

TechNickel



IT Enabled Services

TechNickel BPO/ITES started with non-voice operations grew up its competencies to handle voice, F&A, KPO and IT enabled services in a faster pace.

Today TechNickel supports Clients from US in the fields of Customer Service, Project Coordination, Operations Management, Business Process Outsourcing, Virtual Assistance & many more for the esteemed clients

TechNickel takes up outsourcing of processes that are enabled by Information Technology. These services span over diverse areas like Customer Service, Project Coordination, Operations Management, Business Process Outsourcing, Virtual Assistance, Knowledge Process Outsourcing etc and are provided from e-enabled locations. TechNickel aims to provide B2B solutions.

TechNickel is a pioneer in managing business processes for US Companies. The company blends process expertise, information technology and analytical capabilities in diverse industries to provide a broad range of services.

TechNickel is an IT-enabled and Business Process Outsourcing services provider, which provides Integrated Solutions, Customer Lifecycle, Back-office Lifecycle Management, IT outsourcing services and Outsourcing Solutions to many US companies in a wide range of industries including retail, insurance, mortgage, banking and financial services.

IT Enabled Services

IT Enabled Services has drastically increased over years. It is more being recognized not merely as a tool of cost reduction but is also being considered as a management tool for achieving higher organizational effectiveness.

Outsourcing helps organization to focus on developing its core business. Outsourcing integrates all the tasks that are not part of the organization's main line activity or core process and streamlines business processes by improving operating performance, increase efficiency, productivity and control cost in order to help management better focus on increasing sales and market share, developing new and improved products and enhancing customer service and satisfaction.

Outsourcing to TechNickel

TechNickel is available with modern infrastructure capable of operating continuously meeting 24x7 operations requirements.

Outsourcing to TechNickel

TechNickel BPO offers a wide spectrum of high quality, time bound & cost effective IT enabled services to organizations globally through the offshore facilities in Bangladesh. Outsourcing to TechNickel completely eliminates the costs of recruiting, hiring, training and payroll. You don't have to deal with the stress of finding and hiring new people or reducing your work force when they aren't needed.

We offer a variety of voice and non-voice IT enabled services that are specifically tailored to meet the needs of the outsourcing industry.



Core Values & Differentiators

- Strives for excellence
- Shows transparency in all dealings
- Does not compromise on ethical values
- Constantly surpasses the client's expectations
- Strives to improve by seeking feedback from others
- Leads by example
- Accountability & credibility
- Makes objective decisions that are impartial & unprejudiced
- Recognizes its employees as the foundation of its success
- Reflects upon own experiences for continuous learning & growth
- Actively fosters the vision, mission & values of the organization



BPO Portfolio

TechNickel BPO has built its value proposition as a client partner rather than a service provider with the ability to provide customized delivery solutions based on the client's requirements and enabling process improvements using industry benchmarks and standard quality processes.

TechNickel is an end-to-end outsourcing provider with an extensive portfolio of services to offer.



BPO Portfolio

We provide hybrid services to unlock business value by applying proven process methodologies and business excellence frameworks to significantly reduce costs, enhance effectiveness and optimize business processes.



Operational Procedure

At TechNickel we are continually expanding upon our knowledge and services to assist clients with successfully implementing of their "Business Solutions" .

Client Partnership

TechNickel is about partnership and value creation, much about recognizing opportunities that the new economic climate provides.



TechNickel

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Operational Procedure

In order to meet the individual needs of clients, TechNickel maintains a wide range of qualifications. We excel in our BPO / KPO/ITES Operational & Quality skills. Our extensive knowledge base entails us in planning and executing 24 X 7 Operations effectively. Moreover, our functional and technical experience extends to interfacing our CRM with our Clients Applications and various call based functions. At Techno Brain BPO we are continually expanding upon our knowledge and services to assist clients with successfully implementing of their "Business Solutions" across the Globe.

Client Partnership

TechNickel is an organization with strong fundamentals, business & financial, governance models, increased appetite for risk, flexibility will continue to grow and thrive. Further, we also have a full service capability across BPO, IT and consulting in order to have a greater ability to impact client organizations. Further, we have invested in building a world class outsourcing capability center to support our strong technology and BPO credentials backed by global delivery. We will continue to make investments in all its strategic focus areas.

The BPO/ITES engagement model like any other business imperative is based on trust, relationship, proven domain and above all a mutual desire to grow business and achieve gains and efficiencies in the system. It is not an anathema for poorly thought out business decisions or an alternative to ad hoc cost cutting business measures. Our clients and us recognize this and work with each other to make this a win all.

TechNickel an IT Enabled Service provider is about partnership and value creation, much about recognizing opportunities that the new economic climate provides. Please be assured that we extend service to international standards with the state of the art facility that we have. Further it is empowered by internationally recognized methodology and operating procedures. Hence, our clients are always provided with the best service that is possible.

