



COMPANY **PROFILE**





WELCOME

Musnad Ahmed

CEO

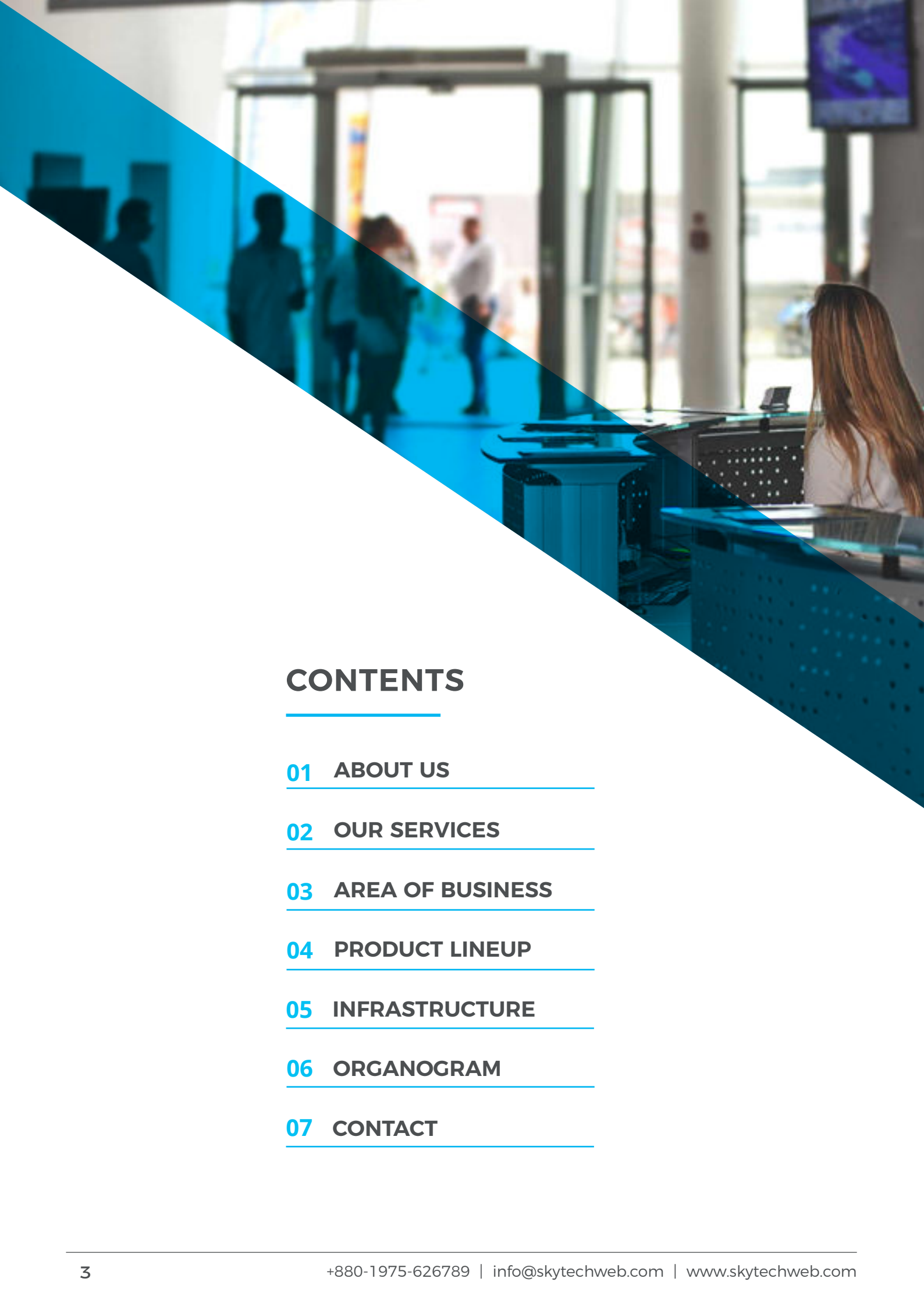
Sales organization and business process outsourcing specialist with over 10 years experience in building and running sales organizations, and in providing board and project level consulting to the sales and service organizations of leading companies in US and Australia. Developed and implemented staffing strategies and programs that improved operational outcomes and maximized the available staff resources. Specializes in client experience, business process re-engineering, business requirements development, contact center optimization, customer relationship management and organizational analysis. Has led multiple teams in the successful development and implementation of new business models in BPO industries.

musnadahmed.com

Bangladesh is the fastest growing economy in Asia and considered as one of the most competitive call center destinations in the world. As a forward looking professional BPO company, we believe on planning for the long term & have a well laid out HR policy for our employees. Our people are the key to our success and we take measured steps to build skill and efficiency in our staff to help them achieve their professional goals.

As for the future I would like to boldly announce that we are set to grow three fold in the next decade. There will be challenges, there will be stoppages, there will be problems, but the way we have been, WE WILL WIN AND....WE WILL....Let Winners Win!

Musnad Ahmed



CONTENTS

01 ABOUT US

02 OUR SERVICES

03 AREA OF BUSINESS

04 PRODUCT LINEUP

05 INFRASTRUCTURE

06 ORGANOGRAM

07 CONTACT



ABOUT US

SkyTech offers clients highly skilled resources in the areas of Telemarketing Services, Branded Customer Care, Back Office Service, Social Media Service, Virtual Assistance and Customized ICT Solutions.

SkyTech Solutions was founded in September 2013 to meet the needs of SMBs (Small and Mid-Sized Businesses), with the belief that the trend of offshore outsourcing should not only benefit Fortune 1000 companies, but all businesses that aspire to become more competitive in their respective industries.

We set out to create a business model that, for the first time, made outsourcing affordable to businesses of any size, and we have successfully done just that.

Our service-offerings comprise end-to-end customer management solutions, including an array of call-center and back-office support services. We help businesses deliver superior customer experience, improve customer loyalty, drive incremental revenue growth, maximize operational and organizational efficiency, and save operating costs, by managing services on their behalf. Our team has strong capabilities in contract negotiation, telemarketing, and passion towards communication services.

OUR VISION

SkyTech wants to be recognized as leading partners in all the business areas where we have presence, through our transparent, efficiency-orientated business models, thereby creating value for our Clients & Employees.

OUR MISSION

To satisfy Clients with efficient solutions; to set and reach our goals, anticipate trends, and identify opportunities. To contribute to the individual and collective development of all our team members.

CORE VALUES

We stand behind what we say and the services we provide, and hold ourselves accountable for our resources and our actions. We operate with uncompromising integrity in every conversation and transaction, and are guided by truth, honesty, and sincerity.

OUR SERVICES

Sky Tech, a leading provider of contact center services, understands that a reliable team of customer service or telesales outsourcing agents is what a client needs to establish a strong bond with their customers. Every contact an agent makes can create a huge difference on a company's relationship with their customers and their sales.

We will adapt our operation to meet your unique business process requirements as well as your corporate culture. Your dedicated operating team will become a seamless extension of your organization.



TELEMARKETING

Our expertise in Customer Care, Telemarketing, Lead Generation, Appointment Setting, Outsourced Telemarketing and Qualified Sales Leads delivery shows the versatility, expansive knowledge and expertise our team has.



BRANDED CUSTOMER CARE

Our Brand Specialists care about your brand as much as you do. They think of themselves as working for you and your brand, not just for Global Response. With your brand and our passion, we'll drive sales and loyalty with every customer



SOCIAL MEDIA SERVICES

Efficiently monitoring the mentions of your brand on social media can be a daunting task. Having the right response, in a timely manner can help to improve customer service, add brand awareness and increase customer lifetime value.



BACK OFFICE SERVICES

We provide superior back office support and services with extensive experience, technological infrastructure, personnel, and operational framework needed for effective and time-bound back office service.



VIRTUAL ASSISTANCE

A virtual assistant's job is to assist a business owner with various tasks. We don't just talk a big game, we back it up. Our skilled and experienced agents can help you and get busy so that you don't have to!



ICT SOLUTION

We craft the perfect solution to your business with full stack web, desktop and mobile development that accelerates growth, upsurge your revenues, and helps easily target your potential customers.

AREA OF BUSINESS



LEAD GENERATION

Our fully trained lead generation team will work dedicatedly on your prospects and companies to deliver only sales-qualified leads. Get quality B2B leads from us, leaving your sales team to convert hot opportunities into closed deals.



APPOINTMENT SETTINGS

SkyTech specializes in contacting decision makers to create an appointment. Our appointment setting representatives can introduce a product and/or service and get you the appointment you deserve.



TELEMARKETING SALES

You already have your customer data, you need us to persistently and persuasively convert those leads into sales. Professionally trained SkyTech telesales team can increase your conversion rates whilst decreasing your costs per sale.



CUSTOMER SUPPORT

Our inbound customer support team can effortlessly turn a complaint or a question into a positive, well-handled inquiry. We have long years of extensive experience in delivering inbound customer support to global customers.

SPECIALIZE PRODUCT LINEUP



MERCHANT CASH ADVANCE

We transfer you the merchants who are interested in obtaining funding for their business. We provide the most cost effective live transfer for US lenders.



HEALTH INSURANCE MARKETING

Generally telemarketers encourage people to buy their goods or services immediately, but our insurance telemarketer generates best quality leads.



ENERGY DEREGULATION SALES

You can spend your advertising dollars effectively by hiring SkyTech, that employs trained reps to generate top quality energy leads which convert.



SOLAR PANEL SALES

The solar power industry is rapidly growing, and with it comes the demand for quality solar appointment leads. We generate those leads for you.



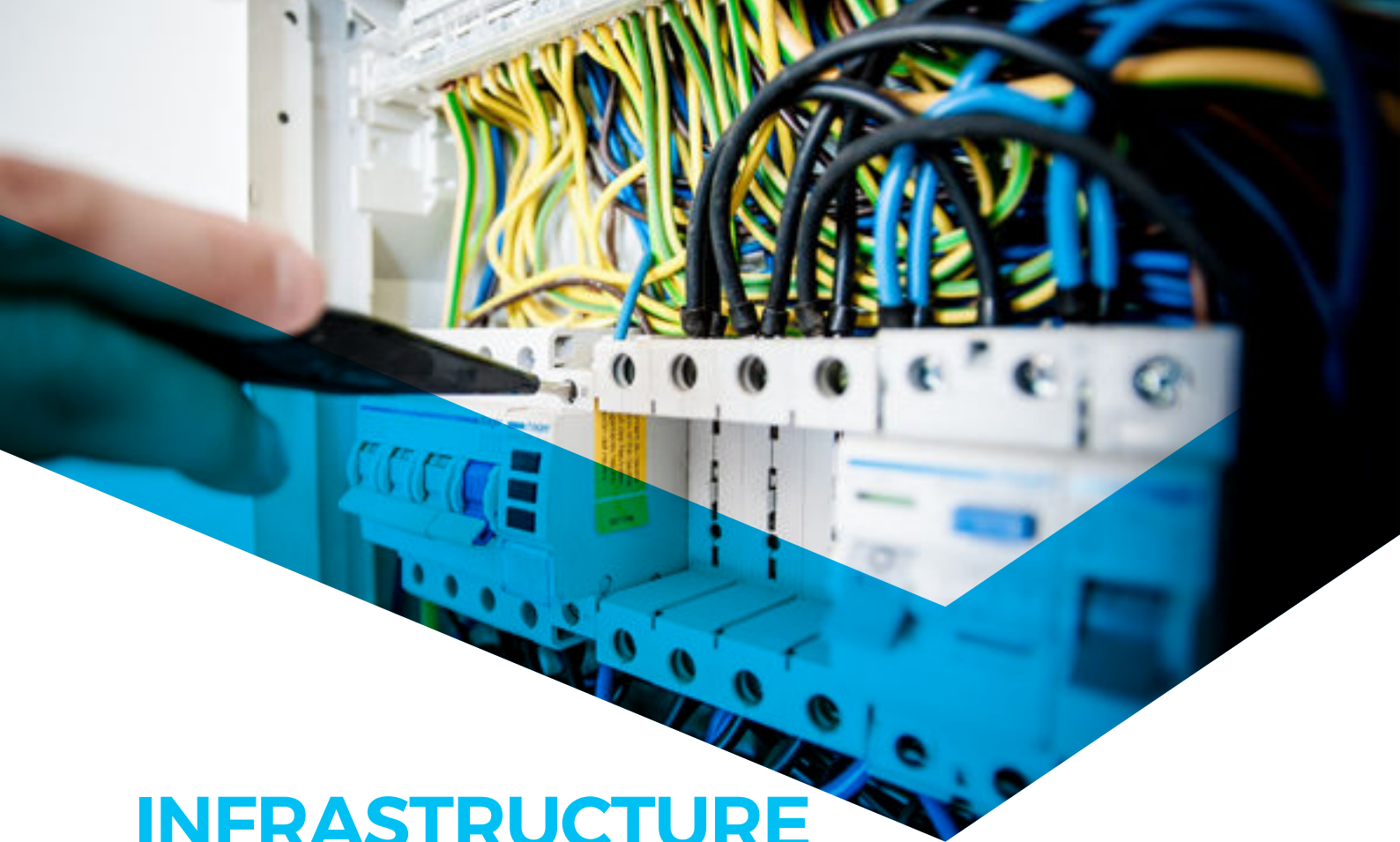
DUCT CLEANING SERVICES

SkyTech guarantees top quality appointments for Duct Cleaning Companies. We gained trust of 10+ duct cleaning companies by providing best leads.



DIGITAL MARKETING

Our SEO/SMM marketing help clients address the digital transformation needs created by the changing competitive landscape in modern marketing.



INFRASTRUCTURE

Our robust and state-of-the-art infrastructure is at the base of our entire call center process. Our organization adheres to the global standards with regards to employee safety, security and training, protection against natural disasters and excellent backup plan in case of major power outage.

POWER CONNECTIVITY

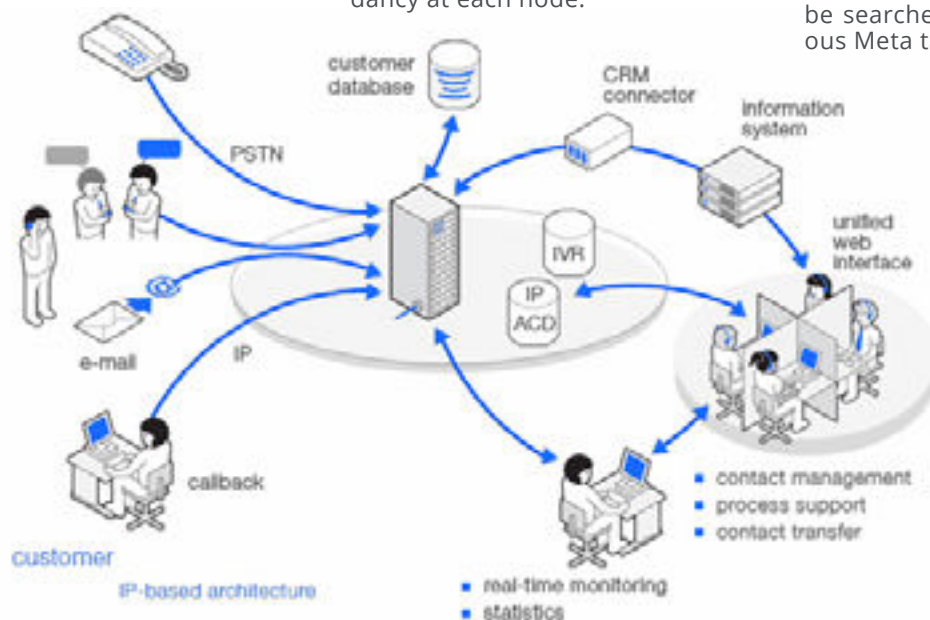
- ✓ We provide 3 levels of redundancy with primary source of power
- ✓ Facility load up with 2x 3000KVA online UPS.
- ✓ We have a 5000 KVA generator backup with fuel storage which offers 24 hours of operation.
- ✓ Safety ensured by international quality assesment.

NETWORK CONNECTIVITY

- ✓ We have 3 levels of redundancy with 40Mbps duplex connection
- ✓ Our network consist of Cisco routers, ethernet switches connected with Cat6e cables.
- ✓ High availability of 99.999% up time.
- ✓ N+1 Architecture Active- Active or Active passive redundancy at each node.

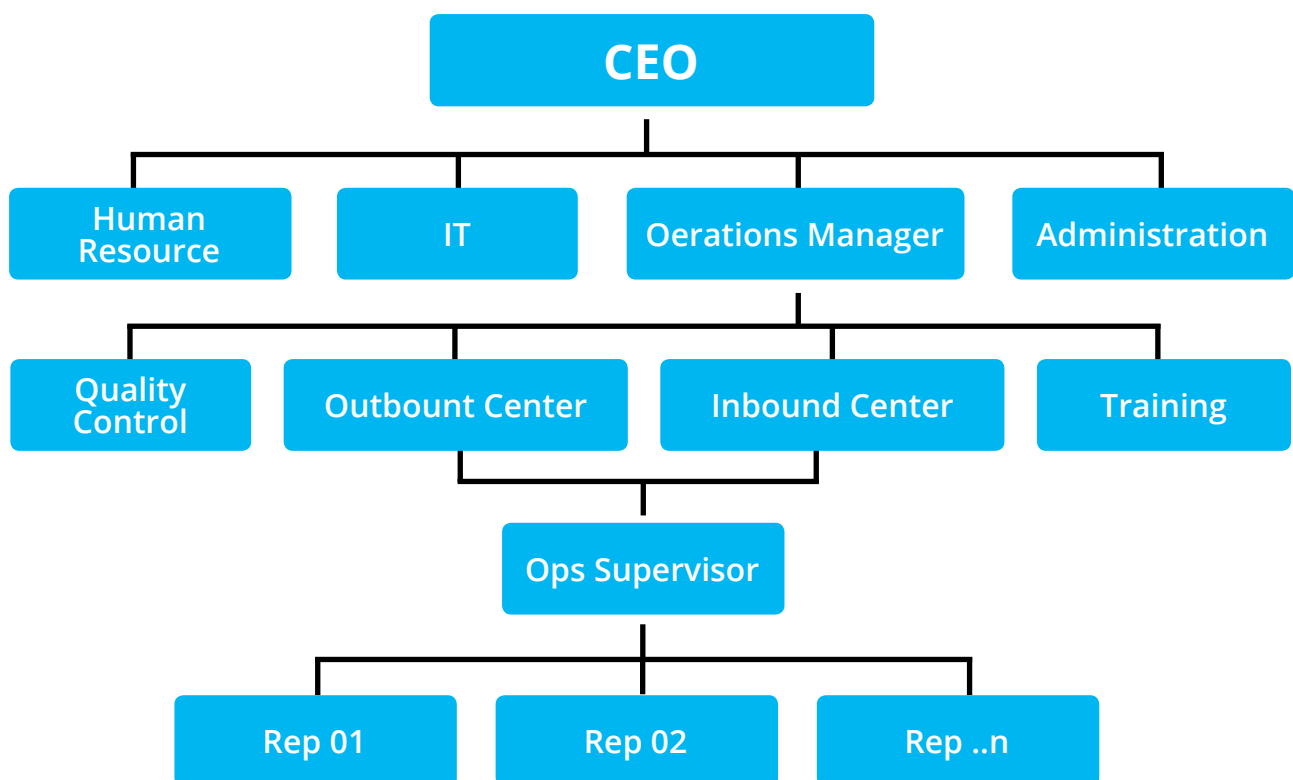
CALL CENTER SOLUTION

- ✓ Advanced XML based IVR
- ✓ Inbuilt optimized ACD acts as a brain of the system.
- ✓ Script based, campaign wise customizable CRM.
- ✓ Predictive, progressive and preview modes of dialling with rule based and time zone based dialling.
- ✓ 100% recording of all the calls, the voice log files can be searched based on various Meta tags.



ORGANOGRAM

SkyTech strictly maintains a setting where communication between the organization and the clients or the customers takes place regarding the various products and services of the organization. We are comprised of five specific departments namely Operations, Quality Assurance, Training, Human Resource, Information Technology and Administration. There are distinct hierarchy of positions present in the different departments.





CONTACT INFO

House 01 (1st Floor), Road 10/A,
Sector 9, Uttara Model Town,
Dhaka - 1230; Bangladesh.

Phone: +880-1975-626789

Email: info@skytechweb.com

 /company/3838929/

 /info.skytech

 /skytechsocial

 info.skytechltd

 www.skytechweb.com