



“Providing superior outsourcing
services for the future of business”©



Business Process Outsourcing And Customer Care Services

About Datassured ▲

Datassured is a leading US based global provider of business process outsourcing (BPO), transaction processing and customer care services to Fortune 5000 companies. Datassured is focused on building solutions that deliver a depth of services within our target market segments, Datassured's integrated solutions provide you with the freedom to concentrate on the core competencies that drive your business. These solutions are combined with strong business analytics to deliver more rewarding customer interactions. The end result is lower cost for our clients and higher quality of service to end customers.



To turn your existing business Process into optimized business processing through our next generation of BPO solutions and corevalues of exceptional quality.

Our Mission

MARKET SEGMENTS

Datassured integrates best practice processes in the domains we serve.

We offer a wide spectrum of inbound, outbound and back-office services to clients in various industry verticals.

TECHNOLOGY SUPPORT SERVICES

- /// INSTALLATION SUPPORT
- /// TECHNICAL/PRODUCT SUPPORT
- /// USAGE SUPPORT
- /// TIER 1/TIER 2 HELP DESK FOR ENTERPRISE APPLICATIONS
- /// PRE-SALES IT HELP DESK
- /// BUSINESS APPLICATION SUPPORT
- /// SHRINK WRAPPED APPLICATION SUPPORT
- /// MANAGED SERVICES
- /// SERVICE PROVISIONING
- /// HIGH-END TECH SUPPORT

CUSTOMER INTERACTION SERVICES

- /// LEAD GENERATION & PROSPECTING
- /// TELEMARKETING
- /// SALES SUPPORT
- /// ORDER FULFILLMENT
- /// CUSTOMER SERVICE
- /// WEB & EMAIL SUPPORT
- /// ACCOUNT MANAGEMENT
- /// MARKET RESEARCH SUPPORT

FINANCE & ACCOUNTING

- /// A/C RECEIVABLES & PAYABLES
- /// REPORTING AND ANALYSIS
- /// ACCOUNTS RECONCILIATION
- /// PAYROLL PROCESSING
- /// TAX PREPARATIONS

CREDIT CARD SERVICES

- /// LOYALTY PROGRAMS
- /// CREDIT BUREAU CHECKS
- /// CUSTOMER CARE & PROFILE MAINTENANCE
- /// REMINDER CALLS, ACTIVATION CALLS
- /// EMAIL SUPPORT
- /// VERIFICATION
- /// CARD RENEWALS
- /// UP-SELL / CROSS-SELL

DOCUMENT MANAGEMENT

- /// DATA ENTRY
- /// DOCUMENT MANAGEMENT SERVICES
- /// DATA CONVERSION

HEALTH CARE

- /// MEDICAL BILLING
- /// REVENUE CYCLE MANAGEMENT SERVICES
- /// DOCUMENT MANAGEMENT
- /// FORMS PROCESSING
- /// ENROLLMENT AND CREDENTIALING

LPO SERVICES

- /// DOCUMENT MANAGEMENT
- /// LEGAL BILLING
- /// DATA ENTRY SERVICES
- /// SECRETARIAL AND PARALEGAL BPO SERVICES
- /// OCR & SCANNING SERVICE

WHY DATASSURED

- | Successful track record
- | Domain Expertise with proven processes
- | Highly talented skill base with instant adaptability to new processes
- | Ready to access infrastructure
- | Excellence in service delivery



- | Voice Support
- | eMail Support
- | Live Chat
- | Data (Back-office & Transaction Processing)

Service Channels

OUR PEOPLE

Datassured's commitment to quality begins with its dedication to hiring and retaining excellent employees. The candidate is filtered through rigorous screening such as language, soft skills and process specific training programs. Datassured goes to great lengths to ensure that each new hire is of the highest caliber.

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HOW OUR CLIENTS BENEFIT

Higher revenue per user through

- Reliable provisioning of enhanced services
- Improved cross-sell and up-sell of services and products
- More effective products and promotions resulting from business analytics of customer interactions

Higher profits from reduced operational and service expenses:

- Global resource allocation
- Best in class services in Tech, Retail, Hospitality and Healthcare
- Service automation expertise (IVR management and web knowledge base services)

Increase in realized lifetime value objectives through:

- Reduced churn (increase in loyalty) resulting from improved quality response evidenced by reduced handling time and greater first call completion
- Increased ability to focus on values differentiating product and services
- Use of business analytics to continuously improve products/ services

Improved service quality and customer satisfaction driven by:

- More educated and experienced customer service representative familiar with the latest computing and networking products and services
- A higher than average ratio of dedicated quality agents to CSR (Customer Service Representative)
- Global sourcing and call routing escalation to match skill sets to customer needs shared risk service contracts