



i-VERSA Inc Business Profile

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Report Prepared

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i-VERSA INC | WWW.I-VERSA.COM

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i-VERSA Inc and i-VERSA Pvt LTD

i-VERSA is one of the fast growing IT Solution Provider. Our core business encompasses BPO, Customer Relation Management and Application Development. As registered entity, i-VERSA Pvt LTD offers quality BPO services out of our state of the art facilities in India. We helped our clientele to save thousands of dollars with our effective and interactive Call Center Outsourcing Solutions. Outbound & Inbound Support call center services we offer include as follows,

- Answering service
- Customer Care Service
- Order Taking Services
- Tele Marketing
- Virtual Assistance Services
- Voice, live chat and email support
- Technical & Product Support
- Research Surveys
- Secure Transactions
- Help desk support
- and toll free response services

Our Vision & Mission

Deliver unparalleled services to match if not exceed our clients' expectations by continuously learning and adapting to new and better technology processes.

Why Choose i-VERSA

Agreed that we are not a Global Leader... yet. But our customer centric approach combined with focused industry and subject matter expertise, we provide our clientele superior services. Leveraging unparalleled experience we work with our customers directly and help them maximize profits and cut down over all costs significantly.

i-VERSA defines clear objectives, delivers quality work and meets deadlines.

Unlike any other BPO center, we offer our services to qualified customers for absolutely free with no-obligation for the initial 2 weeks. We sign the contract only when our customer is content and would like to continue with us. We realize the importance of effective communication and that is why we only recruit people who are highly qualified and self motivated.

As part of on going professional progress, we encourage all our customer representatives to give IELTS/TOEFL or other appropriate English tests to ensure that the quality of conversation is not compromised. Most of our customers will take advantage of our easy to use feedback system, *CCF* which allows you to grasp problems if any. Our team will work closely with you to close any issues found during the feedback. Our Sr. Service Managers usually lead a group of 6 or less individuals working closely to guarantee the team success.

At i-VERSA BPO service, we understand that BPO Outsourcing is not just about taking phone calls, it is providing qualified service to stretch your dollar to the maximum by leveraging our extensive skills in all aspects including, Discovery, Assessment, Planning & Implementation of the solution tailored to fit specific customer needs.

i-VERSA Inc and i-VERSA Pvt LTD is a customer centric and process driven organization. We pride ourselves on our proven track record for effectively administering multiple implementations. This is due to effectively directing & our self motivated team. We strive to ensure that all your requirements are met within budget restraints and time schedules.

Customer Testimonials

Christine Chiquilin, Sr. Project Manager, Volvo Technology of America

i-VERSA has always been very patient with all our questions and requests; offered quite interesting perspectives to our problems. Project manager and the lead Architects allotted to our assignment also deserve a special mention here. Their innovative solutions have helped us meet our business needs.

Even though it was our first time experience working with i-VERSA, I am happy to say that we extended on going MSA with them to become our business partner for all our future solutions and development needs.

Tony Bradman, AVP Marketing, Chacoan Group LLC

We extend our sincere thanks to i-VERSA and their team for their invaluable efforts on the OMT, online management tool that was developed and deployed recently. Flexibility in accommodating various change requests filed by our process team through out the project phases while still meeting the agreed deadline deserves a special mention. We recommend them to anyone with IT needs.

Our Employees and Facilities

We are very proud to have reached our current level and we have our dedicated employees to thank for that. We understand that it is not easy to work in highly demanding shift with out proper motivation and interest. We constantly strive to provide our employees with a healthy and enjoyable working environment.

We are willing to go to extreme lengths to help our employees cope with the stress. Our thought provoking ideas/schemes implemented, the year 2009 brought us extreme delight as we saw an over 200% improvement in up to 82% of all our employees performance and satisfaction making the fiscal year one of our best terms.

- Monthly Family Dinners
- Group Day out
- Day Care Centers with in our premises
- Health Check Workgroups
- Economical and Financial Work Shops
- End User Interaction
- Incentive Programs
- and etc

Our strong infrastructure is also one of the key elements to our success. Up-to-date systems and software enable us to deliver our services with optimal quality. i-VERSA facilities have 100% redundancy on data, voice and power to ensure a very minimal down time if any.

- 2 MBPS Data Line, with multiple back-up ADSL connections
- Complete power-backup on premises with Auto Recovery Capabilities
- 3-tier security enforced on Stage Servers for IPR protection (Legal, Physical and Logical)
- Technologically advanced communication and collaboration options – Three way or more conferences, online meeting / collaboration tools - for prompt customer communication
- Robust network security
- High end testing lab servers will mimic client infrastructure setup
- 24x7x365 Operations Capability

To conclude, exceptional expertise coupled with extensive industry knowledge that we bring with us makes us the ideal choice for any business looking to outsource their Inbound or Outbound Business Process & IT Implementation.

Try us and if you still walk away from us, we may pay your choice vendor you switch to