



Business Process Outsourcing -- Voice and Customer Care Services

World-class Quality
Dependable, Reliable People
Least Cost and Flexible Terms


aicom
SOLUTIONS

About AICOM Solutions



AICOM Solutions is recognized in **Top 100 Global Outsourcing Services** companies cited for “*Leadership, Innovation, and Outstanding Performance...*” (CMP Media). Through its outsourcing centers in the US, Canada, India and the Philippines, we provide outsourced solutions and services that help our customers to reduce costs, achieve variable cost structure, accelerate time-to-market, and focus on core business.

We deliver world-class quality services in:
IT Services

- Custom Application Development
- Application Support and Management
- Legacy systems migration

Business Process Outsourcing (BPO)

- Customer Care Support and Management
- Telemarketing / Lead Generation
- Back office shared services processing (HR/ Financials)

Content Development and Management in:

- e-Learning
- Portal applications
- Enterprise Internet/Intranets

Top-100 Global Outsourcing Services Awards

Since the inception of Global-100 awards (CMP Media global survey), AICOM Solutions consistently made it to the Top-100 Global Outsourcing Services award for two consecutive years, 2005~2006.



These awards attest to our sincere commitment to consistently deliver maximum value to our customers:

- World-class quality
- Professional competence
- Proven methodologies and best practices
- Dedicated customer services



Business Process Outsourcing- Voice and Customer care Services

Our BPO – Voice and Customer Care services provide you:

- Dedicated and professional customer contact specialists
- Proven processes to repeat, scale, and replicate successful projects time and again
- World-class technology setup for maximum reliability and quality of service
- Web-based CRM system for call tracking, historical data capture, graphical analysis over the Internet
- Custom tailored processes for service escalation, inquiries and resolution handling, and customer interaction logging
- Script development, testing, and polishing; agent training and commissioning; supervision and management



Our People – our key defining quality and value

People make all the difference – the caring attitude translates to more sales, retain customers, and improve long term relationships. AICOM understands these differences and invest extra time and effort to train, develop, and inculcate caring attitude with our service representatives.

From the onset of selection and hiring processes – we attract and look for the best. We provide rigid training and development programs to ramp up skills and experience to world-class quality. We boast a single digit turn-over rate in our employees annually to provide our customers with the maximum support reliability and quality consistency.

AICOM delivers world-class quality results at significantly less cost.



Superior Processes and Technology

AICOM subscribes to ISO 9000 quality standards and Six Sigma methodologies. To compete and win in behalf of our clients, we adhere to world-class standards, technologies and processes that efficiently and effectively handle customer issues, resolve non-conformances and apply lasting corrective actions.

With proven standards and processes, we can scale and replicate our operations to flexibly deliver and meet to our customer needs – again, with utmost quality at significantly less cost.



Online PowerShift CRM Systems

Our PowerShift Customer Relationship Management (CRM) System provides the online collaboration and customer issue tracking tool to effectively manage transaction volumes across all service agents. With statistical reporting systems, we can provide our clients with graphical charts to analyze root causes, issues and resolutions – *instantaneously*.

With PowerShift CRM system, you can:

- Access the system anytime/anywhere via the Internet
- Track and monitor customer log history including to-do's and action items
- Generate graphical chart analysis of issues, non-conformances, and resolutions
- Generate report by customer calls, by subject, by products
- Generate monthly, quarterly, annual or custom date range reports online



BPO – Voice Summary of Services

Inbound –

- Customer care support
- Technical help desk and support
- Order taking

Outbound –

- B2B/B2C Lead generations
- Telemarketing and sales closing
- Customer surveys
- Promotions and appointment settings
- Follow up and collections



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