



Who are We

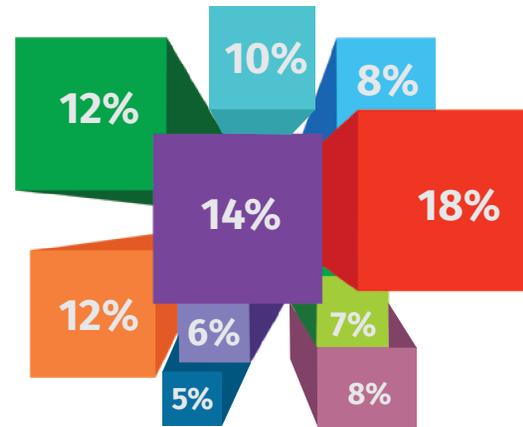
Calling 24o7 came into inception with the aim of providing result-oriented solutions. Starting with Insurance Sector the company forayed and expanded with 10 other sectors within a decade, showing a paradigmatic growth. With the organisation focus on maximising our client's ROI, through process optimisation. BPO functions and Contact Centre capabilities, Calling 24o7 has helped various top notch companies to achieve cost-effectiveness and high quality customer services through outstanding customised solutions.

With our Client base spread out across 10 different verticals, we chose to adopt horizontal growth approach rather than depend on a single vertical. In the decade that we have grown exponentially, our focus has remained multi-pronged and has geared us up to cater to different industries.



Our Verticals

- Automotive
- Agriculture
- BFSI
- Insurance
- Telecom
- Engineering
- Utilities
- Health Care
- Real Estate
- Retail



- Automotive
- Health Care
- Insurance
- Telecom
- Banking & Financial Service
- Education
- Retail
- Real Estate
- Engineering
- Travel & Hospitality

Our Services



VOICE

- Inbound & Outbound
- 24*7*365
- B2B & B2C
- Customer service
- Tech Support (L1 & L2)
- Lead generation
- Help Desk
- Collection & Retention



NON VOICE

- Trouble Ticket
- Order Booking
- Email Management
- Global Chat Support
- Tech Support
- Help Desk
- CRM Support



DATA SERVICES

- Data entry
- Data Verification
- Data Cleansing
- Data QC
- Data Analysis
- Data Mining



SOCIAL MEDIA

- Social Media Monitoring
- Social Media Response
- Social Media strategy
- Social Media Account setup

Main Strengths

- Over a decade of Contact Center experience
- Over 100 plus Clients served
- All Indian languages & Geography covered
- Large Scale, Multi Location
- 400+ Call center seats covered
- ISO 9001 : 2015 & ISO/IEC 27001 Certified
- Long term College student Call center training programs (Affiliated with MKCL)
- Reliable Telecom connections. 100% Redundancy built on both Voice & Data.



Recent Clients



Recent Clients



LOGISTICS
JUNCTION



AVIVA



TATA
AIG
INSURANCE



BAJAJ | Allianz
Bajaj Allianz Life Insurance



Credit Sudhaar™
WAY TO GOOD CREDIT HEALTH



Club
Mahindra



KINGFISHER
AIRLINES
Fly the good times



Guardian Group
live easy



PATE
PATE DEVELOPERS



DARODE-JOG
PROPERTIES



KUL
WE BUILD TRUST
A LALIT KUMAR JAIN ENTERPRISE



GOKHALE®
CONSTRUCTIONS



VJ | VILAS
JAVDEKAR
DEVELOPERS



vastushodh®
beginning

Languages Covered

- English
- Tamil
- Kannada
- Bangla
- Hindi
- Telugu
- Gujarati
- Oriya
- Marathi
- Malayalam
- Punjabi
- Assamese



People

An Uncompromising emphasis is laid on recruiting the right talent and subsequently nurturing and retaining it. With a doors – are – always –open policy, we constantly steel and galvanize our colleagues to think out of the box. Through constructive debates they can elicit a sincere feedback vital for the organisation to script a success story. We impart comprehensive training that equip our personnel in project-intensive technical skills and values of team work, interpersonal communication and Customer focus.



Project Management

We have in place a robust project management methodology where impediments and potential risks are identified and mitigation plans are made operative during the transition phase. We have executed over 100 projects and never missed a deadline.

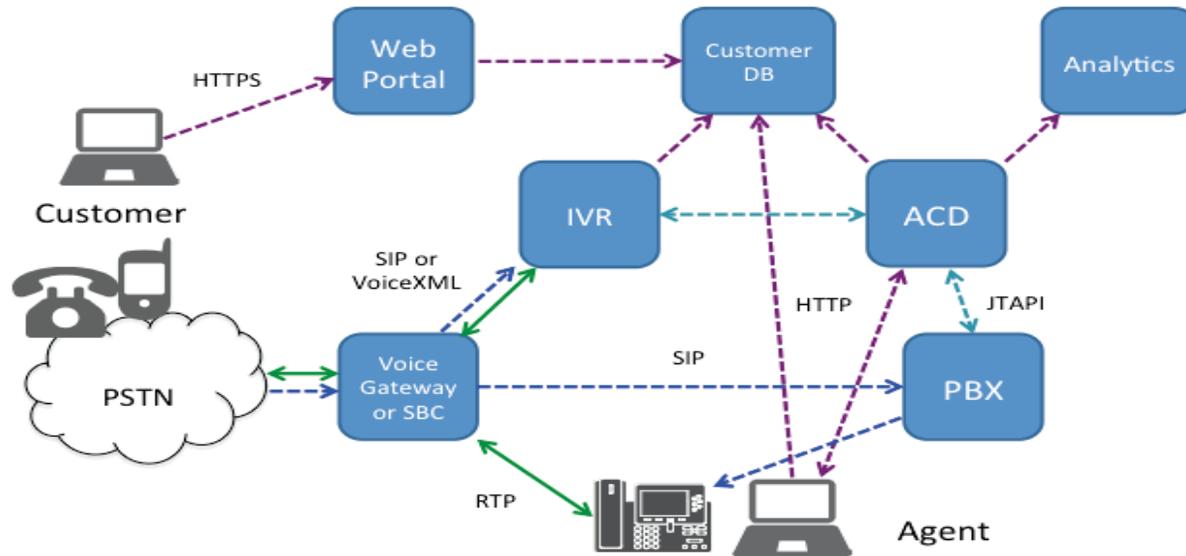


Customer Experience

Client relationship and satisfaction is paramount to our business. We believe in establishing and maintain a long term, high term relationships. We constantly strive to build meaningful relationships across all layers across the organisation so that the customer pulse is not lost. Our objective is to identify operational and technical changes and capability building needs so that customers experience extremely satisfying experience at all times.



Network Diagram



Case Studies



The Client: **Aegon Life Insurance**

Our client is a Netherlands-based life insurance, pension and investment company in collaboration with a global financial services group and India's largest media house. Listed as Fortune 500 company, it has introduced India's first online term plan.

The Challenge: The client needed a partner to manage massive Online Traffic of customers at competitive costs and with high efficiency. Its operations swelling with time, a key requirement was someone with equivalent scalability capabilities to handle a widening customer base.

Solutions: Responding to the challenge, Calling 24o7 deployed trained resources to manage inbound, web chat (online assistance), outbound telesales on the leads captured to achieve the required SLA's.

Web Chat (Online Assistance)

- Customer Support
- Lead Generation
- Market Research
- Product & Service Promotion

Impacts Delivered

- Consistently met the service level, headcount and login targets
- Ongoing productivity Improvement
- Improved service levels
- Improved service quality

Case Studies



The Client: **VodaFone I.P.L.**

One of India's largest telecom service providers, this client operates as the cellular division of a private telecom conglomerate. The company offers fixed line, cellular, internet and broadband services. The company complements its mobile, broadband and telephone services with national and international long distance services.

The Challenge: Having witnessed intense competition in the post-privatization era, it became imperative for the telecom giants to establish and maintain customer trust through high-quality service. In tune with the changing business climate, Calling24o7's client aimed at maximizing penetration in the GSM and wireless internet services market and decided to team up with an external partner capable of providing high-quality customer service.

Buoyed by the high growth since its inception, the company preferred a partner with proven capabilities in servicing a large and growing customer base besides helping it acquire fresh customers to strengthen its market share. The company subsequently engaged Calling24o7 to manage its subscriber base for the entire spectrum of services including telecom services, solutions and customized data solutions.

Solutions: Calling24o7 offered an end-to-end solution catering outbound telesales activity, customer verification and validation of existing customers of Cellular services. We drafted a team of around 100 agents who could cater to customer requests, queries and complaints with required language proficiency. Our team manages:

Queries on new schemes and updates, newly launched billing plans, explanation of features, plan change, address change, billing details, outstanding balance, and bill payment status

Complaints, handling issues such as installation and activation delays, billing disputes, broadband non- activation, non-receipt of monthly statements on time, and barred outgoing

Case Studies



The Client: **VodaFone I.P.L.**

Lead generation by servicing calls from prospective customers enquiring about various available products and services. The customer details are then captured as leads in a software which is used by the client sales team to acquire fresh customers

Impacts Delivered:

With a dedicated team on hand, Calling24o7 competently fulfilled the client expectations by:

- Consistently achieving monthly sales and service level targets post Go-Live
- Meeting the headcount and login targets on month-on-month basis by efficiently managing absenteeism
- Efficiently converting prospects to subscribers
- Providing multi-lingual voice support to cater to a diverse customer base
- Improving customer satisfaction through high-quality service
- Ensuring timely payments through collection management.

Case Studies



The Client: **Ujjivan**

Our client is one of well-known micro-finance management companies who empower women by providing loans for their small-scale businesses.

The Challenge: This micro-finance company wanted to reach as many members of the scheme as possible and make them aware of the rules, regulations & terms of the loan agreement. Further it had a very wide customer base but wanted to reach out to everyone and sort out their queries that they may have or attend to grievances and address any issues.

Solutions: Calling 24o7 provides welcome calling and compliance of their new customers.

This includes:

- Calling their individual customers and ensuring the funds have reached properly
- Making the deal transparent by ensuring that the customers are aware of all the rules, regulations, terms and conditions
- To remind them about their repayment schedule
- To attend to their grievances and escalate any issues that are identified
- We are currently support this client in Maharashtra & Gujarat regions.

Impact Delivered

- Massive contact turnaround
- Enhanced customer satisfaction
- Enhanced service quality
- Built Trust & Credibility for the client

Case Studies



The Client: **PIAGGIO P.L.**

Our client is a pioneer of three-wheeler goods transportation in India and a ranked leader. By setting global standards in vehicle performance and customer service, it has revolutionized the three-wheeler cargo segment in India. Today the company offers a range of passenger and cargo vehicles for many customized applications. Our client has successfully introduced state-of-the-art products with a technology comparable to the best in the world. Its reputation is built on its efficient network of over 804 touch points across India, providing world class Customer Care. Honoured as “The Commercial Vehicle Manufacturer of the Year 2008” by NDTV Profit & Car & Bike India, and awarded the “LCV Truck of the Year” 2010 (payload 1 tonne and above category) by Apollo – CV for Apétruk plus, PVPL continues its inspired journey to engineer and produce world class vehicles that ensure a better livelihood and quality of life for millions across India.

The Challenge: Providing quality customer service to a large and growing customer base was an overwhelming challenge for the client. The client needed a partner to cope with the huge number of customer calls along with support for its Ape Pariwar Scheme.

Solutions: Calling24x7 calls existing as well as potential clients. Our team helps customers with queries on –

- New product
- Product features
- Dealership and servicing details
- Details of Ape Pariwar Scheme.
- Queries on campaigns
- Queries on three-wheeler finance and insurance

Case Studies



The Client: **PIAGGIO P.L.**

Apart from query resolution, the team supports the client's Ape Pariwar scheme. The team also resolves customer complaints on non-performance and dealer issues. Calling24o7 manages a volume of nearly 720,000 calls annually for the client.

Impacts Delivered: Partnering with Calling24o7 enabled the client to provide high-quality potential customers. Calling24o7 delivered the following benefits:

Surpassed the monthly service level targets since the Go-Live

Met the headcount and login targets on month-on-month basis

Consistently kept the abandon rate and Average Talk Time well below the specified targets, thus improving productivity

Improved service levels

Provided significant cost savings

Improved productivity and service quality

Freed client's resources to focus on core business activities

Testimonials

“ An Online Insurance Company

“It’s been a fantastic association with C24o7 over the past 4 years. What started off as a 5 seater in August 2010, went on to expand to 60 seats. All these years C24o7 has significantly contributed to our success in the digital space and is also an important partner in helping us win the E-Business Leader award 2013 and 2014! What’s unique about C24o7 is the unconditional support that you provide as a team. Your willingness to deliver and accommodate our requirements is what sets you apart from any standard contact centre. You have always been very pro-customers and your processes and infra structure are state of art! 35% of all the revenue we generated has always come through C24o7 and this says a lot about the significance of your contribution to our success! I would definitely always recommend C24o7 to companies and colleagues.”

“ An Automotive Company

“We have found a thinking partner in Calling 24o7. It is extremely satisfying to know that there is someone who empathises with you and comes up with innovative solutions to boost your client satisfaction.”

“ A Retail Group

“We had planned a BIG exchange drive along with Calling 24o7 where we wanted to reach out to maximum consumers. We were super excited to see an overwhelming response from consumers spread across different geographical locations who visited our local stores to avail this scheme. It has been a great experience working with Calling 24o7 on this campaign. Their ability to pull the target audience is commendable.”

Testimonials



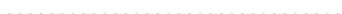
A Banking & Financial Services Company

“One thing that separates Calling 24o7 from the rest of the call centres is their value addition. They sit with you and understand all your challenges thoroughly, and brainstorm ideas to come up with a reasonable solution, as if it were their challenges. We are happy to have engaged with a company who pays so much attention towards your organisation. A true value for money partner.”



A Telecom Group

“Calling 24o7 has been really good in customer retention and acquisition. Outsourcing the management of customer relationship for the entire spectrum of our services has been one of the smartest decisions we have made.”



A Real Estate Group

“The team at Calling 24o7 definitely know the planning and execution of a marketing campaign inside-out. Their recommendations and solutions that supported our marketing plans together helped us pull the right audience during the exhibitions, launch and booking phase. We are extremely happy with their services and would recommend them to every company in this Industry.”



A Hospitality Group

“We are very pleased to have worked with Calling 24o7. Their ability to scale-up within a very short span and their empathic communication skills helped us to effectively manage the customer enquiries at a reasonable cost. Thanks to their proactive approach towards generating new leads which we alone wouldn't have achieved.”



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