



Managed
Customer Support & Success

Who we are



Imad Rafi

Chief Technology Officer

20+ Year in Australian market



Zafar Riaz

Chief Executive Officer,

15+ Year experience with Canadian companies



Nayyar Kazmi

Advisor on Data & analytics

PhD (Management Science) from Warwick Business School (UK)

20+ Year experience with international businesses



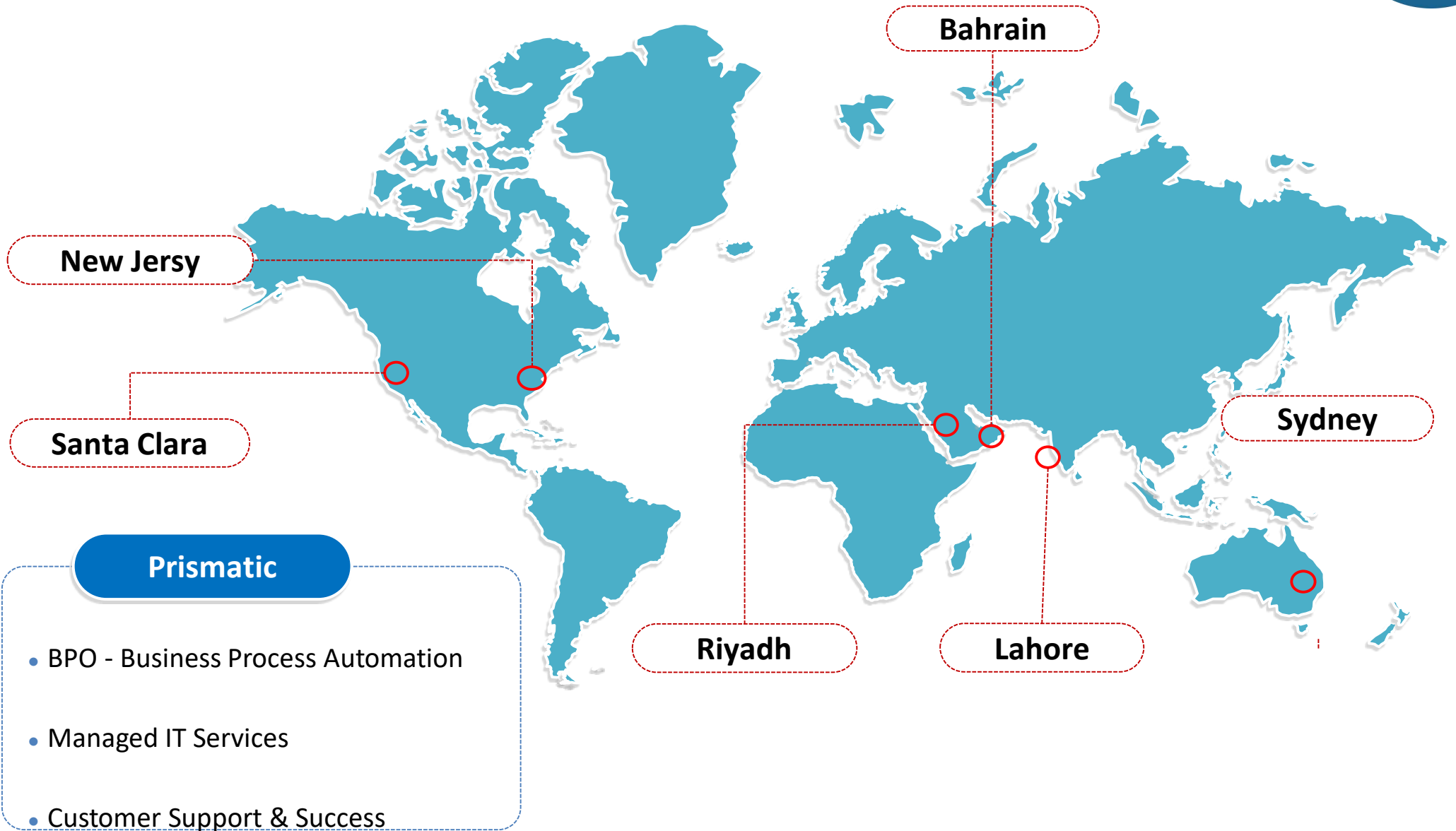
Tauseef Khan

Director, Operations

10+ Year experience with Canadian companies



Where Are We



What we do



Our Call Centre:

- Served 500,000+ end users / clients
- Makes daily more than 8000 calls.
- Is made of a team of 100+ engineers.



Clients worldwide:

- We offer our services in English



Voice, Video, Text, Recording calls:

- The ability to integrate a high-resolution video call to the clients



24/7 support

- Stay in touch with your clients even outside of your working hours



Professional team

- Provide your customers with high-quality customer care



Customer Support Specialist

- Highly trained staff with years of customer support experience.



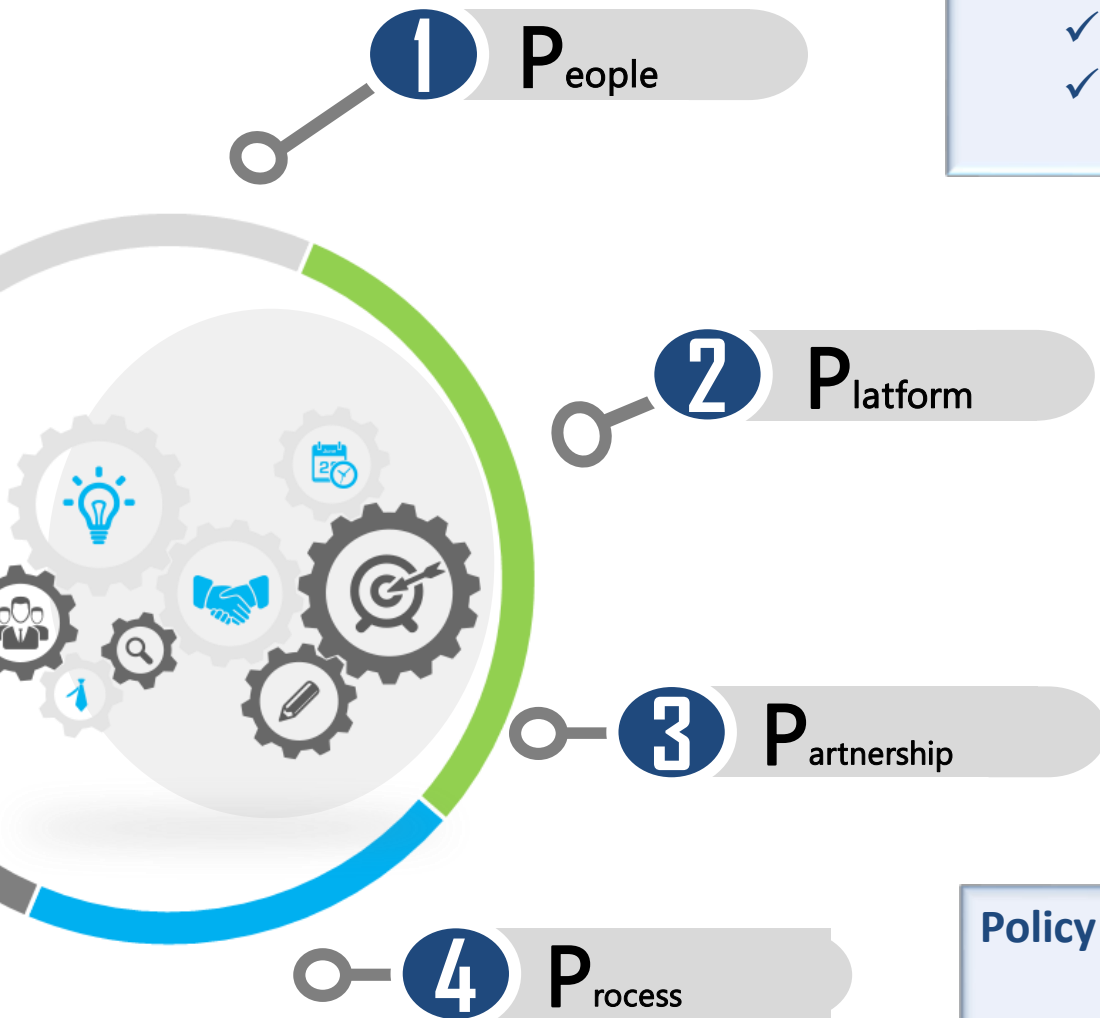
Security and Data Protection

- Procedures in place to provide data protection and end-to-end security

Our values – 3 C's

- ✓ Competence
- ✓ Compassion
- ✓ Collaboration

How we do it



Expert CSR's – Customer Support Representatives

- ✓ Computer & Systems Engineer
- ✓ Electrical & Electronic Engineer
- ✓ Project Managers

Customer SAAS – Software As A Service Cloud support systems

- ✓ Zen Desk
- ✓ Ring Central
- ✓ Sales Force

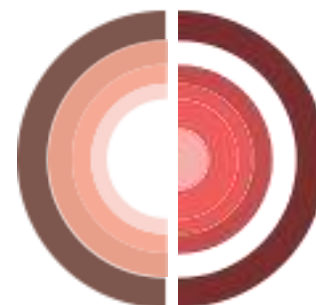
Staff Augmentation

- ✓ $1 + 1 = 11$
- ✓ One Team - Client HR, Priority & Schedule

Policy

- ✓ Automated Processes
- ✓ Secure monitoring
- ✓ Continuous Improvement

Who our customers are:



WinBid.online

How can we help

