

# OVEX TECHNOLOGIES

Pakistan (Pvt.) Ltd.

Ovex Technologies Pakistan (Pvt.) Ltd. is one of the country's leading BPO and IT Solutions provider.

We offer a 24/7 global helpdesk and five fully integrated state-of-the-art, logistically disparate facilities with experienced professionals aiding our customers in driving sustainable business growth.

Ovex adheres to strict international standards in service quality and dependability. We understand the diverse technological needs and demands of an evolving global enterprise.

We have been declared "Best BPO/Call Center 2008" and "Best in Operational Excellence 2009" by the Pakistan Software Houses Association (P@SHA).

Our services portfolio includes comprehensive Outsourcing, Infrastructure & Software Solutions.

Driven by our belief in constant innovation and progressive growth, we partner with our clients to provide them with a distinct competitive advantage.

THINK. INNOVATE. GROW.



## BPO SOLUTIONS

### Contact Centers

- Voice Services (Inbound/Outbound)
- Non-voice Services

### IT Outsourcing

- IT Helpdesk
- Remote Desktop Management
- Blackberry Support Services

### HR Outsourcing

- Selection & Recruitment
- Compensation & Benefits
- Training & Development

### Accounting Outsourcing

- Core Accountancy Services
- Reporting & MIS
- Regulatory & Contractual Compliance

### Operations Outsourcing

- Asset & Account Management
- Procurement & Supply Chain
- Claims Management
- Analytics

### Data Management

- Entry, Cleansing & Aggregation
- Validation, Enrichment & Acquisition
- Compliance Violation
- Analysis & Reporting

### Content Development

- Website & Marketing Content
- E-Learning & Multimedia Content

### Medical Billing & Transcription

- Medical Billing – Charge Entry
- Transcription from voice recordings

## IT SOLUTIONS

### Infrastructure Solutions

- Network & Data Center
- Server & Storage
- Teleconferencing

### Software Solutions

- Enterprise Resource Planning
- Customer Relationship Management
- Customized Software Development

# CONTENT DEVELOPMENT

Ovex has the knowledge, experience and tools to quickly develop the content and material you need, whether it is for a learning platform, web site development or online training course. Search engines are looking for high quality, unique content. Our content development specialists can help develop content from your ideas.

As part of our content development service, we'll work to produce material that meets your specifications. This can include user needs analysis, content design and development, accessibility and usability testing, advise on implementation, training and ongoing support.

We can produce content using a wide range of media and formats, including HTML, CSS, XML, PDF, Microsoft Office, audio/video and Adobe Flash.

- **Website Content Development**  
Search Engine Optimized Website Content | Informative Articles |
- **Marketing Content Development**  
Sales Copy | Ad Copy | Banners & Fliers | Press Releases
- **Content for Viral Marketing**  
Blogs | Forums | Social Networking & Book Marking |
- **E-Learning Content Development**  
Computer Based Training Modules | Web Based Training Modules | E-Learning Content |
- **Multimedia Content Development**  
Story Board | Sales Scripts | Corporate Presentations |

Why would you need to get your content developed professionally for your website?

- An engaging, compelling copy is one that "talks" directly to the visitors and is able to catch their attention in the initial few seconds they spend on your website. This is when they decide whether to stay on or move to another site. As professional content developers, we blend your website's purpose with your customer's requirements. This winning combination helps you achieve your business goals while encouraging your customer to explore your site further and eventually buy your products/services.



# WHY OVEXTECH?

## OVEX INFRASTRUCTURE

- Dedicated International Private Leased Circuits (IPLC) over the Pacific and Atlantic to route overseas voice calls and for data access directly to the facility
- Satellite Earth Station providing back up for the IPLC and a direct link to international satellites, thus by-passing domestic infrastructure
- Multiple-Mode: Fiber, Radio and Rooftop Earth Stations with built-in technical redundancies to maintain perpetual uninterrupted operations
- Our contact centers are powered by the Cisco IPCC solution allowing for premium customer interaction management

## WHY PAKISTAN?

- Lower costs, better infrastructure (Gartner, 2008)
- Top destination in terms of growth, value for money and customer service | 328% growth in outsourcing during 2007-08 | Just behind the U.S. in customer satisfaction (oDesk, 2008)
- Ranked among top 20 Global Service Locations (A.T. Kearney Ranking, 2009)

- We stand as the largest third-party offshore BPO/IT solutions provider in Pakistan
- Awarded Pakistan's 'Best BPO/Call Centre 2008', by P@SHA (Pakistan Software Houses Association)
- Awarded "Best in Operational Excellence 2009", by P@SHA (Pakistan Software Houses Association)
- Best-of-Breed IT Infrastructure & Support Functions – Five Fully Redundant Facilities
- Global IT Helpdesk with extensive 24/7 support for all our clients and operational teams
- Highly qualified and trained human resource from accredited universities with attrition rates among the lowest in the country
- Comprehensive Client Relationship Management with clear monitoring, administering and auditing systems
- Complete financial forecasts, cost benefit projections and control over desired spending to assist in customer decision making
- Premier client list including renowned local and foreign clients
- Ongoing investment in innovative solutions, human resource development and intellectual capital

# VERTICALS SERVED

Telecommunication

Automotive

Media

Manufacturing

Airlines

Consumer Products

Education

Shipping & Logistics

Oil & Gas

Finance & Banking

Technology

Healthcare

Pharmaceutical

Energy



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