



Company Profile of Tech Village ITES Ltd



Who we are

Tech Village ITES Ltd. is a leading BPO and IT enabled service provider based in Bangladesh, specializing in a wide range of outsourcing solutions. Since our establishment in 2021, we have built a reputation for excellence by delivering exceptional services to clients worldwide.

Our team consists of a talented and experienced group of young professionals who are passionate about helping businesses thrive. We understand the challenges faced by organizations in today's competitive landscape, and our mission is to be the strategic partner that empowers our clients to overcome their most difficult problems.

At Tech Village ITES Ltd., we pride ourselves on providing unparalleled strategies, innovations, and operational services. Our comprehensive service portfolio encompasses diverse areas such as Back Office Solutions, Business Process Management (BPM), Supply Chain Management or Freight Forwarding, Call Center, Virtual Assistant, Data Entry, and other remote services.

With our Back Office Solutions, we assist clients in managing their administrative tasks, data entry, document processing, and other critical back-end functions. By entrusting these responsibilities to us, businesses can streamline operations and focus on core activities that drive growth.

Through our expertise in Business Process Management (BPM), we analyze and optimize complex workflows, ensuring efficiency, cost-effectiveness, and enhanced customer satisfaction. Our goal is to help clients achieve operational excellence and gain a competitive edge in their respective industries.

Tech Village ITES Ltd. also offers comprehensive Supply Chain Management or Freight Forwarding solutions. We take care of logistics coordination, inventory management, order fulfillment, and freight forwarding, enabling businesses to achieve seamless and efficient supply chain operations.

With our Call Center services, we provide exceptional inbound and outbound customer support, technical assistance, helpdesk support, and telemarketing. Our dedicated team of professionals leverages advanced technologies to deliver outstanding customer experiences and foster strong customer relationships.

Our Virtual Assistant services cater to the growing demand for remote administrative support. Our virtual assistants handle tasks such as calendar management, email handling, research, and more, allowing clients to focus on core responsibilities and achieve greater productivity.

Tech Village ITES Ltd. is also proficient in Data Entry services, ensuring accurate and reliable data processing, data conversion, data verification, and other data management tasks. We prioritize data security and adhere to industry standards, maintaining confidentiality and privacy at all times.

Overall, our company is committed to delivering exceptional BPO services to clients across the globe. We strive to exceed expectations, provide innovative solutions, and serve as a trusted partner in driving our clients' success. With our dedicated team and comprehensive service offerings, we are well-equipped to meet the diverse needs of businesses in various industries.

Mission And Vision

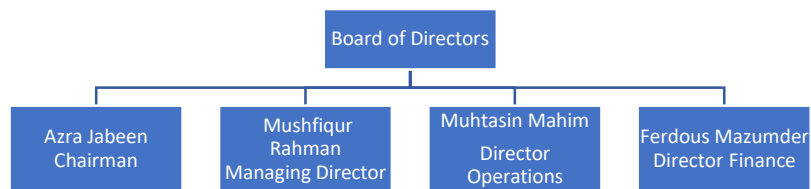
Mission:

At Tech Village ITES Ltd., our mission is to empower businesses worldwide by delivering exceptional BPO services and innovative solutions. We strive to help our clients overcome their toughest challenges by providing unparalleled strategies, cutting-edge technologies, and operational excellence. Through our dedication and expertise, we aim to foster long-term partnerships and contribute to the success and growth of our clients.

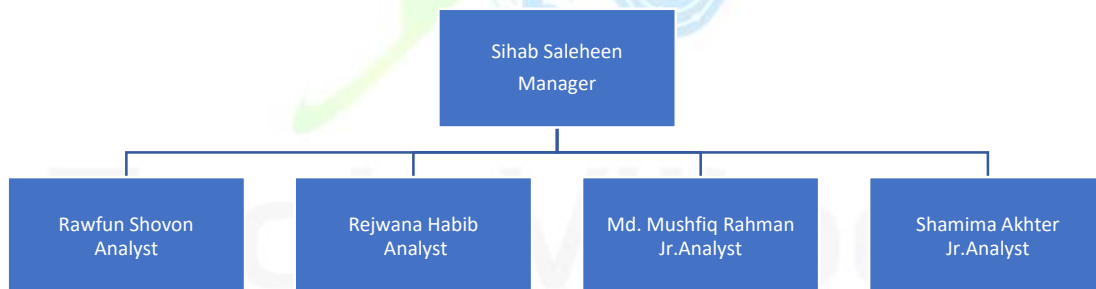
Vision:

Our vision is to become a globally recognized leader in the BPO industry, renowned for our exceptional service quality, technological expertise, and client-centric approach. We aspire to create a dynamic and inclusive work environment that nurtures talent, encourages creativity, and fosters professional growth. By consistently delivering outstanding results and exceeding client expectations, we aim to establish ourselves as the go-to partner for businesses seeking reliable and innovative BPO solutions.

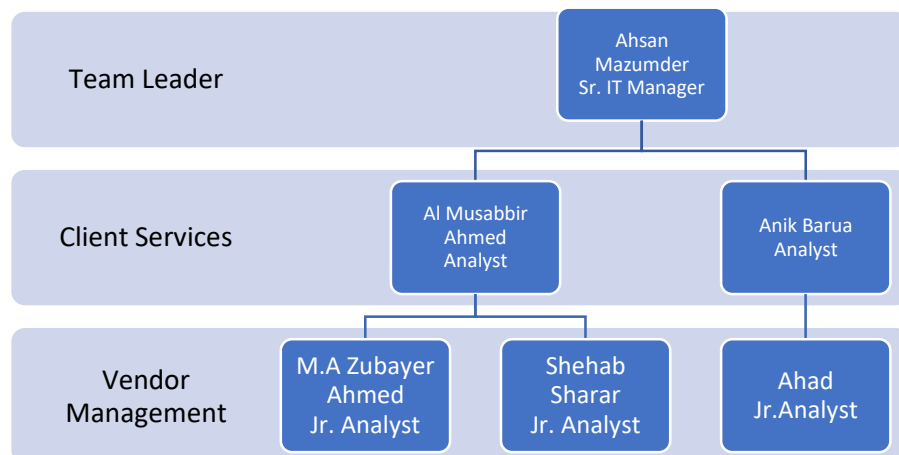
Company Organogram:



Data Processing and Analytics



Virtual Assistants



General Services:

Back Office Support service:

We offer comprehensive back-office support, including administrative tasks, data management, document processing, and other critical back-end functions. By outsourcing these services to us, clients can focus on core business activities and enhance overall efficiency.

Business Process Management (BPM):

Our BPM services streamline and optimize business processes, improving productivity, reducing costs, and enhancing customer satisfaction. We analyze existing workflows, identify bottlenecks, and implement efficient solutions to drive operational excellence.

Supply Chain Management or Freight Forwarding:

We provide end-to-end supply chain management solutions, including logistics coordination, freight forwarding, inventory management, and order fulfillment. Our services help businesses achieve greater supply chain visibility, optimize resources, and ensure smooth operations.

Call Center Services:

Our call center services encompass inbound and outbound customer support, technical assistance, helpdesk support, and telemarketing. We leverage advanced technologies and skilled agents to deliver exceptional customer experiences and build strong relationships with clients' customers.

Virtual Assistant Services:

Our virtual assistants offer remote administrative support, calendar management, email handling, research, and other personalized services. By delegating routine tasks to our dedicated virtual assistants, clients can focus on higher-value activities and achieve better work-life balance.

Data Entry Services:

We provide accurate and reliable data entry services, including data processing, data cleansing, data conversion, and data verification. Our expertise in data management ensures high data quality, confidentiality, and compliance with industry standards.

Tech Village ITES Ltd. takes pride in delivering superior services while maintaining strict data security measures, ensuring client confidentiality, and upholding ethical business practices.

