



The Pioneer BPO & IT Services Company In Bangladesh

Hello World-A concern of TSN Group is managed by a group of young and dynamic people having extensive knowledge and global exposure in the field of BPO and ITes.

Hello World-The top BPO Company in Bangladesh is an institute in itself, where in industry leaders are created by following global best practices and high level of professionalism.

Hello World- Emphasizes on-

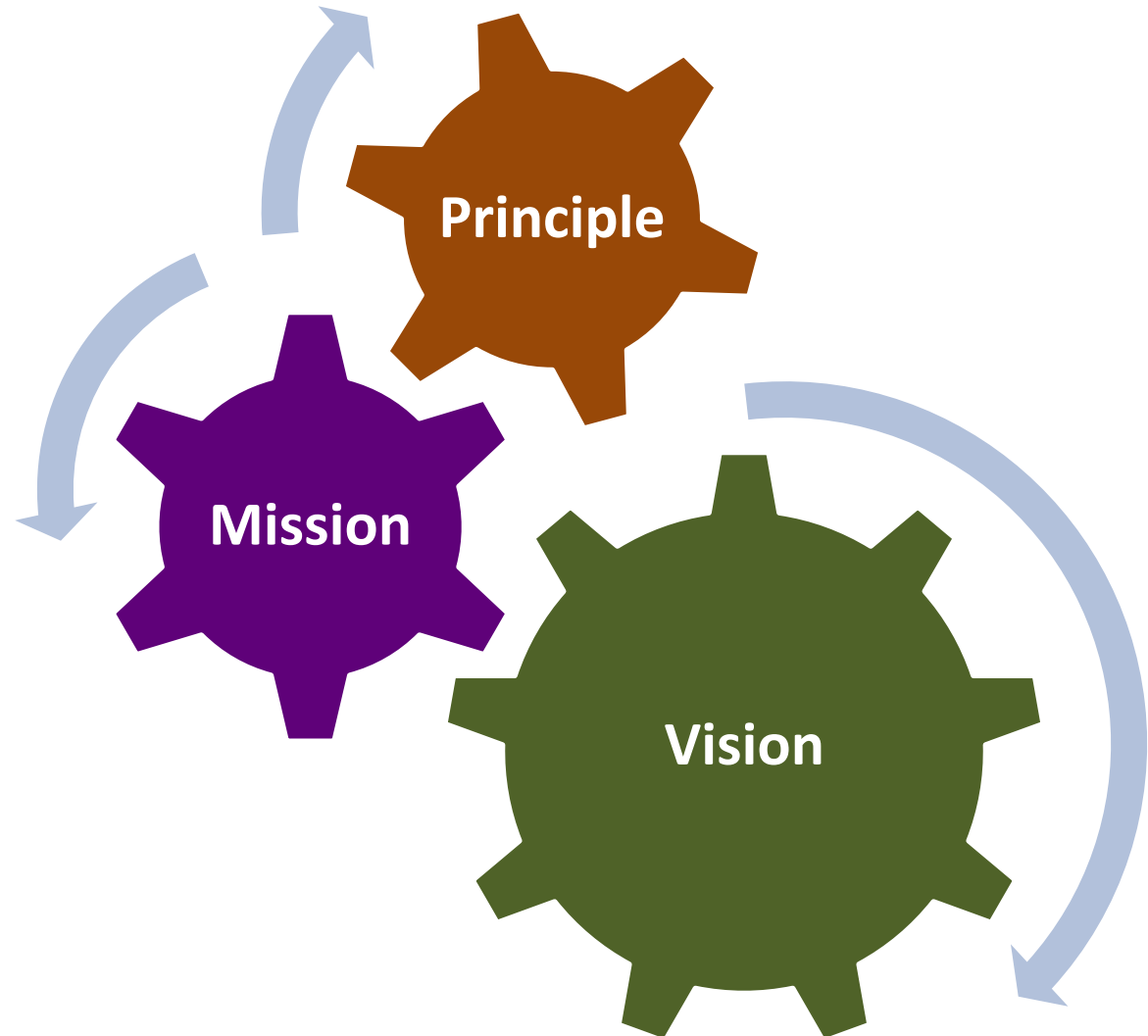
- Empowered Team
- Competitive Work Environment
- Entrepreneurship &
- Creativity keeping positive ROI for clients as our priority.

Principle, Mission and Vision

To create an empowered team and competitive work environment by allowing entrepreneurship and creativity.

To help our clients achieve positive ROI by building enduring relationships based on trust and integrity.

To be the leading company by Employee Satisfaction and become the first publicly listed BPO company in Bangladesh.



Solutions

- IP Contact Center Solution
- IVR solution
- Voice Logger Solution
- Enterprise Security Solutions
- Conferencing Solution
- IP Telephony & Gateway Solution
- Social Media Management Solution

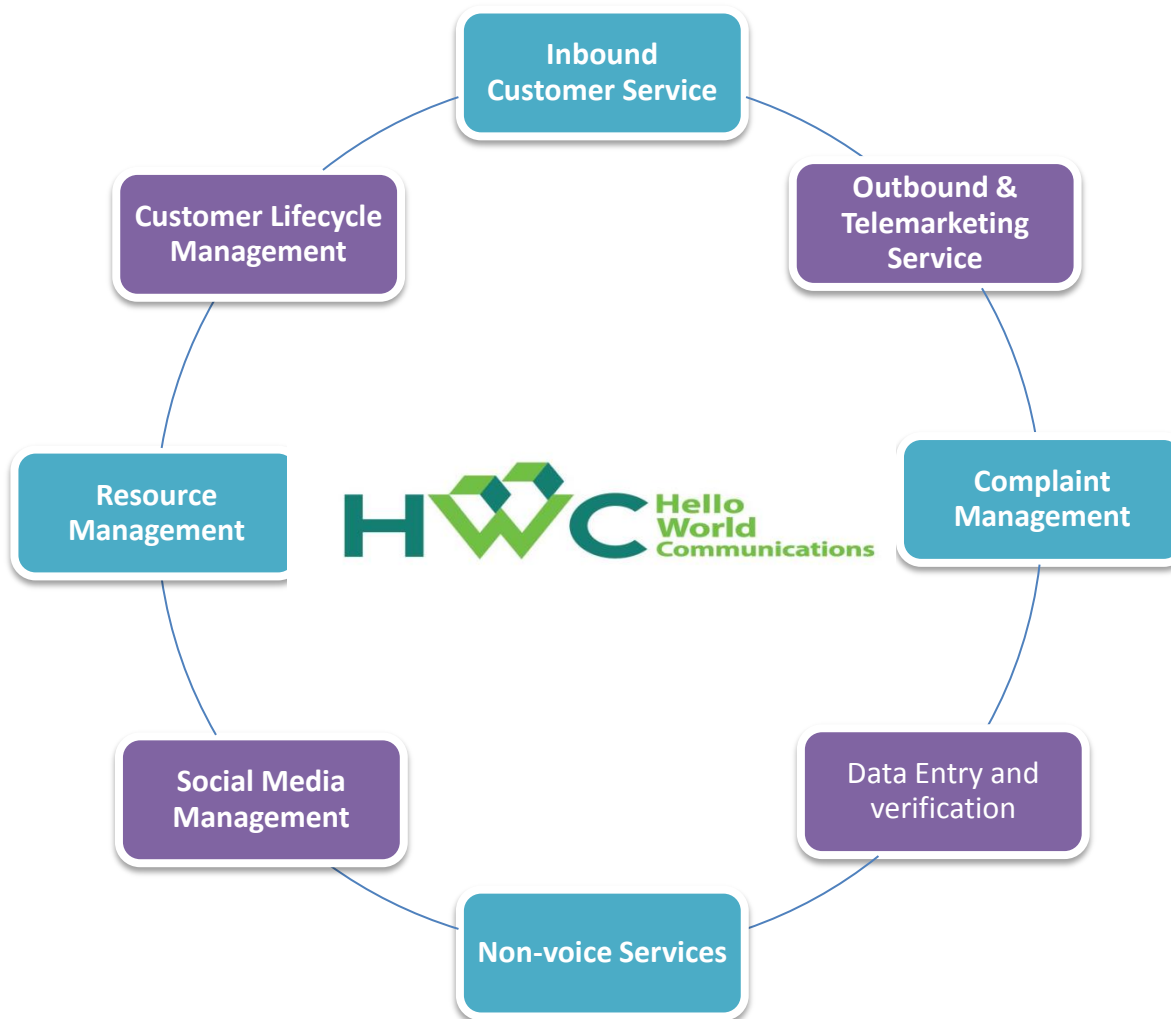
BPO/ITeS

- Contact Centre Management
- Telemarketing
- Customer Lifecycle Management
- E-Customer Service
- IT Helpdesk Outsourcing
- IT Infrastructure Management Services
- Remote Monitoring and Notification Services
- Resource Management
- Outsourced Software Application Development

Services

- Data Communications Services
- Network Services
- Managed IT Services
- Web Services
- Software Application Development Services

What Can We Do For You



Hello World Competitive Edge over others

The largest company in BPO services and solutions in Bangladesh for providing end to end contact center services & the only BPO catering to more than 5 million transactions/month

The only BPO company in Bangladesh having experience and expertise to build, own and operate complete Enterprise class technology infrastructure for contact center operations.

The only BPO company in Bangladesh to have multiple delivery centers, in Dhaka & Chittagong with Disaster Recovery facility.

Satisfied employees with participative working environment leading to minimal attrition rate

Highly qualified professionals (ISO & Six Sigma Certified) team with extensive domain expertise in FMCG, Telecom and BFSI

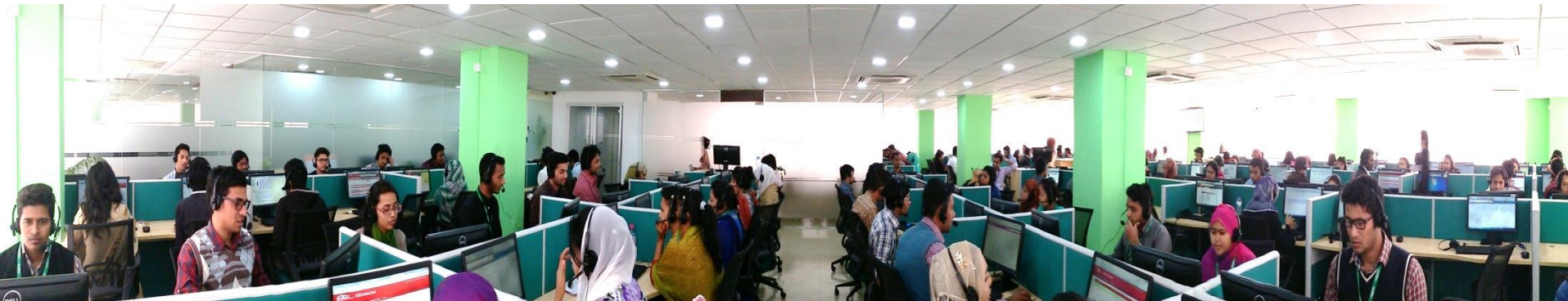
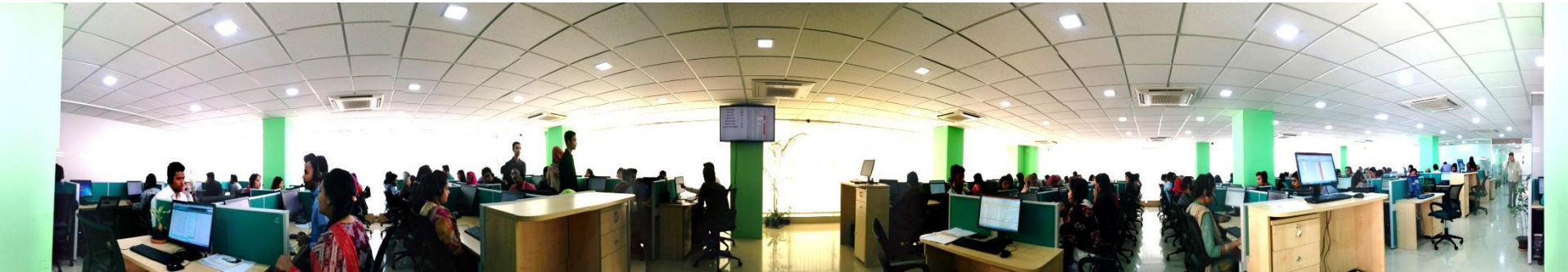
Structured & Process driven Organization following Global Best Practices & qualitative parameters in all aspects of the business.

Best in class information security policy ensures customer's data security & confidentiality

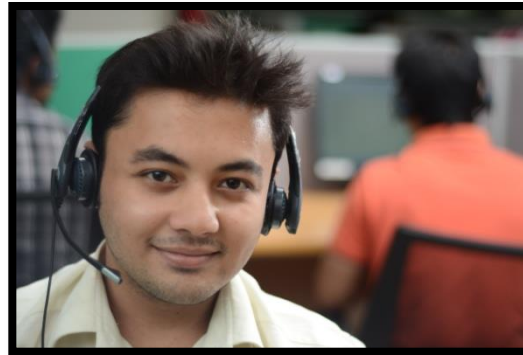
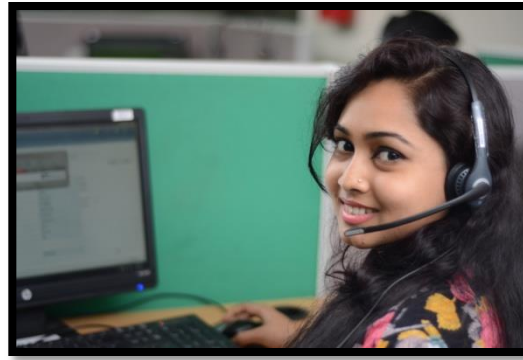
Largest state of the art infrastructure facility in prime locations capable to scale up as and when required

Financially strong organization which gives us the edge to enhance technology at par with global standard and ensure prompt infrastructure scalability

State-of-the-Art Infrastructure at Chittagong



Dynamic & Experienced Team



1100+ people
empowered
team

Robust &
Structured HR
policy to
ensure Service
Excellence

Highly qualified
management
professionals
with extensive
domain
expertise

Dedicated
Client
Relationship
Team

Receiving Awards for Remarkable contribution in BPO Industry of Bangladesh from Honorable Finance Minister of Peoples' Republic of Bangladesh



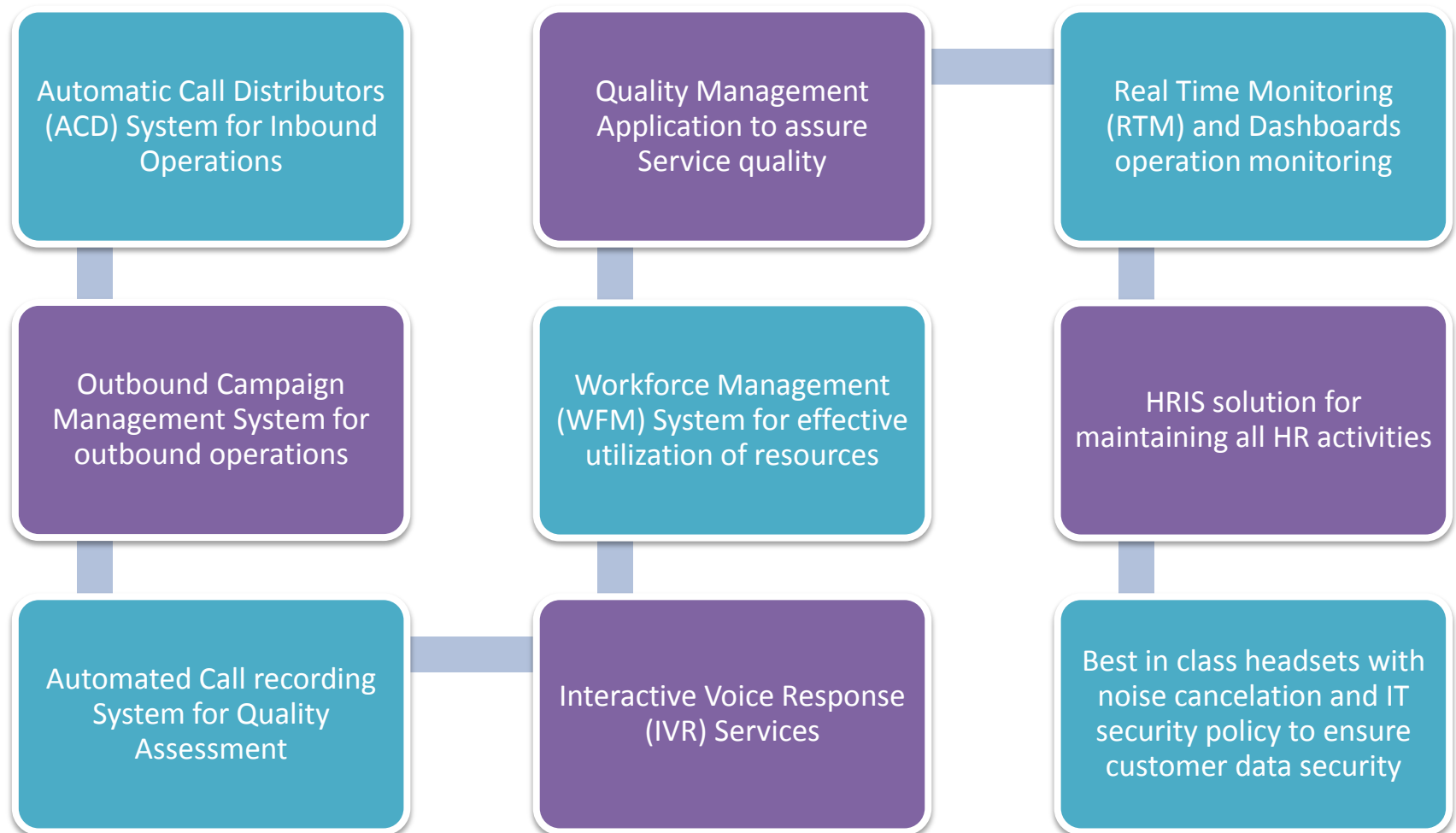
Mr.Sajeeb Wazed (Joy) Adviser to Honorable Prime minister of ICT Affairs visited our stall at BPO Summit 2016.



Award Gallery



Best in Class Technology Platform



Challenges and Solutions in Delivering Excellence



Challenges

Solutions

Technology Challenge

Infrastructure change to component replacement up to the consolidation and integration of systems

- Our best in class technology solutions with disaster recovery site managed by highly experienced IT team

Talent Acquisition & Retention Challenge

Maintaining HR compliance and the ability to attract and retain best talent

- Highly customized HRIS, Employee Relation and Reward & Recognition

Resource Management Challenge

Best utilization of the existing resources to increase productivity and efficiency

- Advanced Workforce Management (WFM) solution for operational efficiency

Operation Management Challenge

Proper support and supervision to maintain SLA and ensure uninterrupted operation

- 24/7 monitoring by highly experienced operation management team and live dashboard systems

Training Challenge

Ensuring proper training to deliver service excellence to the customers

- Frequent training program conducted by experienced team assures overcoming the challenge

Quality Management Challenge

Maintaining quality standard as per the agreed SLA to satisfy the client

- Frequent quality calibration according to standardized evaluation scores

What's our DNA



Brands Empowering





Thank you...

Please reach out for details at your convenience

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