

2012

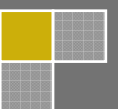


# Indovision Services

## Company Profile

Vision for the perfect Future

Indovision-services Pvt. Ltd



**INDOVISION SERVICES PVT. LTD is a fully accredited service provider designed to be innovative, supportive, educational, and committed to individual empowerment with a vision for the future .**

**Since its inception**, the company's primary focus is Technology consulting, Training & HR services, BPO services and Data Analysis .

**INDOVISION SERVICES** is managed under leadership of **Mr. D.D. Mittal** “founding member” and Chief Executive Officer. Having more than 35 years of Industry experience and supported by a highly motivated team lead by **Mr. Vinay Kumar** with professional experience of more than 15 years in field of Telecom and IT.

## **Company Structure**

**INDOVISION SERVICES is headquartered in New Delhi and has branch offices in Dehradun, Lucknow & Ludhiana. The company is structured into four main verticals**

- **Technology consulting**
  - IT & Telecom consulting
  - Network Rollout, O&M
  - Network Auditing and Optimization
  - Cloud Computing, IPv6 Transformation
- **Training , Education and HR services**
  - Technical Training customized to industry needs in telecom, IT , IP & Datacom, Solar and Power
  - Employment Equity
  - HR Outsourcing
  - Payroll
  - HR Consulting
  - Education and training : Public Workshop , At client's premises, Distance Learning
- **BPO services**
  - World class inbound/outbound BPO's with E2E operation facility 24/7
- **Data Services**
  - Data Entry services
  - Exam and Certifications
  - Data centers

The above divisions are integrated to provide a comprehensive solution to our clients. We provide products and services from pre-purchase consultation to after-sales contract.

## Overview –Technology Consulting

**We offer our services in Telecom and IT sectors:**

- IT & Telecom consulting
- Network Rollout, O&M
- Network Auditing and Optimization
- Cloud Computing, IPv6 Transformation

## Overview –Training, Education and HR services

**We offer personalized and customized coaching as the platform for individual empowerment and development as opposed to merely facilitating course contents. That said, our packages are flexible to our clients' unique requirements.**

**Indovision services** has the top business and technology trainers and consultants in the country. Our on-site trainers and consultants are dedicated to providing you with the most useful and up-to-date industry information available at the most reasonable price. Our trainers and consultants will exceed your expectations by providing top quality training that will meet your training objectives.

In addition to the above customization, INDOVISION SERVICES offers workshops and/or seminars either at our clients' premises at highly competitive packages, or at prestigious public venues accredited for their hospitality and convenience. Some of the courses are :

- Telecommunication history and current scenarios and networks
- Wireless technology ( 2G, 3G & LTE )
- Datacom and IP technologies ( IP, transmission, microwave , IPV6 , MPLS etc )
- NGN , Core and VOIP technologies
- Solar technologies
- Power technologies

**We also offer HR services to our clients in following areas**

- Employment Equity
- HR Outsourcing
- Payroll
- HR Consulting

## Overview –BPO services

**Business can provide Business Outsourcing Services BPO Service, Bpo Service For Bank, Bpo Service Insurance Policy, Bpo Service Telecommunication More Info : We are presenting Our Bpo Company profile to takes Contact center projects We want to Business Associate with our customers for Better Customer Services Experiences in lowest cost, And with better inefficiency,.**

We do BPO Projects Outsourcing and we having own centers In India, so give us opportunity, to provide you Best Services.

Voice Processes Services we are offering:-

### **INBOUND:**

Inbound - Customer Care Support, Dealers Desk,GPRS Desk, Complaint management /Escalation process, VAS service Activation/Deactivation Process, customer retention help line, Hot Lining & welcome process

### **OUTBOUND:**

Outbound - New Connection Welcome Call / Product or Plan Explanation, Documents Verification, Postpaid Collection Process, Customer Retention Process, Complaint management process/Response Department, Customer awareness & education process, Customer satisfaction & survey, Prospect lead generation, New Connection Sales Process

## Overview –Data Services

**We do provide Data related services including Data Entry, Exam and certifications and Data centers , some of the Services are as follows :**

- Customer Application Form (CAF) -Hard Copy to Softcopy /Scanning, Online Data
- Entry In Software Module
- Email Support /Chat Support/Online Support
- Any type of Data Management / form fillings
- image processing/Scanning
- Document conversions
- Exam centers, examinations and certifications

**Feel free to contact us :**

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