



ASL. AYESHA OUTSOURCING SOLUTIONS LTD (ASL BPO)

A Business Process Outsourcing Firm

BUSINESS PORTFOLIO

ASL BPO

**ADDRESS: HOUSE 6, RD 3/F, SECTOR 9, UTTARA, DHAKA,
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5952**

WEBSITE: <https://www.aslpreservationsolutions.com/>

ASL is a Startup Business Process Outsourcing Firm that provides Virtual Assistant services and back office support, to small and medium sized companies. Our services are client oriented, and focus on being flexible, cost effective and provide outstanding quality. Since 2014, we have helped our clients grow their business and profits. In today's rapidly changing business climate, we aim to be efficient and effective; to be the people who fit your needs perfectly, right when you need them.

COMPANY OVERVIEW

- ✓ Date of creation: April 2014
- ✓ Operation headquarters: Dhaka, Bangladesh
- ✓ Main areas of business activities: Business Process Outsourcing and Back Office Support
- ✓ Current number of employees: 200 with prospect of increasing further this year (2023)
- ✓ Minimum employee education level: Bachelors
- ✓ All employees have very good skills in both written and verbal English communication
- ✓ 24/7 availability with flexible shifts in correspondence to client needs.

**Contact Phone: 01670210764. Email: admin@aslpreservationsolutions.com
Office Address: 5th Floor, House 6, Road 3/F, Sector 9, Uttara, Dhaka**



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A BIT ABOUT OUR CURRENT SERVICES

Currently (as of 2021) ASL BPO is providing back office support to businesses in countries such as USA, Canada, France, UK and China.

A significant portion of the work, is with American Real Estate Industry whereby we are providing back office support to these businesses by submitting reports and invoices for the work they do for their clients.

ADMINISTRATION

1) Zayed Ahmed

Founder and CEO

Contact: (909) 809-5952

Email: john@aslpreservationsolutions.com

2) Khan Osmany

Head, Client Relations and Operations

Contact: (909) 294-7426

Email: k.osmany@aslpreservationsolutions.com

OBJECTIVE

Our objective is to provide you with staffing solutions at inexpensive and affordable prices. Our unique business design is based upon the need we saw for companies to enhance their activities by taking the tedious tasks from their hands so that they can divert their precious time and money at more profitable tasks, which inevitably would make the growth of their company much easier. ASL serves small to medium sized companies, entrepreneurs and supervisors who would benefit in outsourcing tedious and specialized tasks to professionals and thus would gain in cost reduction that they would otherwise incur in space, equipment, and salary & extra benefits that they would be paying to in-house employees. To summarize, our objective is to:

- ✓ Transform client's business and be a partner- that brings new and innovative ideas and works shoulder to shoulder to help client reach next level of performance, give meaningful insights and have broad range of capabilities.
- ✓ Provide flexible solutions to client's outsourcing needs and give target-oriented service that aims to grow clients business and meet deadlines.

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- ✓ Provide clients with cost effective work and high quality performance.
- ✓ Provide dedicated team leads that work on clients' preferred time schedule, are responsible for all communication with clients, and give daily reports in timely manner.
- ✓ Maintain the outmost discretion on all confidential matters in regards to client information.
- ✓ Provide with employees who not only are highly efficient and experienced but also have excellent communication skills in English.

HOW ARE WE DIFFERENT

ASL is different from other outsourcing firms through the fact that we provide flexible solutions that cater to client's individual needs. We pride ourselves on the quality of our service, our two step monitoring process guarantees higher quality: a separate Training department that ensures all employees are up to standard and experienced before they can start client's work and a Quality Control department that QC's all work to minimize error and oversee that efficiency is maintained.

Based on the needs of your business, we will supply you with virtual assistants that excel in the field you require, simply contact us and inform us of your needs. We will then assign the right assistants for you, and once you set the tasks, they will be finished in a timely manner, before we report to you about the status of the work. We can guarantee that you will not regret hiring us to help the development of your enterprise.

EXPERTISE

The areas in which ASL provides its virtual assistant services include but are not limited to administration, marketing, web and graphic design, content development, and customer support.

- · Customer Care Support
- · Back Office Support
- Virtual Assistance
- Video Editing
- Quality Control and Content Moderation
- Data Entry
- Web Research
- SEO and SEM
- Email and Social Media Marketing
- Article and Blog Writing
- Accounting Services

Client Portfolio

ASL BPO as of 2021 is servicing 30+ clients from USA, Europe and Canada. Below is a list of some of the clients and details on what we do for them:

- 1) Desert City Cab: An American taxi company for whom we provide inbound customer support. Our agents have to receive calls from customers, receive their cab order and dispatch the taxi drivers to the customer's location.
- 2) SecuriWorld Canada: Services till 2020 when their company shut down, provide customer care support and guard monitoring services. We had to monitor the security guards to ensure they were working in their designated places, had to provide them schedules and also had to receive calls from potential customers looking for security services.
- 3) SoFinePrint: Editing YouTube Videos, managing social media accounts, moderating comments in social media accounts.
- 4) Real Estate Company (USA): For NDA unable to provide name of client, we provide back office support to them service includes, underwriting, making cold calls, various real estate platform related work, CRM management.
- 5) Food Delivery Platform & Ecommerce Site: For NDA unable to provide name of client, we are working with the second largest food delivery platform in Bangladesh after FoodPanda for whom we maintain their backend site. Work is to add new restaurants add and update food menu items.
- 6) For multiple Preservation and Real Estate Companies in USA: We are providing quality control and moderation work. Whereby, contractors are maintaining properties for them and they provide pictures as proof of their work. We do quality control check and moderation work to ensure photos meets the requirement set by the clients.

Office Pictures



