REDEFINING GLOBAL OUTSOURCING through 2+
decades experience in client servicing

BPO Services

BINARY SEMANTICS

Binary BPO Services: True Blend of Experience & Innovation

Business process outsourcing is now a key element of strategy for meeting business objectives of almost all companies across the globe. Binary's BPO services provide flexibility and adaptability to client's business direction and strategy. Client's business comes first therefore we look at BPO services as an integrated approach to people, process, technology and service delivery to meet client requirements on time.

Binary BPO Services currently operates at India (Gurgaon) with well equipped latest hardware and software to effectively support our clients globally. Our support center has a dedicated leased line with redundancy for Internet connectivity in order for us to successfully carry out remote management for our clients specific demands. Our BPO services are built around better service delivery, streamlined processes, lower cost and continuous improvement. The focus and commitment to BPO is based on the below mentioned assets and attributes:

1. Strategic Location: We provide our BPO services from a leading outsourcing hub and a talent rich part of northern India with a large neutral accent English speaking professional.

2. Required Technology & Domain Expertise: Binary has developed extensive expertise in wide range of emergent and mainstream domains, technologies and verticals with 2+ decade's industry experience.

3. Data Securities Practices: Ensuring data security is a critical success factor for our BPO services. We ensure the same through a number of electronic, physical and procedural security measures.

4. Scalability: Binary's BPO divisions operations have been totally funded from internally generated resources thus allow meeting rising demands of customers across the globe. Growth and time to market are some of key drivers for BPO strategy of an organization. We have quick ramp up capability with respect to manpower as well as infrastructure resource. We strive for long term relationship and therefore we offer our clients full visibility and transparency of outsourced service delivery.
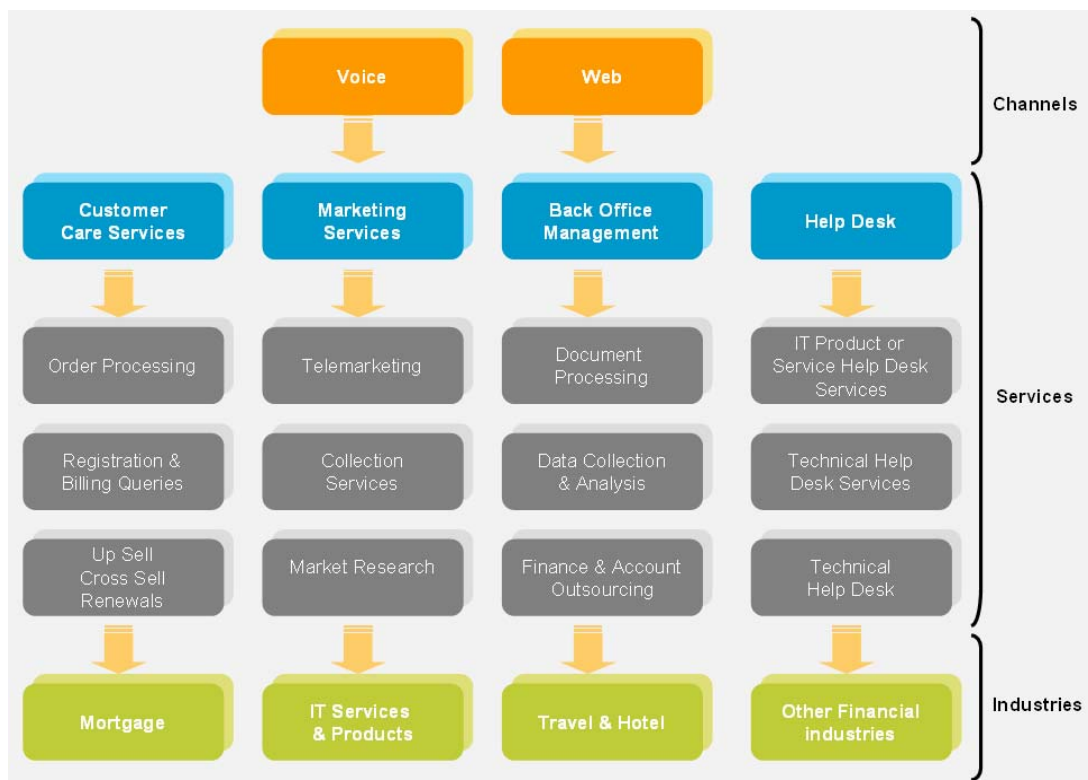
Binary's BPO Services	Our Clients get
Flexible & Scalable	Quality Solutions
Quality control processes at various stages	A hassle-free smooth transition
Data security with firewalls, Intrusion Detection, Data Encryption and Password Security	Advantage of being in the driver's seat
Physical security with zoning, cameras and access control.	Reduction of capital and manpower costs
Latest technology	Focus on core activities/ competencies
Engagement Model to suit client needs	Reduced start up risk
	Best Practices
	24x7 operations
	Quick Ramp up

OUR SERVICE OFFERINGS

Each client has his own unique needs and requirements. The BPO team has been trained to understand them and work accordingly. It then focuses on the requirements with an innovative outlook to enhance client's performance above and beyond expected. The team provides both voice and non-voice services across various industries and domains.

Our service offerings cover sectors like Mortgages, Travel and Hospitality, IT services etc. as illustrated below:

Infrastructure

The key to efficient output is to have state-of-the-art facilities and infrastructure so that the team stays relaxed and focused. The latest technology equipment has been set up for better and speedy functioning.

- Well maintained IT and communication infrastructure

- Over 25000 sq ft facility

- Leased and VPN communication links

- Operating environment- Windows NT, Linux, Unix, OS/400

- Diverse Tools and Technologies

- Secured Environment

- Multi Level Power Backup

With 350 plus dedicated workstations, 2mbps leased line, latest telephony equipments, VOIP, data access systems and provision for IPLC, Binary is well-equipped to ensure a better client experience.

High End Rack mounted Servers & Work Stations with the Predictive Dialers, CTI, ACD, Call Logging /Recording, Hot transfer facility, Local/Remote Call Barging and Monitoring has been provided to the team.

Arrangements for Multi-layered Security have been made within the premises of the organization. Access Card system and Authentication based Zones ensure complete security. Apart from this, Separate Network for separate processes and Network Monitoring facilities are also available.

Isolated, easy and comfortable atmosphere has been created in the Cafeteria to help people unwind and relax. Training & Meeting Zones and Huddles for brainstorming sessions and discussions are available.

Quality Assurance

Quality Assurance for our BPO services is an integral part of our processes. The necessary data is captured from dialer log, Call Barging and Monitoring and Call Disposition which is analyzed, Root cause Analysis is done and corrective action is taken.

Contact Details

USA

7 Lincoln Highway,
Suite 205, Edison, NJ 08820
Phone: +1.732.548.9268,
+1.732.791.2604, 2804
Fax: +1.732.548.8913

contact@binarysemantics.com

INDIA

Plot No. 38, Electronics city
Sector 18, Gurgaon-122 015, India
Phone: +91.124.4017660
Fax: +91.124.2397655

www.binarysemantics.com