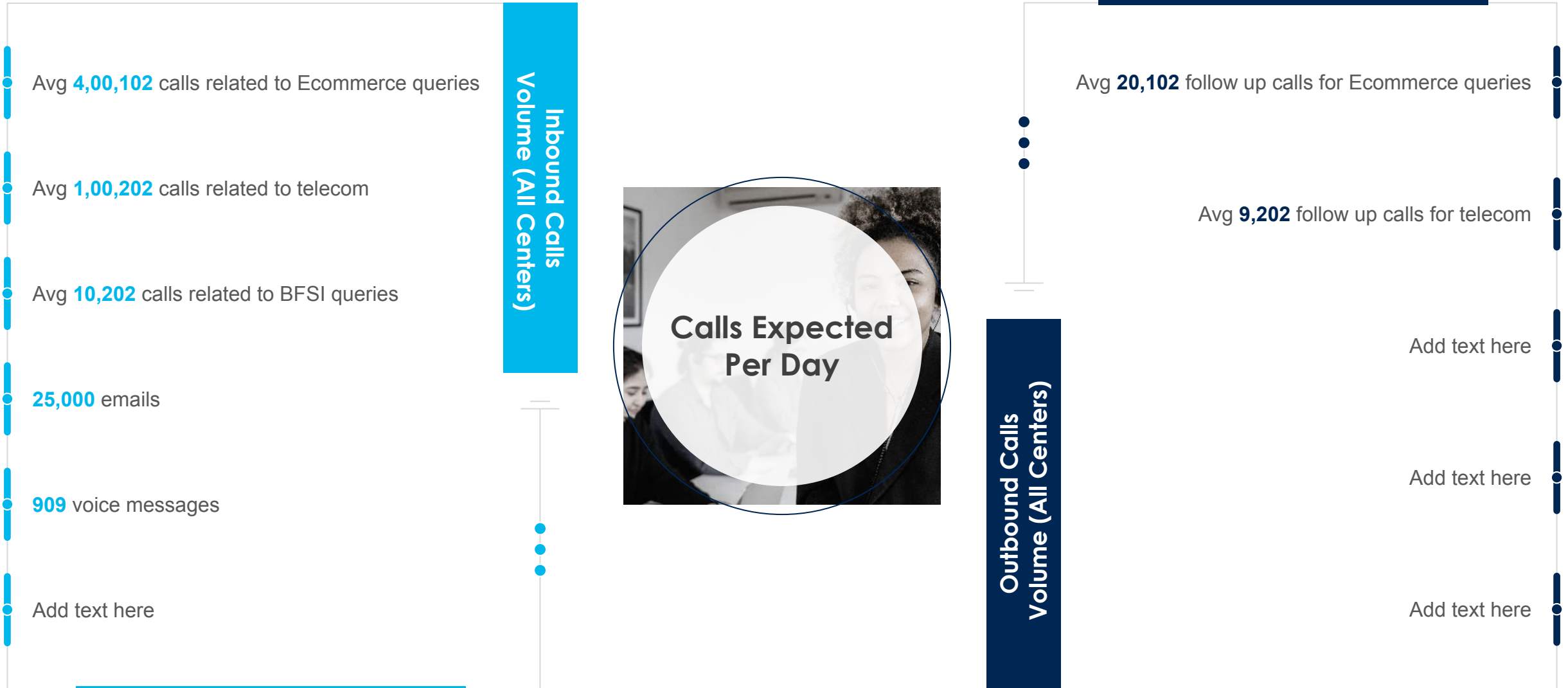
## Description of Services

- Digital translation and localization of over 200 languages
- Add text here
- Direct face to face language interpreting people (This solution is used by hearing impaired person)
- Add text here
- Services that required more confidential interactions or sensitive matters
- Add text here
- 24\*7 support for language interpreters
- Covers 150+ languages
- Add text here
- Training to linguistic services
- Add text here
- Add text here
- Add text here

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# Inbound and outbound calls volume

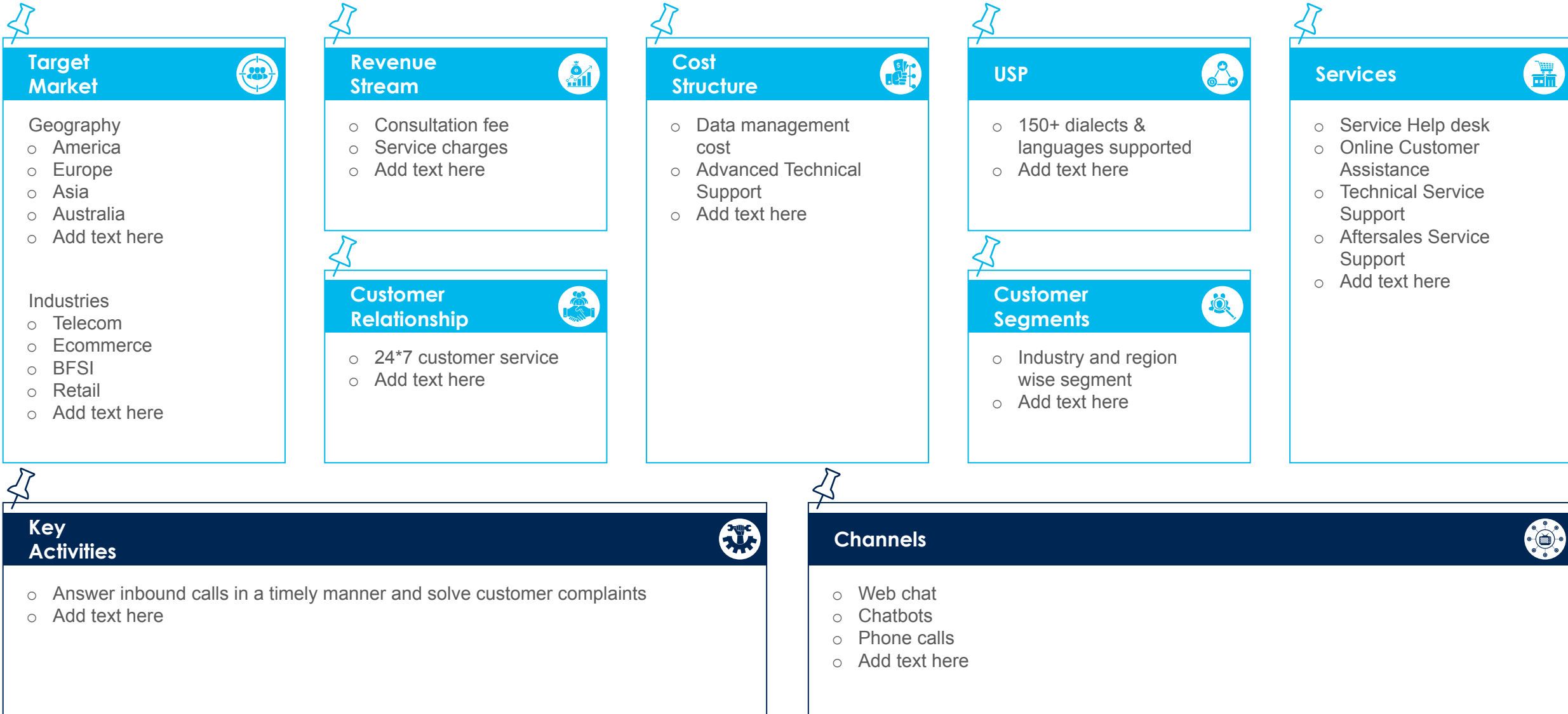
This slide highlights the inbound and outbound call volume at BPO customer care center which includes average inbound and outbound calls for ecommerce queries , telecom queries and BFSI queries.



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# Call center business model

This slide highlights the business model of call center company which includes target market, revenue stream, customer relationship, cost structures , products, key activities and channels.



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# Company journey roadmap from 2008 to 2021

This slide highlights the company journey from 2008 to 2021 which showcases company started with motive of user experience improvement with only 15 members, later on it enters into banking, telecom and ecommerce for BPO services.

- Started with user experience improvement platform
- Staff - **15**
- Add text here

- Add banking channels for remote KYC process
- Add text here

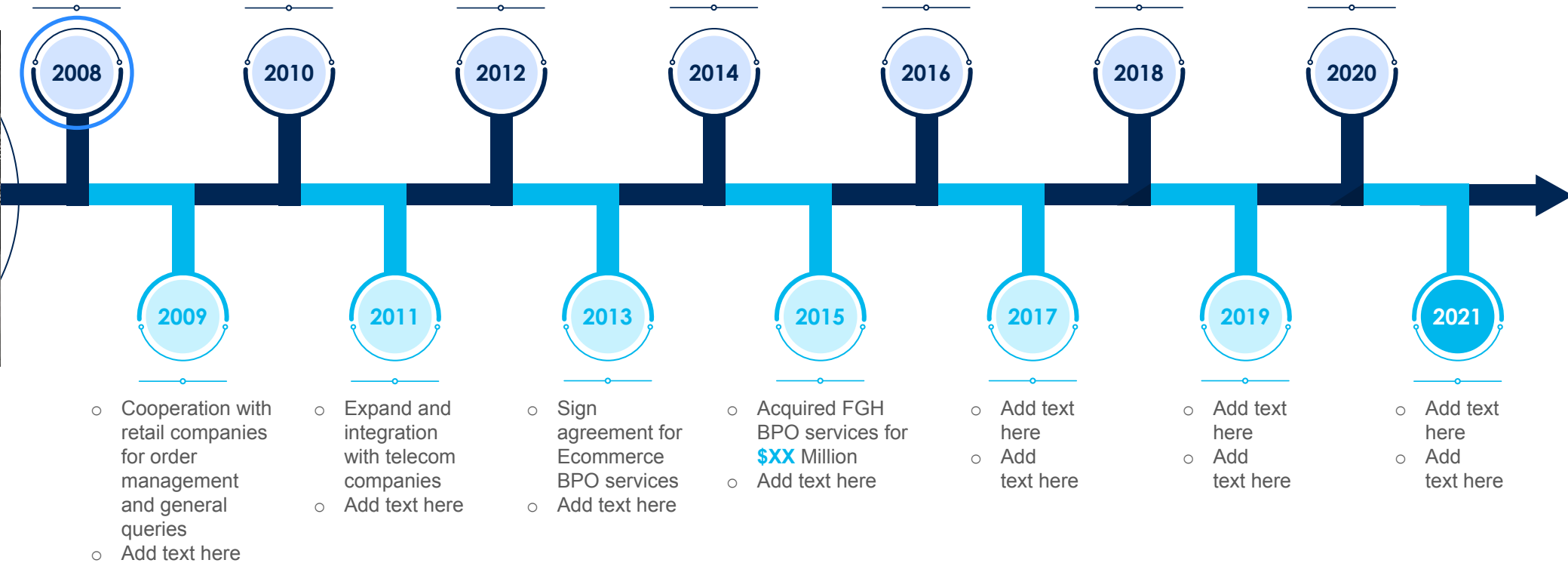
- Expand team to **5,000**
- Add text here

- Expand team to **10,000**
- Add text here

- Add text here
- Add text here

- Add text here
- Add text here

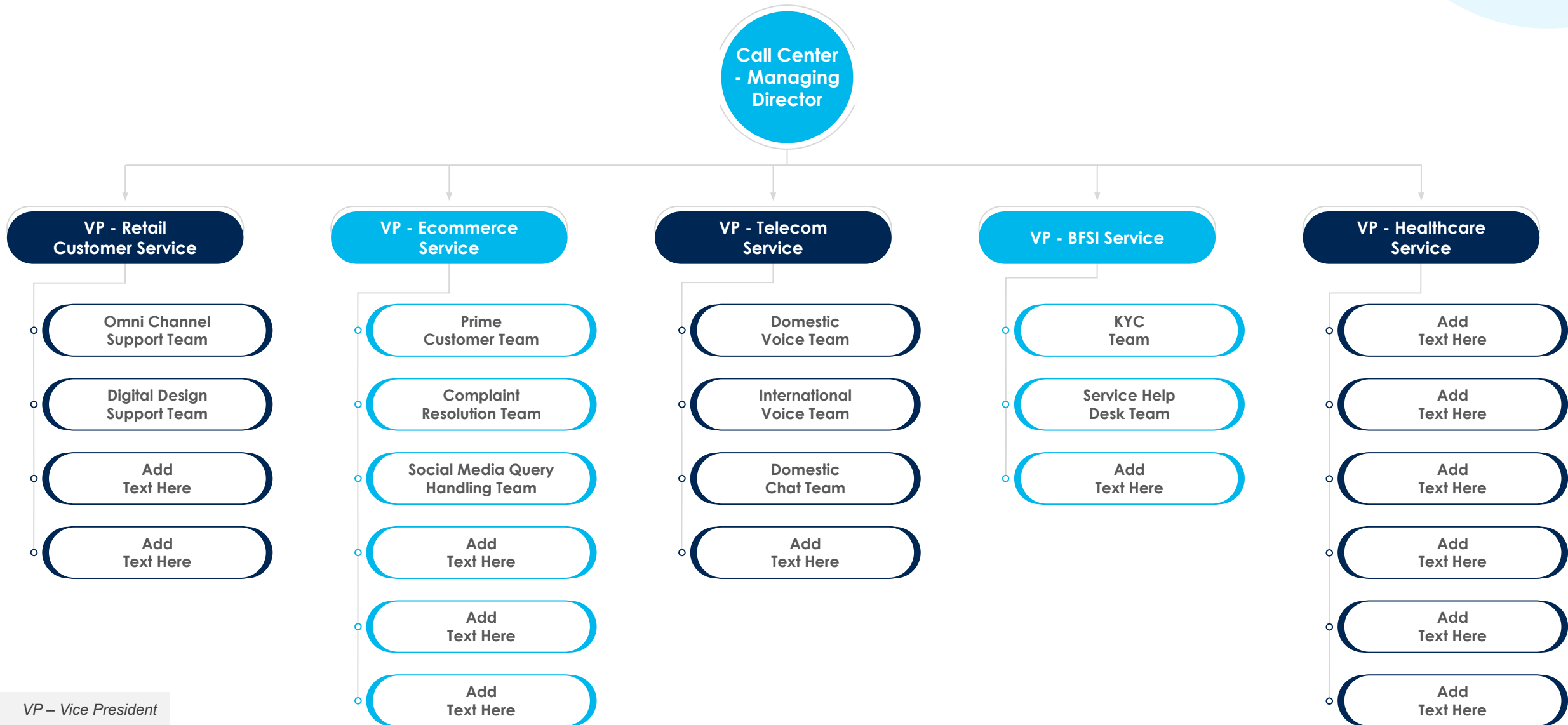
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# Organizational structure

This slide showcases the call center organizational structure which highlights retail customer service team, ecommerce service team, telecom service team, BFSI service team and healthcare service team.



VP – Vice President

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# Executive leadership and management team

This slide highlights the call center company executive leadership and management team which includes managing director, VP of retail customer service, ecommerce service, telecom service and BFSI service.



**Kevin Richards**  
**Managing Director**

20+ years of exp. In Business process outsourcing sector  
Graduated from University of Paris  
Add text here




**David Young**  
**VP - Retail Customer Service**

25+ years of exp. In Retail services management in FMCG sector  
Studied MBA in retail from Austin University  
Add text here



**Lisa Hodges**  
**VP - Ecommerce Service**

15+ years of leadership experience in ecommerce customer service management  
Graduated from Texas University  
Add text here



**Harriot k**  
**VP - Telecom Service**

22+ yrs. off exp in IT and telecom sector  
Add text here  
Add text here



**Vinay Prasad**  
**VP - BFSI Service**

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# Our business clients

This slide highlights the clients of call center company. It covers the major companies such as amazon, standard chartered bank, Airbnb, airtel, Walmart and fortis.



Company	Industry	Services	Year
Amazon	Ecommerce	<ul style="list-style-type: none"> <li>Resolving issues</li> <li>Assistance related to purchase</li> <li>Add text here</li> </ul>	2018
Standard Chartered Bank	BFSI	<ul style="list-style-type: none"> <li>Service Help desk</li> <li>Consumer KYC</li> <li>Account related queries</li> <li>Add text here</li> </ul>	2019
Airbnb	Travel	<ul style="list-style-type: none"> <li>Ticket reservation &amp; booking</li> <li>Add text here</li> </ul>	20XX
Airtel	Telecom	<ul style="list-style-type: none"> <li>Technical service support</li> <li>Add text here</li> </ul>	20XX
Walmart	Retail	<ul style="list-style-type: none"> <li>Omni Channel Support</li> <li>Order Management</li> <li>Add text here</li> </ul>	20XX
Fortis	Hospital	<ul style="list-style-type: none"> <li>Add text here</li> </ul>	20XX
Add Company	Add text here	<ul style="list-style-type: none"> <li>Add text here</li> </ul>	20XX

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