



ENHANCE YOUR CUSTOMER EXPERIENCE

www.myolbd.com



1 **ITES/BPO company** with the longest period of experience on providing **Contact Center & Back Office Support** service .

2 MYOL is recognized by **ICT Ministry** to be only BPO company with **most quantity** of **Local & MNC clients**.

3 **Founded in 2012** in Dhaka, Bangladesh

4 A concern of **MY Group** of Companies

5 **Member of BACCO, BASIS and ECAB**

6 **More than 150,000,000** (15 crore) calls handled for 100+ Local & MNC in a year

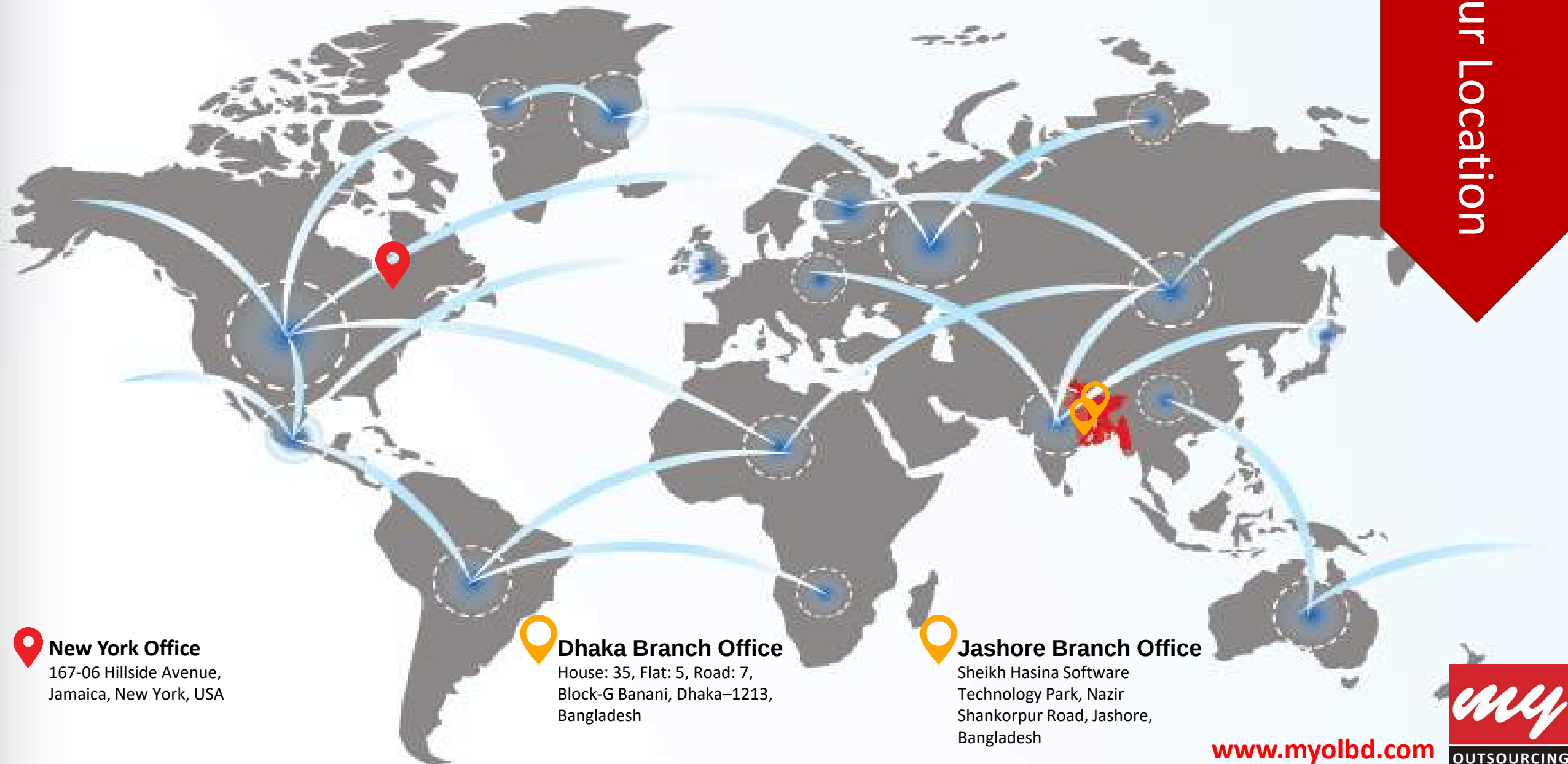
7 **Contact Center with 500 seat capacity in total.**

8 **Our Contact Center Solution (iDialer)** software handles **>2.5** million calls per WEEK.

9 **ISO Certified , Sedex Certified company & Local Partner of SPOK** who are a leader in critical communication solutions and a service provider of USA Police 911



Our Location



New York Office

167-06 Hillside Avenue,
Jamaica, New York, USA



Dhaka Branch Office

House: 35, Flat: 5, Road: 7,
Block-G Banani, Dhaka-1213,
Bangladesh



Jashore Branch Office

Sheikh Hasina Software
Technology Park, Nazir
Shankorpur Road, Jashore,
Bangladesh

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MY Outsourcing Limited, CORPORATE OFFICE, House 37, Flat A4, Road 27, Block-A , Banani, Dhaka 1213 , Bangladesh, info@myolbd.com, +8809610-223344,



MY Outsourcing Limited, CORPORATE OFFICE,
House 37, Flat A4, Road 27, Block-A , Banani, Dhaka
1213

Total Unit: 4

Per Unit Square feet: 2,000 square feet

Seating Capacity: 250-300





MY Outsourcing Limited, Dhaka Branch Office

House: 35, Flat: 5, Road: 7, Block-G Banani, Dhaka-1213, Bangladesh

Total Unit: **1**

Per Unit Square feet: 3500 square feet

Seating Capacity: **70-80**



MY Outsourcing Limited , Jashore Branch Office

Sheikh Hasina Software Technology Park, Nazir Shankorpur Road,
Jashore, Bangladesh

Total Units: 2

Per Unit Square feet: 1,800 & 800

Seating Capacity: 100



**Industries We
Serve**

Banks

Software & IT services

Government

Telecommunications

Electronics

FMCG

Hospitals

Pharmaceuticals

Automobiles

Security Services

Financial

Footwear

Restaurants/chain

Paints

Others

SERVICES

- **General** Inbound & Outbound Contact Center Services
- **Specialized** Contact Center Service
- **Back Office Support** Service for *Retail Sales Operation*
- Non-Voice & Data Digitalization Services
- Social Media Management/Community Management Service
- Video Surveillance Monitoring Service

SOLUTIONS

- **Contact Center Solution**
- **Ticketing Solution**
- **Order Management Solution**
- **Human Resource Information Management Solution**
- **Database Management Solution**
- **IVR Based Training Solution**
- **Advanced IVR & DTMF based QUIZ Solution**
- **Android App Development**



Work Scope for
DIFFERENTLY ABLE PEOPLE (Blind & Physically Disabled people)

Best Employer award for consecutive **3 years** 🏆🏆🏆



2000+ GRADUATES

have been trained under **SEIP Training Program** (Year 2016- 2021).

1200 (60%) JOB PLACEMENT from SEIP Program.

600 (30%) TRAINED WORKFORCE

have been recruited in My Outsourcing Ltd.

**SOCIAL
CONTRIBUTION**

**JOB
PLACEMENT**

MY OUTSOURCING LIMITED

**SKILL
DEVELOPMENT**

**LOCALLY DEVELOPED
SOLUTIONS**



5,000+ Employment from 2012-2021

have been recruited in MY Outsourcing Ltd.
Women Employment Focused with
85% FEMALE EMPLOYEES



CONTACT CENTER SOLUTION for the **Hospitals, Electronics Companies, FMCG, Automobiles** and **multiple industries** in Bangladesh.

CONTACT CENTER SOLUTION FOR "EMERGENCY 999 helpline" in **651 Thanas** throughout the country



Nestle Bangladesh Consumer Care Center

- 24/7 Contact Center Service Operation with 40+ seats
- 32 seats in MYOL & 10 seats in Client's premises.
- Nutritionist Support Service for 6 days a week
- Lead Management System (VAS)



Transcom Electronics Ltd.

- 7 days a week Contact Center Service Operation
- 20+ seats
- Invoice Call, Telemarketing & telesales call, Facebook Query Management & Live chat handling support , General Inbound calls with JOB Registration and DATA ENTRY SUPPORT service.



IDC Bangladesh (Pvt) Ltd.

- BP Tracker Application for data collection from the Market and walking consumers
- Retailer operation monitoring and sales push calls to increase sales
- Market Operation analysis report generation
- SR monitoring



Coca-Cola Bangladesh

- Inbound Service for consumer's Query and complain management.
- 5 days a week Contact Center Service Operation
- 2 seats in MYOL premises.



Berger Paints Bangladesh Limited

- Inbound Service for consumer's Query and complain management. And Social Platform Management
- 24/7 days a week Contact Center Service Operation
- 15 seats in MYOL premises.

Other Major Clients are- EMAMI, MARICO, MAHINDRA & MAHINDRA, ARLA FOODS, NEWZEALAND DAIRY, DABUR, SQUARE TOILETRIES, SQUAURE FOODS & BEVERAGES and many more....

Solutions

iDialer

Powered by MYOL

iDialer is A Next Generation Contract Center Solution With Intelligent & Automatic Call Distribution, Queue Management, CRM Integration & Customer Information Popup & Many More Features .

iPBX

Powered by MYOL

iPBX is a complete telephony system that provides telephone calls over IP data networks. It is a full-featured IP-PBX office phone system based on Open Source Technology.

iCRM

Powered by MYOL

iCRM is a dynamic CRM solution with multi-level integration capability. Multiple modules like product Management & Advanced Financial Calculation can be added with CRM.

iTracker

Powered by MYOL

iTracker is an intelligent ticket managing application to manage & track Product Service, Sales & Internal Communications.

iHRIS

Powered by MYOL

iHRIS Solution is a human resource information system for employee record keeping, attendance & leave management, management notification, LIVE dashboard for employee performance and many more.

iDMS

Powered by MYOL

iDMS Solution is an advanced CRM solution with DATABASE MANAGEMENT features to store all Caller info, data/campaign data in a central location . It helps companies identify the current market condition, effectiveness of ATL & BTL campaigns, customer acquisition and retention ratios.

iOMS

iOMS is an order management solution which consist of Order Management System, Order Tracker App, Customer Order placement App and LIVE ORDER MANAGEMENT DASHBOARD for management's view.

Developed and Marketed by





Net Promoter Score Solution

NPS features:

- Conducting survey over phone through IVR Platform
- Present summaries and analysis of survey data including tables, graphs, and fact sheets
- Re-contacts those who initially refuse to participate in the survey to negotiate their participation
- Perform support services involving interactive voice enabled word processing, Spreadsheet and database programs

IVR Broadcasting Service

- IVR Broadcasting Solution for IVR Broadcast
- Duration wise reporting system for detail report generation
- 1.3 crore customer profile database available to broadcast IVR as per client's demand
- Advanced IVR DTMF based QUIZ module
- IVR Based Training Service

IT R&D department is available for new requirement analysis & development of Value Added solution

Multi Layer DTMF based IVR QUIZ Platform	igloo Ice Cream/ Coca Cola Bangladesh
Field Data collection & Lead Management Solution	Nestle Bangladesh/ IDC Bangladesh
IVR Based Training solution	Square Toiletries/Square Food & Beverage
Data Driven CRM (AI based) for Product Suggestion	Square Toiletries
Management System with Delivery App along with system integration with Contact Center CRM- Client : Igloo Ice Cream	igloo Ice Cream
Promo code verification App – Esquire Electronics Ltd.	Esquire Electronics Ltd
Western Union Loyalty program App with integration with Contact Center System- Client: Western Union	Western Union
And Many More.....	20 + more client



SQUARE TOILETRIES LTD.



Esquire Electronics Ltd®



Innovation &
Value Addition



Why Choose Us?

WE HELP YOU TO CLOSE MORE BUSINESS

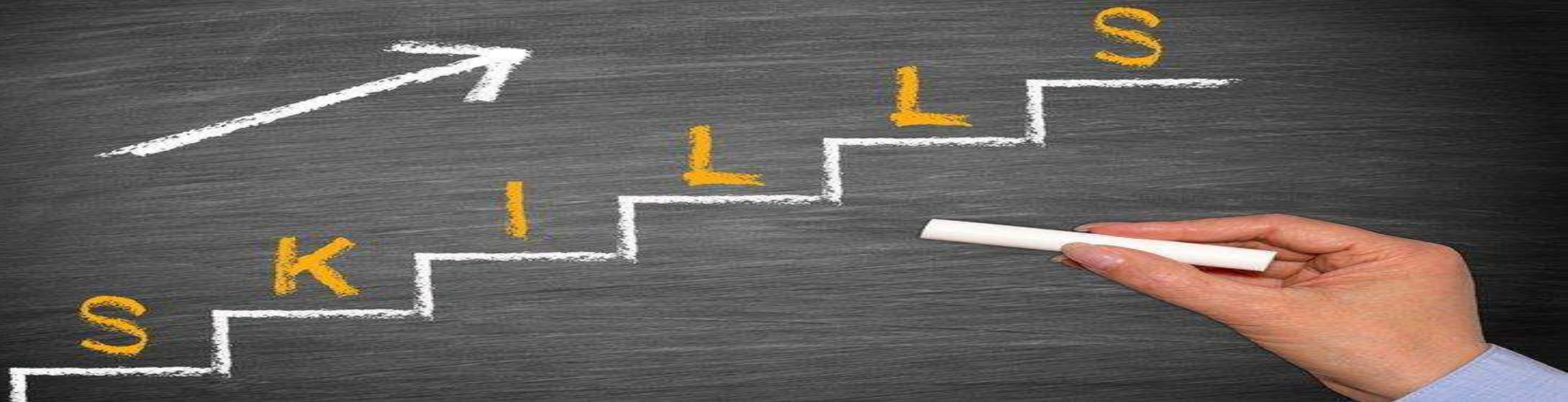
MYOL is not another “call center system provider”. We have learned to help companies do business on the phone, both inbound and outbound.

YOUR SOLUTION IS TAILORED FROM MODULES

The most proper solution can be tailored for you. But this is done from well-tested “lego pieces” ensuring speed and reliability. Still provided as SaaS, no projects required.

MYOL TAKES END-TO-END RESPONSIBILITY

The software is developed in-house. Required changes are simple to get done. We also provide support & implementation. So no finger-pointing to the “next guy”.



Longest Years of Experience in providing Contact Center Service & Solution

Highly Skilled Operational Staff & Technical Team (IT)

Strong Software Development team with Tailored Software Solution developing experience

Well Equipped Contact Center Premises with necessary hardware & Backup System and ISO & Sedex Certification

Office premises in Central Dhaka with closed proximity to public transportation

Highly Skilled HR Team

Standard System Monitoring system & Agent Monitoring system

Pool of Back Up agents availability during Agent Crisis Period

DR Site availability

Government Recognition

Experienced in working for GOVERNEMENT PROJECTS (999)

Skilled Trainers availability



Our Clients

www.myolbd.com

Enhance Your Customer Experience

Efficient
CX Services

Mobile APPs
and
Enterprise
Solutions



WE PROVIDE YOU WITH ACCESS TO 24/7 SUPPORT

MY Outsourcing Limited



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Dhaka 1213, Bangladesh



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Block-G Banani,
Dhaka-1213, Bangladesh

Branch Office:

Sheikh Hasina Software Technology Park
Nazir Shngkorpor Road,
Jessore



info@myolbd.com



+880 9610-223344

+8802 55033889, 55035340

CONTACT US

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Thank You