



**BPO**

**BUSINESS  
PROCESS**

# BUSINESS PROCESS OUTSOURCING

VADS Customer Service Business Process Outsourcing (BPO) offers a full range of services for customer relationship management to improve your customer experiences, while increasing profitability and transforming the way your business works.

VADS has a full array of business process outsourcing solutions that is powered by our proven VADS Intelligent Business Process Operational Methodology (Vibrant™).



## VADS Customer Service BPO

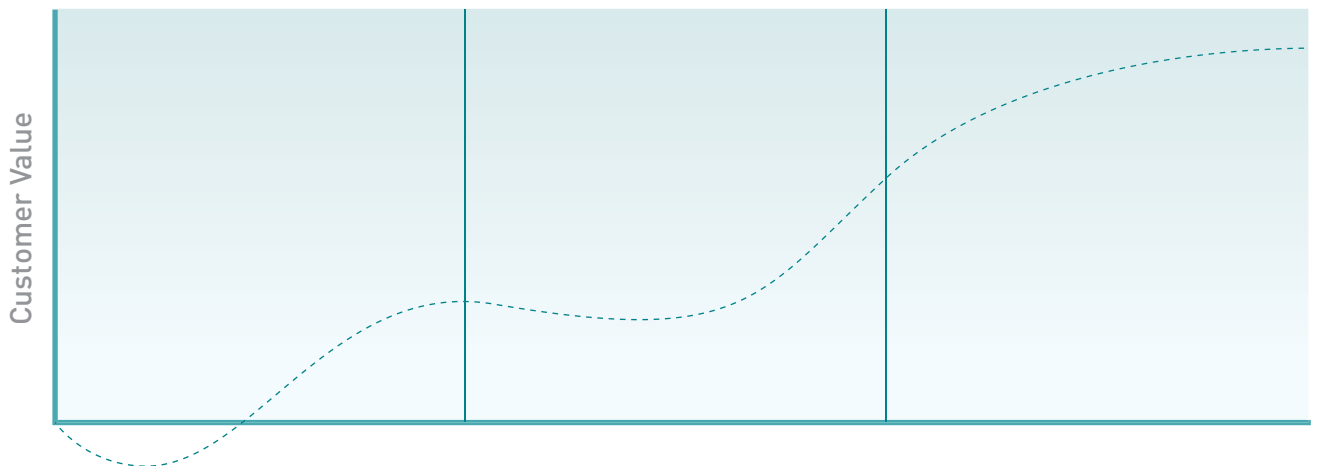
- BPO Tech Support
- BPO Customer Retention
- BPO Customer Care
- BPO Revenue Generation
- BPO Receivable Management



## VADS BPO Technologies

- Hosted Contact Centre
- BPO Suites
- BPO Technology Solutions

### Vibrant™ Methodology



#### Preserving Business Operations Quality

- Discovery
- Process Transition
- Initial Cost Saving

#### Increasing Business Value

- Gaps Analysis
- Process Development
- Operational Deployment
- Compliance & Review

#### Gearing for Business Growth

- Quality & Continuous Improvement
- Operational Process Consolidation
- Optimising Productivity & Efficiency

# VADS CUSTOMER SERVICE BPO

VADS has the proven methodology and the operational experiences to help businesses transform to be pro-active customer-centric organisations.

## BPO Tech Support

As consumers become increasingly dependent on technology, swift guidance to address technical issues and advanced troubleshooting assistance becomes more critical to ensure customer satisfaction and loyalty. VADS provides both Inbound and Outbound Customer Contact Services to deliver comprehensive technical product support on an integrated, multi channel platform.

Our technical support experiences include:

- Troubleshooting
- Software related support
- Internet services support
- Computer hardware related support

## BPO Customer Care

Every customer contact is an opportunity to build on a relationship.

VADS is focused on finding innovative ways to leverage on customer interaction to enhance brand value in the areas of:

- Attending to customer enquiries consistently
- Service request and feedback
- Explaining products and services
- Promptly identifying customers' needs and concerns

## BPO Receivable Management

VADS' dedicated team offers comprehensive experience in loss mitigation and provides a consultative approach, sharing industry-served best practices to create customised strategies, emphasising on customer retention while reducing losses and delinquency rates.

Our programmes focus on providing convenient, professional and dependable receivable management, which include:

- Ensuring that business transactions and payments are received on time
- Increasing cash collection
- Reducing receivable delinquency and losses

## BPO Customer Retention

In the current competitive global business environment, a company's survival and success depends on how effectively it manages and retains customers.

VADS offers a wide range of customer retention solutions including models on customer analytics, customer life cycle management and churn prevention strategies.

To measurably improve your business sustainability, VADS offers experience in:

- Outbound campaigns for predictive churn
- Outbound customer contact services for service termination avoidance

## BPO Revenue Generation

A well managed customer service contact centre can create new business opportunities and generate revenue. By aligning with your customer acquisition strategies, we have the expertise and experience to improve the quality of sales processes while reducing the total cost of acquisition with solutions to analyse customer database, assess operations and provide more accurate targeting.

Our programme offerings include:

- Outbound campaigns for up-selling or cross-selling
- Telesales

# VADS BPO TECHNOLOGIES

A key challenge for contact centre management is integrating the various technologies and products from multi vendors.

VADS BPO Technologies helps overcome this challenge with innovative, comprehensive and powerful customer management solutions for any requirements; whether you are building a telephony or applications infrastructure or even managed facilities.

## Hosted Contact Centre

VADS Hosted Contact Centre solution is designed to drive competitiveness by providing access to technology without the capital outlay. The VADS Hosted Contact Centre is an on demand subscription based service that allows customers to pay for contact centre technology services on a per-use basis. This service is easily deployed and ensures businesses are able to keep up with new technologies that might otherwise be considered too expensive to deploy.

## BPO Suites

Turn your communications into a competitive advantage by combining the performance of an IP contact centre with the flexibility of a managed facility. VADS Technology Infrastructure capabilities can assist you to serve your customers in powerful new ways, expand into new markets, manage risks and costs with defined service levels through the following services and facilities:

### IT and Systems

- Telephony System
- LAN
- Managed Desktop Service
- Managed Business Internet Service

### Facilities

- Agent and Team Leader workstations
- Operations Control Centre
- Manager rooms
- Conference and meeting facilities
- Staff recreational facilities
- Training facilities
- Counseling room
- Product demo and showcase
- Managed Network Data Centre
- Choice of network from International Telco

## BPO Technology Solutions

We offer a complete portfolio of services tailored to your unique BPO technology needs today and in the future. We partner closely with you to help your company design, build, integrate, manage and evolve an adaptive contact centre across the various communication channels such as voice, data, email and fax.

Our technology solutions encompass:

- Telephony and Multimedia Communications
- Customer Relationship Management
- Quality Monitoring Systems
- Knowledge Base
- Human Resource Management
- Telemarketing Campaign Management
- National and International Wide Area Networking

# WHY PARTNER WITH VADS?

VADS offers a broad range of BPO services and our innovations can help transform your business to achieve high performance. We strive to understand your business and internal operating imperatives. Our delivery methodology offers compelling operations options and unique value in the implementation of a successful outsourcing service strategy.



## Improved Service Performance via Vibrant™ Delivery Model

With continuous learning and improvement, our Vibrant™ Methodology is time-tested and proven to deliver high performance outcomes through operational excellence. The VADS Vibrant™ delivery model provides a framework for a result oriented performance environment with a meticulous process of qualification, analysis, transition and operations acceptance.

Whether it is new contact centre operations start up or transition of existing operations from one owner to another; VADS has successfully migrated numerous operations smoothly and achieved the predefined service levels in a timeframe that exceeded our customers' expectations.

## Industry Focus and Competence

Through our varied customer projects, we have acquired and strengthened our technical know-how in specific verticals. With this experience, we are able to bring business values to our customers with our vertical-based propositions; more specifically in the Telco, High-Tech, Financial and Insurance services and Government sector.

## Quality

VADS has adopted the Six Sigma business process and attained COPC certification to achieve optimal quality. Our own methodology Vibrant™, was developed from Six Sigma and COCP standards that utilises Key Performance Indicators (KPIs) to measure Customer Service Representatives and team performance for each client process. With clearly defined KPIs, it provides the team the capability to identify and implement innovative process improvement initiatives.

## Cost Efficiencies and Economies of Scale

VADS quality and execution excellence coupled with productivity gains through innovative people practices, world class business processes and delivery model is proven to provide long term savings for our clients.

## Scalability and Resources

VADS has the capability to provide multi-tiered floor support services, training, quality assurance and operations management personnel with diverse knowledge, overseeing day-to-day operations to ensure consistent sales and service delivery.

## Resilient and Flexible IT Infrastructure

As the equipment are housed in a secure VADS operated Managed Data Centre, you can be assured that certified experts are monitoring and managing your communications 24X7. Additionally, there is built-in redundancy and disaster recovery feature options to enable communications to be rerouted or transferred to alternate contact centre locations within a short period of time.

## Innovative Business Models

Every customer needs are unique. Hence, VADS customise the BPO business model in the context of the objectives for Outsourcing. From per headcount to per transaction pricing, our clients can choose a financial arrangement that suit their business needs.

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Call us for a custom consultation today

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