

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

OPERATIONS OUTSOURCING

The services we render at an operational level serve to enhance the performance of our clients. We add value by optimizing these back office processes and help our clients get the maximum business mileage from their existing resources.

Our OPERATIONAL SERVICES include:

- **Asset & Account Management**
Device Ordering & Fulfillment | Activation | Pre-Deployment Phase | Software Provisioning | Service Plan Changes | Helpdesk | Billing & Usage Monitoring | Telecom / Wireless Expense Management & Control | Disposal Services | Contract Optimization | Service Evaluations, Surveys & Rectification | Blackberry Support | Server Installation | Account Management
- **Procurement & Supply Chain**
Sourcing & Procurement | Manufacturing Support | Sales Support | Dispatch Management | Service Contracts | Warranty Management | Field Service Support | Order Entry Management | Billing & Collections | Credit & Reconciliations | Contract Management
- **Claims Management**
Claims & Entry Set-up | Claims Adjudication | Claims Payment
- **Analytics**
Asset Management | Operations Improvement | Inventory Analysis | Capacity Planning | Asset Optimization

How does operational excellence benefit you?

- Faster implementation of new procedures
- Accelerated innovation of existing systems and methodologies
- Greater insight into operational gaps and identification of shortfalls
- Decreased costs via operational efficiency
- Improved asset utilization



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



ovextech.com

LAHORE

Corporate Office:
9th Floor, MM Tower
28/A, Block K
Gulberg II

+92 42 111 111 502

KARACHI

70/1, 2nd Commercial Street
DHA Phase 4
Near DHA Model School

+92 21 111 111 502

ISLAMABAD

Ground & Second Floor
Evacuee Trust Complex
Sir Agha Road
Sector F-5/1

+92 51 111 111 502

