



BPO SUITES

Simplify Your BPO Operations

The roles of a Contact Centre remains significant regardless of whether the company chooses to outsource to a third party or to manage it in-house, onshore or offshore. This is because your Contact Centre is a critical and strategic channel to acquire, keep and grow your customer base.

There are many reasons why a company would consider engaging a service partner to subscribe to the fully managed Business Process Outsourcing (BPO) Suites. Amongst them:

- To minimise upfront capital expenditure to build up such facilities.
- A single point of contact that minimises the need to manage multiple vendors.
- Leveraging on the service provider's technical and project management capabilities.
- Minimising risks through flexible commercial models to reduce assets owned.
- Shortening the learning curve on the setup and ongoing facilities and IT infrastructure operations, thus reducing the lead time to achieve operation efficiencies.

VADS BPO Suites is the solution for organisations that are seeking to start up or expand their BPO operations in Malaysia. VADS provides world class facilities and state-of-the-art Contact Centre technologies for a fully managed service.

The facilities and technologies are managed and supported by a team of highly competent IT specialists and office administrators. Our customers will have access to our 24 x 7 helpdesk for fault reporting.

VADS BPO Suites is a pay-per-use service, giving our customers the benefit of being OPEX driven rather than being CAPEX driven.

State-of-the-Art Facilities

Built according to international standards, our BPO suites are designed with:

- Contact Centre agents and team leader workstations
- Manager rooms
- Operations support room
- Lockers
- Common recreation area (i.e. gymnasium, activity room and etc)
- Pantry
- Surau/Prayer room
- Meeting rooms
- Training facilities equipped with computers and internet access
- CCTV and security card access
- 24 x 7 security guard service

IT infrastructure

- World-class collocation and data centre
- LAN infrastructure
- Computers
- Headsets
- Photocopier(s)
- Printer(s)



Technology Solutions

We provide market leading Contact Centre applications on usage-based subscription basis, that helps businesses to minimise capital outlay.

Our BPO customers can leverage on VADS' IT and engineering expertise in project-managing technologies deployment and to provide unparalleled ongoing proactive monitoring and management of these systems. Our Project Management team has obtained ITIL and PMP certifications to ensure the projects are managed in accordance to widely accepted methodology and standards.

Contact centre applications available to you are:

- Telephony and multimedia communications
- Customer Relationship Management
- Quality Monitoring System
- Knowledge base
- Workforce Management
- Human Resource Management
- Telemarketing Campaign Management

Case Study

Speed to market. Rapid revenue generation for an American Insurance Company.

Telemarketing is still a highly effective customer acquisition tool for insurance companies in Malaysia. Having acquired a reliable database, the company was posed with the challenge of rolling out a 60-agent telemarketing campaign in a timely manner.

The challenges faced:

- Medium term project -24 months
- Office space constraint for contact centre expansion
- Difficult to justify investment on costly technologies for short term use
- No headcounts budget
- Human Resource team was resource-constrained to cope with sourcing, hiring, management and development of personnel to meet aggressive timelines

VADS BPO helped to solve all their issues and enabled the client to start the campaign within 6 weeks from confirmation.

Services provided and how the client benefited:

- VADS BPO Suites - We provided all required technologies to ensure project success. This included Telemarketing Campaign Management (TCM) application, fully managed facilities and telephony systems. All this was done with minimal upfront investment by the client as the services were charged on a on-demand basis.
- Human Resource Services - Our rigorous sourcing and recruitment process enabled the client access to skilled personnel without having the headcount burden in their financial accounting. VADS was responsible for the welfare of personnel, performance management and talent development.
- Access to VADS' highly secure and world class data centre. This ensured the highest availability and security that is critical to the client's business.

Human Resource Services

Sourcing, recruiting, retention, motivation, performance management and training are human-intensive and highly specialised tasks that could be very challenging to companies faced with resource constraints.

At VADS BPO, we understand your business challenges and the pressure to contain costs and headcount. We are able to offer solutions to help you start up or scale up without having to justify for headcount increment. With VADS Human Resource Services, we assist in the sourcing, screening and hiring of personnel with the right skill sets to be assigned to work for your company. This will then allow you to concentrate on perfecting your operations.

Why VADS BPO Suites?

- Pay per use
- Scalability and Flexibility
- Minimise risks
- Get only the features and functionalities you need
- Reduce management burden
- Lower administrative cost
- Speed to market
- Single point of interface

Call us for a custom consultation today

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