

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

MEDICAL BILLING & TRANSCRIPTION

Ovex's state of the art Revenue Cycle Management Solutions are designed to meet all present standards of your insurance and patient billing needs. Flexibility of our service offerings allow customers to personalize them based on the needs of their speciality and size of their business from individual and small practices to large group of physicians.

Experienced and qualified staff allows Ovex Technologies to increase and accelerate your cash flows with improved collection ratio, reduced days in AR ensuring and timely follow up and appeals.

Our service offering includes:

- **Medical Billing**

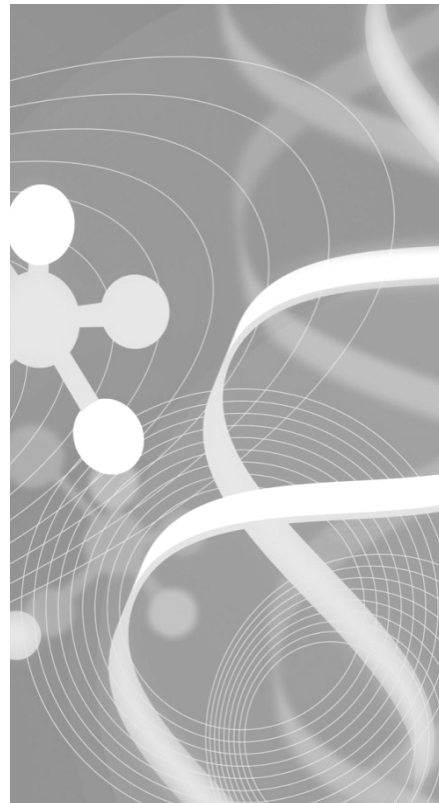
Charge entry - Paper and Electronic submissions | Rejection handling | Insurances follow-ups | Primary and secondary billing and re-billing | Payment posting (Electronic Remittance Advice and paper EOBs) | Worker comp and no fault billing | Referral and eligibility tracking | Aging Reports

- **Medical Transcription**

Transcription from voice recorded files - Electronic setup for faster processing through file transfer protocol | High Accuracy Quality Control | Instant access to all voice and transcribed files

Medical Billing & Transcription with Ovex

1. Clean claims
 2. Fewer Rejections
 3. Faster Payments
 4. Denial Management
 5. Reduced Aging
- Happy customers



Ovex RCM solution ensures:

- Clean claims with standard coding procedures and electronic submission
- Minimal rejected claims by improved front end edits
- Ensured faster payment, prompt postings and patient billing
- Efficient denial management and re-submissions
- Standard appealing protocols and aggressive follow ups
- Discrete reporting process for each payer to practice level analysis

These steps results in:

- Intelligent billing and improved payments with standard days for your cash returns
- Timely processing and submission of claims typically within 24 hours
- Reduced denials and same day re-submission after necessary protocols
- Timely appeal writings and consistent follow ups
- Efficient escalations and reporting

Some BENEFITS of our services are as follows:

Improved Revenues: State of the art work flows and simplified solutions with increased revenues and fewer denials

End to End Transparency: 24-hour access to all reports and patient data, so you can stay on top of your financial and health records

HIPAA Compliance: All processes are designed to be HIPAA compliant and ensure confidentiality and data integrity to meet market standards

Coding Accuracy and Clean Submission: Maximum productivity with minimum QA score through layered quality control ensures improved and accelerated cash flows

Account Reporting: A dedicated account manager ensures that you stay updated with all billing activities through daily, weekly and monthly reports



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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