



Endless opportunities



CERTIFICATION
INTERNATIONAL
ISO 27001:2005
CIP/5013IS/14/04/885



CERTIFICATION
INTERNATIONAL
ISO 9001:2008
CIP/5013Q/14/04/885



Gaining a Competitive Advantage through Contact Center Outsourcing

Infinet Contact, a leading provider of contact center outsourcing services, understands that a reliable team of customer service outsourcing agents is what a client needs to establish a strong bond with their customers.

Every contact an agent makes can create a huge difference on a company's relationship with their customers. With our deep domain expertise and highly skilled and experienced customer service outsourcing professionals, and strong focus on operational excellence, Infinet Contact will recruit, hire, train and manage your team of

customer service agents and strengthen your contact center operations. We will adapt our operation to meet your unique business process requirements as well as your corporate culture.

Your dedicated operating team will become a seamless extension of your organization.

We are ISO 9001: 2008 Certified and Six Sigma qualified. We place a large emphasis on quality and continuous improvement. We are ISO 27001:2005 certified so our clients can be assured that their data is being safeguarded appropriately.



Key Benefits

You realize a range of benefits by outsourcing with Infnit Contact. We understand that your requirements are unique, and we work with you to ensure our solutions achieve your business objectives.

The growth of our current clients prove we have exceeded their expectations and we have been commended for the following:

- Cost reductions of 30%-50% through cost arbitrage savings in labor, lower personnel costs, rental rates, and shared infrastructure costs.
- Improved return on capital by eliminating additional capital investment, plus open book pricing schemes customized to fit specific requirements.
- Fast set up of teams (within 15 days) and 24 x 5 operations getting to market quicker and meeting the ever demanding client needs.
- Continuously improving customer satisfaction and performance levels by partnering with both our domain and process experts.
- Improved business controls, security of data, and more efficient processes and procedures.

“Our partnership with Infnit Contact has proven to be a very positive move for our company. After an extensive search for outsourcing, we found a very responsive, proactive partner in Infnit Healthcare. Infnit Contact certainly gave us opportunities to be creative and cost effective in our operations as well as add to the efficiencies we desired. We have recently added more capabilities and expanded our programs; we increased our staff by 300% in a little over a year.”

Eileen DeCesare
President/CEO
Emeritus
PROFESSIONAL HEALTHCARE
RESOURCES INC.
USA



Key Difference

“Over the course of their engagement in processing financial claims, Infinit Contact has displayed remarkable professionalism and service quality in delivering value to our client. It has a committed team which has proven itself to be very responsive to user needs and diligent in delivering good service levels and client support.”

Mak Chee Wah
Chief Executive Officer
MELIORIS Pte. Ltd.
Singapore

You need a partner who can quickly respond to your needs and turn immediate requirements into tangible results.

What You Can Expect of Us

- Provide a highly responsive and personalized operation able to meet or exceed all your needs.
- Ensure that you maintain control over your processes through our Dedicated Operating Teams, open book pricing methodology and a proven transition model.
- Build talented teams using our proven 5-stage proprietary recruitment process and network of sources.
- Analyze, advise, and implement solutions using the combination of our Western and Asian Management team.
- Improve your performance, and guarantee that world class standards such as ISO 9001:2008, ISO 27001:2005, HIPAA, Sarbanes-Oxley, and Six Sigma are consistently maintained.



Outsourcing Partnerships

Infinet Contact is one of the top providers of quality outsourcing contact center solutions in Asia. Through the years we have developed and perfected our processes, therefore providing reliable and cost-effective contact center services and solutions which include but not limited to the following:

INBOUND SERVICES

- Customer Care
- Technical Support
- Orders Processing

OUTBOUND SERVICES

- Customer Satisfaction Surveys
- Market Research/ Business Intelligence
- Lead Qualification
- Performance Reviews
- Customer Retention

SOCIAL MEDIA SERVICES

- Social Media Presence & Reputation Management
- Social Media Analysis
- Social Media Customer & Brand Care

CALL MANAGEMENT SYSTEM (CMS) IT SOLUTIONS

- Computer Telephony Integration (CTI)
- Customer Relationship Management (CRM)
- Interactive Voice Response (IVR)
- Automated Call Distribution (ACD)
- Workforce Management / Real-time Monitoring (WFM/RTM)
- Reporting Tools

BACK OFFICE DATA MANAGEMENT SERVICES

- Data Management
- Data Scanning/Research
- Data Entry/Coding
- Data Analytics
- Data Storage



Trust Through Competencies and Capabilities

As a boutique BPO, Infit Contact ensures your access to the world's best practices that are currently available only to large multinationals.

We develop Dedicated Operating Teams (DOT's) that act and operate as if they were an internal department of your company, without the risks and costs of setting up your own office offshore.

Infit Contact has developed a four-part operations capability framework centered around PEOPLE (a highly motivated and experienced team), PROCESSES (ability to optimize business processes), TECHNOLOGY (cost effective, innovative, and scalable implementations), and SECURITY (a highly secure work environment).

PEOPLE: Retain the Best Talent

Our number one business philosophy is to invest in a superior work environment and compensation package to attract, motivate, and retain stellar performers who can help you achieve optimum business results.

- We have the advantage of a Western and Asian management team with over 30 years outsourcing domain experience; management that creates a unique, fun, rewarding, and results-oriented environment for all team members.
- We provide extensive foundation training, on an ongoing basis, for all team members. Skills include the four CS's: core skills, computer skills, communication skills, and customer service, which are critical to the success of all our clients.
- Our unique Infit Contact Value System acts as a vital mechanism to reinforce our strategic goals and values throughout the organization on a day-to-day basis, enabling all our team members to "live the values."

PROCESSES: Consistency with Continuous Improvement

- Health Insurance Portability and Accountability Act (HIPAA) Compliance
- ISO 9001:2008 certified company wide processes
- Quality Management System for continual improvement
- Six Sigma methodology for statistical-based quality improvement

TECHNOLOGY: Scalable, Cost-effective Solutions

- Fully redundant telecommunications infrastructure
- Windows and Linux operating platforms flexibility
- CISCO based networking infrastructure

SECURITY: Ensuring Data Confidentiality

- ISO 27001:2005 based security policies including employees
- 24/7 building security and CCTV cameras
- Integrated 3-level access control system using biometric authentication
- Secure workstations and password control, with no removable hardware
- 128 byte encryption / 3-des VPN connections

Infinet Contact Overview



Infinet Contact was incorporated in 2005 by two veterans of the multinational outsourcing industry. Its goal was to provide opportunities for small and medium-sized companies to enjoy the benefits of outsourcing.

A dedicated team armed with a clear vision, Infinet Contact has evolved into a highly specialized organization providing world-class solutions, meeting clients' demanding needs.

The Company's vision is to become the preferred and trusted partner in business process outsourcing (BPO) and knowledge process outsourcing (KPO) solutions for small and medium-sized businesses.

The strategy is to create partnerships with clients, rendering a strong combination of business consultancy, process optimization, and the latest operational techniques and technology to provide consistent maximum performance from the outsourced back office functions.

Infinet Contact is proud of its long lasting business relationships with its clients and has become one of the highest quality providers of outsourcing solutions in the industry.

Since 2006, the Company has been certified as conforming to ISO 9001:2008 for Business Process Outsourcing Services. Our Quality Management System shows that we are continuing to improve and exceed customer satisfaction levels.

In 2009, Infinet Contact also received the ISO 27001:2005 certification. Infinet Contact's world-class delivery center for back office solutions was awarded the ISO 27001:2005 certification by the United Kingdom Accreditation Service, the world's leading verification, testing and certification company, through its accredited international affiliate Certification International.



US: +1(866)727 2504
UK: +44(292)002 6274
Australia: +61(2)8405 7542

Infinet Contact
24/F Pacific Star Building
Sen Gil Puyat cor Makati Ave.,
Makati City 1200, Philippines

www.infinetcontact.com
info@infinetcontact.com

Connect with us:

