

# 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

# OVEX INFRASTRUCTURE SOLUTIONS

In collaboration with industry leading business partners, Ovex offers a comprehensive infrastructure solution that makes optimized information sharing and utilization possible. Ovex Technologies' Infrastructure solution encompasses a wide range of deployments for network, server and storage. Some of these include:

## Network & Data Center Solutions

- Network Solutions
- Routing & Switching
- Network Security
- VOIP
- Wireless - WAN (Architecture Design, Implementation & Maintenance)
- Data Center [Tier 1 to 4] (Infrastructure Design, Procurement, Deployment & Maintenance)
- Unified Communication (Design, Implementation & Support)
- Integration & Deployment Services
- Specialized Network Integration Support
- Fiber & UTP Cabling Solutions

## Server & Storage Solutions

- A complete range of IBM X-Series
- Blade Center Solutions
- IP & Network Storage Solutions
- Virtualization & Consolidation
- Document Management
- Rack Mount & Tower Servers
- Hardware Storage Platforms
- Full Backup & Recovery
- Archiving
- Information Security
- Infrastructure Consolidation & Optimization

## Benefit from Ovex's collaborations for maximum business impact

- Ovex offers comprehensive custom designed business solutions by leveraging the technological prowess of Cisco, Panduit, SolarWinds, F5, BlueCoat, Fortinet, APC, EMC and IBM
- To ensure quality Ovex employees certified industry professionals including Cisco Certified Inter-Networking Experts (CCIE)

Our infrastructure services also include:

- Personal Telepresence and DVE-Tele Immersion solutions
- Cisco Telepresence Solution
- Consultation on the best equipment and network solutions for your organization
- Expertise in both ISDN and IP networks and Migration Paths
- Access to a wide range of best-in-class products, supported by our Multi-Vendor Service expertise
- Thorough Planning and Intelligent Design
- Network Consultation
- Integration and Deployment Services
- Specialized Network Infrastructure Support
- Complete Data Center Infrastructure Solution including: Power, Rack, Cooling, Security and Management Systems



# 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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