2021

COMPANY PROFILE

Dial 2 Support

Dial 2 Support

South Gazirchat, Ashulia
Savar, Dhaka-1349.
Mobile: +880-1890-364569
Email info@dial2support.net

www.dial2support.net

Contents

What we are?

Why choose us?

Who we work with?

Our values

General information

Mission statement

Vision statement

Organogram

Appendices

Environmental Policy

Environmental Objectives

Testimonials

DIAL 2 SUPPORT

WHAT WE ARE?

Welcome to Dial2Support – We specialize in communicating with customers and making instant chats into a trustworthy relationship. Startups and digital businesses choose us to communicate with their customers 24 hours a day. Dial2Support connects all major communication and support channels in one place regardless of how they connect with your businesses. Our experts will help you build a strong customer relationship quickly and effortlessly.

WHY CHOOSE US?

We're here to exceed expectations of our customers:

High Quality Hardware
We use quality hardware, which is regularly updated to provide reliable support to your clients.

Dedicated 24/7 Support
Our team works 24/7 to provide extensive support to your clients and partners.

Time Saving Consultancy
If you are unsure what service you need, feel free to return to our consultants for help.

Cost Your Containment
Hiring the expert of our call center team can save a lots of cost for your business.

Best Quality, Service And Price
Our Approach combines these three vital factors to help you achieve the maximum success.

Risks & Cost Minimization
We aim to minimize your spending on call center services while reducing all risks.

WHO WE WORK WITH?

- Live Chat Support
- Website Chat
- Customer Messaging
- Chatbots
- Email Support
- Order Management
- Dispute Management
- Store Management
- Virtual Assistant
- E-Commerce VA
- Amazon Seller VA
- Shopify Seller VA
- ebay Seller VA
- Drop shipping
- Development
- Linkedin

OUR VALUES

Excellence doesn't come on the first try. Therefore, we never stop trying new technologies and non-standard methods. Through spirited teamwork and customer-oriented culture, Dial2Support strives to build open relationships for long-lasting cooperation.

GENERAL INFORMATION

Address	South Gazirchat, Ashulia Savar, Dhaka-1349. Mobile: +880-1890-364569
Type of Organization	IT (Call Center, Online Customer Support)
Type of Business	IT Enabled Services
Year Established	2016
No. of Employees	45
In-house working language(s)	Bangla, English

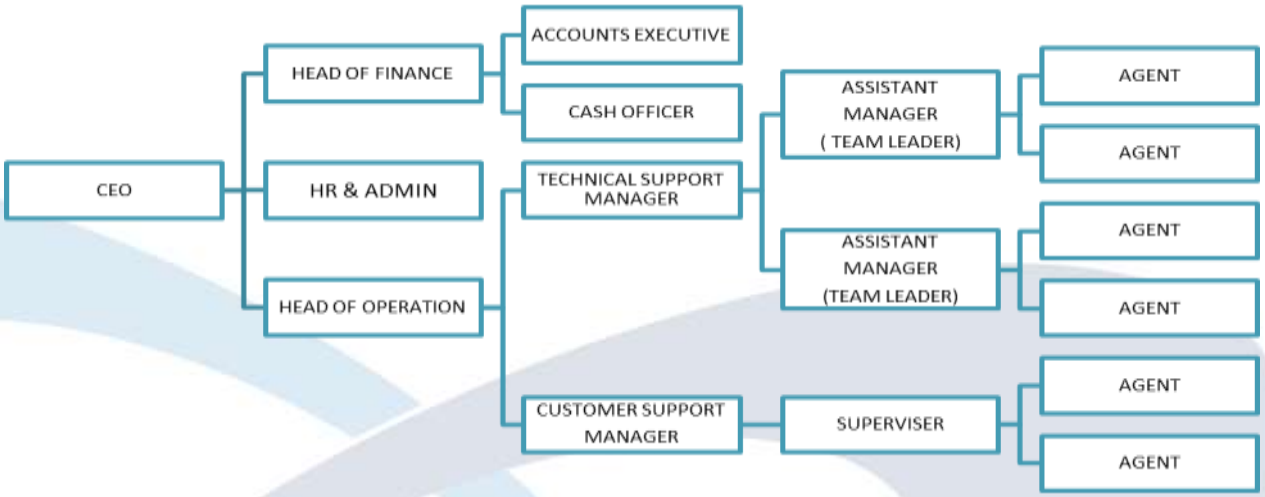
MISSION STATEMENT

Dial2Support focuses on providing businesses worldwide with powerful customer support using the latest innovative tools. We seek to serve you in the best manner. Thus, our experts design each of the outsourced services exclusively to meet the needs of your company.

VISION STATEMENT

We are committed to creating opportunities for your business growth. With a non-stop improvement and creative mindset, our team can easily adjust to fast growing industries and build an effective strategy to any company. We know how to delight your customers by delivering wow-services.

ORGANOGRAM



ENVIRONMENTAL POLICY

Dial 2 Support is committed to running its business in a responsible, environmentally sound and sustainable manner. We recognize that our supply chain, processes and products have both direct and indirect environmental impacts. We seek to identify these and to find effective ways of eliminating or reducing them. Our aim is to achieve continuous improvement in our environmental performance. Throughout our global operations we regard compliance with the law as the minimum standard to be achieved and will put in place additional environmental programs to go beyond compliance where appropriate.

ENVIRONMENTAL OBJECTIVES

Our environmental objectives have been chosen, and are regularly reviewed, to ensure that our actions effectively implement our environmental policy; they are:

- To take significant environmental aspects and impacts into account throughout our operations, maintaining a functioning environmental management system at each factory.
- To ensure that environmental issues are properly assessed and considered when key decisions are taken about supply chains, processes and new product development.
- To establish and measure the significant environmental impacts of our operations, set targets for performance improvements and monitor progress against those targets in areas including but not limited to energy, greenhouse gas emissions, water usage / quality and waste.

- To use energy and natural resources wisely and efficiently, eliminate and minimize waste, and re-use and recycle where practical.

- To make a real and meaningful contribution to mitigating climate change and global water scarcity, by reducing greenhouse gas emissions and water impact across the complete lifecycle of our products and their packaging, reflecting national and international government agendas when setting targets.

- To engage with our suppliers, customers and other stakeholders on environmental issues, including the sustainability of our raw and packaging material supply chains (via the Responsible Sourcing of Natural Raw Materials Policy and Global Manufacturing Standard Policy, both available at www.dial2support.net.

- To ensure that employees have a level of knowledge and understanding appropriate to their environmental responsibilities and are aware of actions they can take to reduce their impacts.

- To conduct an annual review, including progress against targets, and to make that review publicly available in our annual Sustainability Report.

Specific goals are available on www.dial2support.net. The Chief Executive Officer (CEO) is the Board member with specific responsibility for the Company's environmental policy and performance. This responsibility is delegated operationally through the Company's line management structure, which includes a Global Sustainability Director responsible for coordinating environmental performance across the Company.

TESTIMONIALS

Business Globalizer
903 31st ave FL 1
Woodside NYC 11377
06/06/2018

To Whom It May Concern:

Mr. Abdullah Al Mamun
CEO
Dial 2 Support
South Gazirchat, Ashulia
Savar, Dhaka-1349.

We have engaged Mr. Abdullah Al Mamun from Dial 2 Support assess and carry out restoration works to two of our premises. With the initial quotes for the necessary solutions and other companies would look at the site and just send a quote through without any additional explanation on what is being quoted on. Abdullah Al Mamun however before sending his quotation calls me to explain in detail the work that needs to be carried and how he intends complete the works and what is needed to satisfy building Board approval.

Abdullah Al Mamun has a high level of business solution knowledge as well as the ability to assess a situation.

Once the order has been given to Abdullah Al Mamun he has kept me informed as to the progress for when works are to start and if a delay has occurred he ring and lets me know immediately with a revised date.

On completion of the works there is a feeling of confidence that the works have been carried out in a professional manner and that we are not going to be faced with call back reworks.

I have no hesitation in recommending Abdullah Al Mamun for new and business solution works.

Kind regards

Kevin Pitts Son
Business Globalizer

CONCLUSION

Experience and expertise is a very powerful combination. Our experience in understanding clients' requirements, coupled with our technical expertise has enabled us to provide IT solutions to many satisfied customers.

The fact that Dial 2 Support provides solutions and has the capacity to deliver all the required products and services; makes us unique in providing you the desired results. Our clients can have the comfort in being serviced by a professional company that has over the years demonstrated successful installations, some of which have been very complex.