

SYGNIUS SOLUTIONS BUSINESS PROFILE

2024



Sygnius Solutions

WHO ARE WE?

We Are A BPO Firm based overseas in Dhaka, Bangladesh with a experienced Team of 65 Executives who can make your business more progressive and take care of all your needs.



SYGNIUS SOLUTIONS

CHASING GOALS. ACHIEVING GLORY



✉ office@sygniusbpo.com

📘 facebook.com/sygnius.bs

🌐 www.sygniusbpo.com

GREETINGS FROM SYGNIUS SOLUTIONS

Welcome to Sygnius Solutions, where we redefine business excellence through innovative outsourcing solutions. Based in Dhaka, Bangladesh, we are proud to be a leading force in the BPO industry, offering a comprehensive range of services designed to meet your unique business needs.

With a dedicated team of 65 skilled professionals, both in Bangladesh and the Philippines, we are committed to delivering exceptional support and driving your business growth. Whether you require lead generation, telemarketing, customer service, digital marketing, web development, or back office support, our expertise and dedication ensure that you receive the highest quality service.

TABLE OF **CONTENT**

- About Company
- Our Vision & Mission
- Our Services
- Our Projects
- Our Satisfied Clients
- Why Partner with Sygnius?
- Meet Our Team
- Get In Touch



SYGNIUS
SOLUTIONS

ABOUT COMPANY

Sygnius Solutions, headquartered in Dhaka, Bangladesh, is a distinguished leader in the Business Process Outsourcing (BPO) sector, renowned for delivering exceptional support and solutions to clients across the USA, UK, Canada, and Australia. With a dedicated team of 65 professionals—40 based in Bangladesh and 25 in the Philippines—we offer a comprehensive suite of services tailored to drive business efficiency, enhance growth, and achieve operational excellence.

As a registered and licensed entity, Sygnius Solutions operates with a telecommunication license, underscoring our commitment to providing high-quality, reliable services. Over the past three years, we have built a solid reputation for reaching out to hundreds of thousands of potential businesses and customers, navigating the complexities of market saturation and ensuring that our clients' offerings stand out in a competitive landscape.



Sygnius Solutions

OUR VISION & MISSION

Vision:

To be the premier global partner in Business Process Outsourcing, renowned for delivering innovative, efficient, and customer-centric solutions that empower businesses to achieve unparalleled growth and operational excellence in the Global Market mostly USA, UK, Canada, Australia.

Because there is a saying by Stephen Covey, who wrote The 7 Habits of Highly Effective People –

“Do what you do best and outsource the rest.”

Mission:

Currently serving the U.S UK Canada Australia market, our goal is to expand our footprint to all over the world thereby establishing a strong presence in the international market and we want to become a leading BPO firm in Bangladesh and, upon achieving success in the international arena, to refocus on higher growth by delivering exceptional services within the International Market by Prioritizing customer Needs, Building long lasting relationships & Innovating continuously.

OUR SATISFIED CLIENTS



THEODORE DOMUTA

I highly recommend Sygnius not only for their amazing skills, they are extremely hard working and trust worthy when it comes to any side of business. They take care of all our clients like family and keep every individual updated and notified. They say quality is more important than quantity and I tell you they are Top Tier. It is a privilege working with such a firm. Thank You guys, Keep it up.



JAY CAMPOS

It was a pleasure to work with the team of Sygnius. I can't deny the fact that they do provide quality along with the quantity. All the very best to Sygnius and I highly recommend them.



ADAM SCHWARTZ

I am delighted to provide this recommendation for Sygnius Solutions. Having partnered with them for several key services, including lead generation, telemarketing, and customer support, I have been consistently impressed by their professionalism, expertise, and commitment to excellence.

WHY PARTNER WITH SYGNIUS SOLUTIONS

1. Experienced Team:

Our team of dedicated professionals brings over five years of expertise in the BPO industry, combining deep industry knowledge with hands-on experience to deliver superior results. Each member of our workforce is trained to meet and exceed the highest standards, ensuring that your business receives exceptional support and strategic insights.

2. Global Reach:

With a proven track record of successfully partnering with clients across the USA, UK, Canada, and Australia, Sygnius Solutions understands the nuances of international markets. Our global perspective and cultural adaptability enable us to provide services that are both locally relevant and globally informed.

3. Comprehensive Services:

We offer a holistic suite of outsourcing solutions, serving as your one-stop shop for all business process needs. From lead generation and telemarketing to customer service, digital marketing, and back office support, our extensive service offerings ensure that every aspect of your business operations is efficiently managed under one roof.

4. Commitment to Quality:

At Sygnius Solutions, we are unwavering in our commitment to quality. Our meticulous attention to detail and relentless focus on delivering high-caliber results ensure that every project is executed with precision and excellence. We strive for continuous improvement, leveraging the latest technologies and industry best practices to elevate your business performance.

5. Customized Solutions:

We understand that each business is unique, which is why we tailor our solutions to meet your specific needs and objectives. By engaging closely with our clients, we develop personalized strategies that align with your goals and drive tangible outcomes.

6. Innovative Approach:

Embracing a culture of innovation, Sygnius Solutions leverages cutting-edge technologies and methodologies to stay ahead of industry trends. Our forward-thinking approach enables us to provide solutions that not only address current challenges but also anticipate future needs.

Choose **Sygnius Solutions** for a trusted partner who brings expertise, global insight, and a commitment to excellence, driving your business forward with innovative and tailored outsourcing solutions.



SYGNIUS
SOLUTIONS

OUR SERVICES

WHAT WE OFFER

Sygnius Solutions provides a diverse range of outsourcing services tailored to meet the specific needs of businesses across various industries. Our core offerings include:

- **Lead Generation:** Expertly identifying and nurturing potential leads to fuel your sales pipeline and maximize revenue opportunities.
- **Telemarketing:** Strategic telemarketing services to engage target audiences, generate interest, and drive conversions.
- **Customer Service:** Delivering exceptional customer support to enhance satisfaction, foster loyalty, and build lasting relationships.
- **Digital Marketing:** Crafting and executing impactful digital marketing strategies to enhance online visibility and attract new customers.
- **Web Development:** Designing and developing responsive, high-performance websites that align with your business objectives.
- **Data Entry:** Providing accurate and efficient data entry solutions to support your operational needs and ensure data integrity.
- **Virtual Assistance:** Offering reliable virtual assistant services to streamline administrative tasks and increase overall productivity.
- **Back Office Support:** Managing essential back-office functions to ensure seamless operations and operational excellence.

OUR PROJECTS

BUSINESS FINANCING LEAD GENERATION

Business Financing Lead Generation is a strategic process designed to identify and attract potential clients who are seeking financial solutions to support their business growth and operations. This process involves targeted efforts to connect with businesses that require funding or financial services, thereby generating qualified leads for financial institutions, lenders, and investors. Which is a process of Target Market Analysis, Lead Identification & Qualification, Lead Nurturing & Reporting and Analysis.

JANITORIAL SERVICE & AIR DUCT SERVICE CUSTOMER SUPPORT

Customer support for Janitorial and Air Duct services plays a crucial role in ensuring a seamless and satisfactory experience for clients who require cleaning and maintenance services. This support is designed to address client inquiries, manage service requests, resolve issues, and provide information related to janitorial and air duct services. Effective customer support enhances client satisfaction, fosters long-term relationships, and ensures the smooth operation of service delivery. Which is a process of Service Inquiries and Booking, Issue Resolution, Service Customization & Post-Service Follow-Up. Which benefits the customers as Enhanced Client Satisfaction, Effective Problem Resolution, Customized Solutions & Strong Relationships.

BACK OFFICE SUPPORT FOR BUSINESS

Back office support refers to the critical operational functions and administrative tasks that are performed behind the scenes to ensure the smooth and efficient running of a company. Unlike front office functions, which directly interact with clients and customers, back office support encompasses a range of internal processes that are essential for maintaining organizational effectiveness and enabling front office staff to focus on client-facing activities.

Key Components of Back Office Support:

Virtual Assistant, Data Entry and Management, Document Processing, Bookkeeping, Accounts Payable and Receivable, Employee Records Management, Compliance and Reporting & System Maintenance.

MEET OUR TEAM



ABDULLAH BIN SARWAR

Chairman

Responsibilities:- Strategic Oversight, Governance, Board Leadership, Stakeholder Relations, Performance Monitoring.



SIAM RAFIUL

Managing Director

Responsibilities:- Operational Leadership, Strategic Planning, Team Management, Financial Oversight, Client Relations



RAKIBUL HASAN

Executive Director

Responsibilities:- Strategic Leadership, Stakeholder Relations, Market Analysis, Brand Development, Marketing Strategy



RAIHAN SHOVLON

Director & Chief Technology Officer (CTO)

Responsibilities:- Handling IT, Technology Strategy, Innovation, Infrastructure Management, Budget Oversight, Team Leadership



ANN NAFIW AHMED

Vice Chairman & Chief Executive Officer (CEO)

Responsibilities:- Strategic Vision, Leadership, Operational Oversight, Financial Performance, Performance Monitoring, Decision Making



**SYGNIUS
SOLUTIONS**

GET IN TOUCH

Explore how Sygnius Solutions can help transform your business operations and drive success. For more information or to discuss potential projects.

**Sygnius Solutions –
Chasing Goals, Achieving Glory**

CONTACT US :



+1339-368-8105



www.sygniusbpo.com



office@sygniusbpo.com



Mirpur DOHS, Dhaka, Bangladesh