

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

HR OUTSOURCING

The benefits of outsourcing include the advantages of reduced costs and increased efficiency, as well as the ability to predict business results and support strategic planning.

While outsourcing dates back to over a decade, HR outsourcing is a fairly recent phenomenon.

Organizations have now realized the true potential and benefits of HR outsourcing.

Our KEY HR SERVICES include the following:

- **Selection & Recruitment**
Screening of Qualified Pool | Recruitment Analysis & Forecasting | Induction Testing | Reference Checks
- **Compensation & Benefits**
Salary Slabs & Grading structure | Bank Account and ATM cards | Performance Bonus | Retention Bonus | Medical Insurance for employees, spouse and children | Provident Fund | Easy Instalment Loans
- **Training & Development**
Initial Training for Customers Services (Telco Industry) | Employee Trainings and Training Needs Analysis | In-house Training Programs | Implementation of HR Performance Metrics via on-going training
- **Employee Relations**
Documentation | Employee Cards | Time & Attendance | Employee Meeting | Provident Fund
- **Employee Relations**
S.M.A.R.T | MBO | Remuneration

How can HR Outsourcing help Organizations achieve high performance?

(A study sponsored by Accenture)

A recent survey on HR Outsourcing trends (based on executives at more than 120 companies in North America and Europe with annual revenues of at least \$1 billion) found that outsourcing is now firmly embedded within the HR service delivery model

This study also showed that organizations are exploring ways in which outsourcing can move beyond its traditional role of providing cost savings to also becoming a source of value creation

Outsourcing not only provides you cost effectiveness but always helps you achieve your company objective by having the experts doing what they are best at and you drawing and following your organization's core competency

Why Outsource HR to Ovex?

- Selection and screening of applicants
- Testing and Recruitment from a large talent pool
- Fast track employee relation services
- Payroll Management and Taxation
- Employee Benefits management
- Employee Trainings and Needs analysis
- Employee counseling
- Career Development programs

HR OUTSOURCING will allow you to:

- ✓ Organize around core competencies
- ✓ Reallocate internal resources
- ✓ Grow faster and become more profitable
- ✓ Gain access to experienced service professionals
- ✓ Minimize capital investments
- ✓ Eliminate technological Gaps
- ✓ Reduce overall cost of running the department
- ✓ Gain a higher level of service at a lower cost
- ✓ Eliminate compliance and regulatory risks

How can HR Outsourcing help organizations achieve high performance?

- Outsourcing HR functions for workers reduces time, costs, and hassles involved with administering project employee benefits and payroll in-house
- As more companies hire independent contractors, consultants, freelancers, and other temporary employees to supplement existing workforces, organizational management is realizing the special challenges created by the non-permanent nature of contingent employment
- Risk reduction may also be a factor in the decision to outsource payroll and HR because of; special considerations, such as workers' compensation and general liabilities

More and more executives understand the value and return on investment of entrusting specialized business functions to partners with expertise in those areas. Outsourcing your Human Resource processes to Ovex is a practical business move which many have already made. It enables you to save money, reduce risk and reallocate resources to your core competency. Ovex provides efficient, knowledgeable and effective Human Resource Outsourcing at considerably lower costs than maintaining your own HR department.

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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