



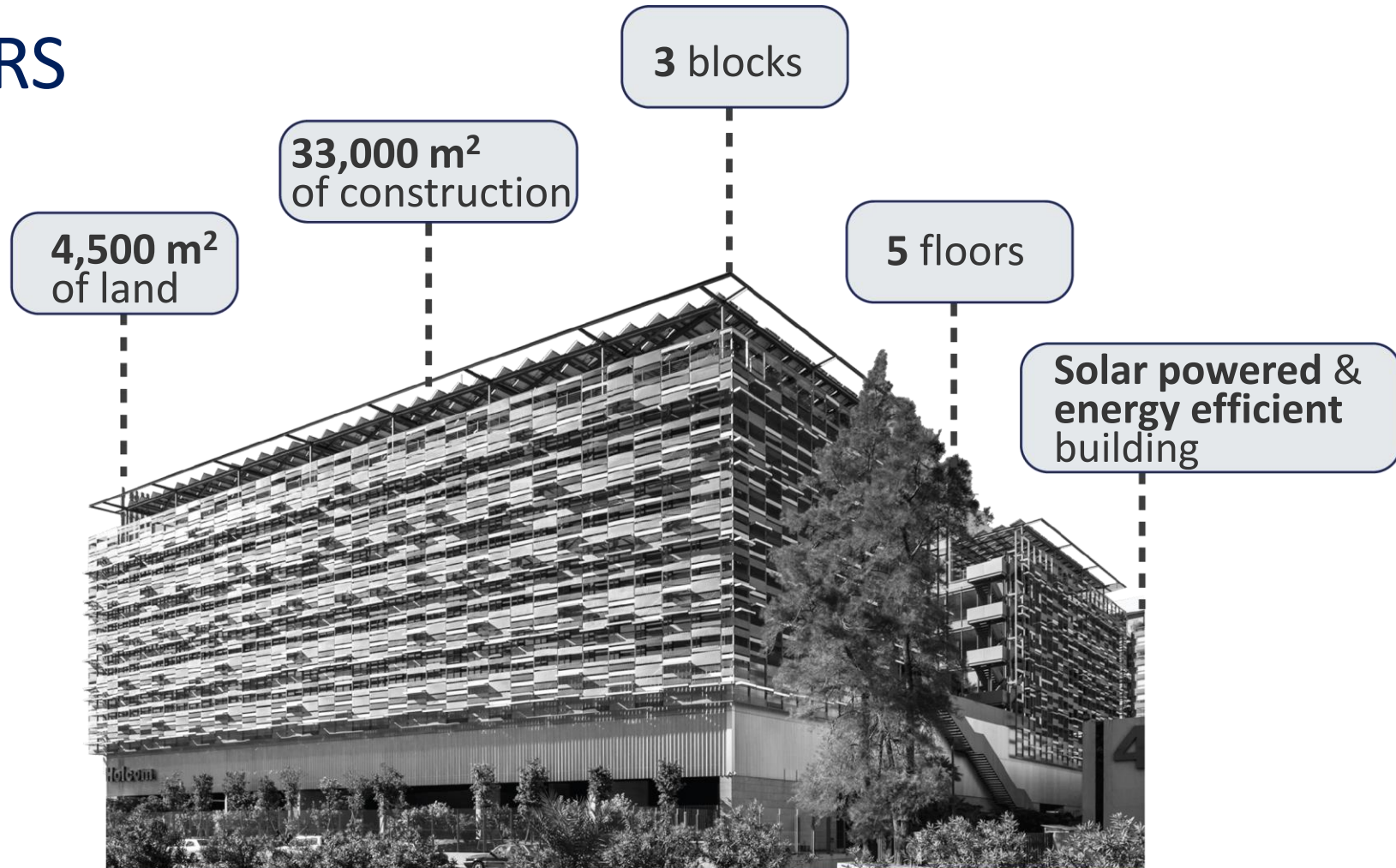
An ITG Company

CORPORATE PROFILE 2024

Tony Mouawad
General Manager

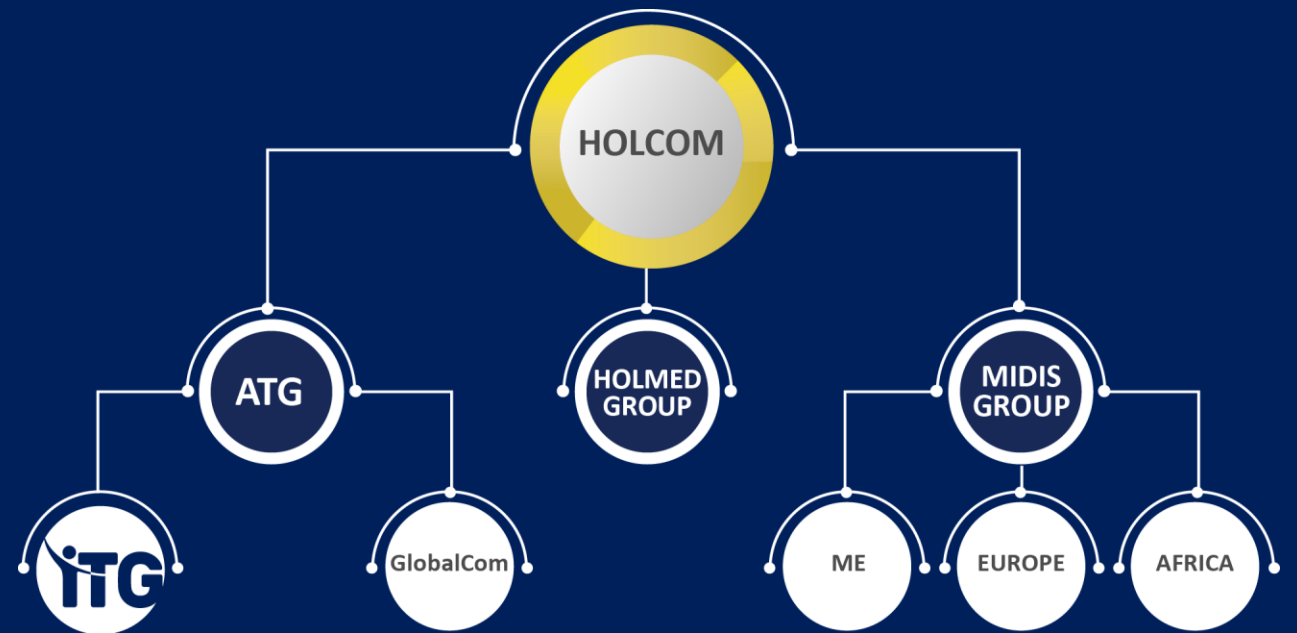
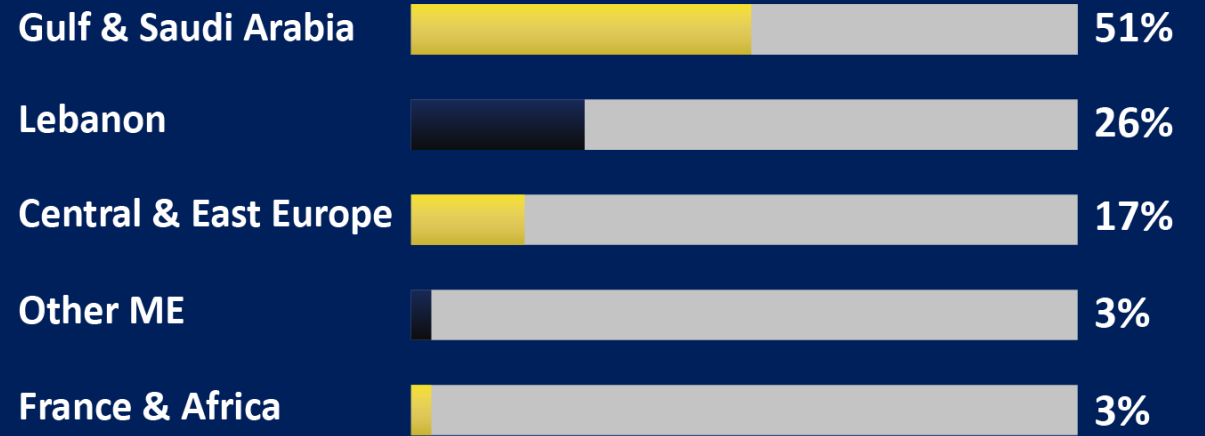
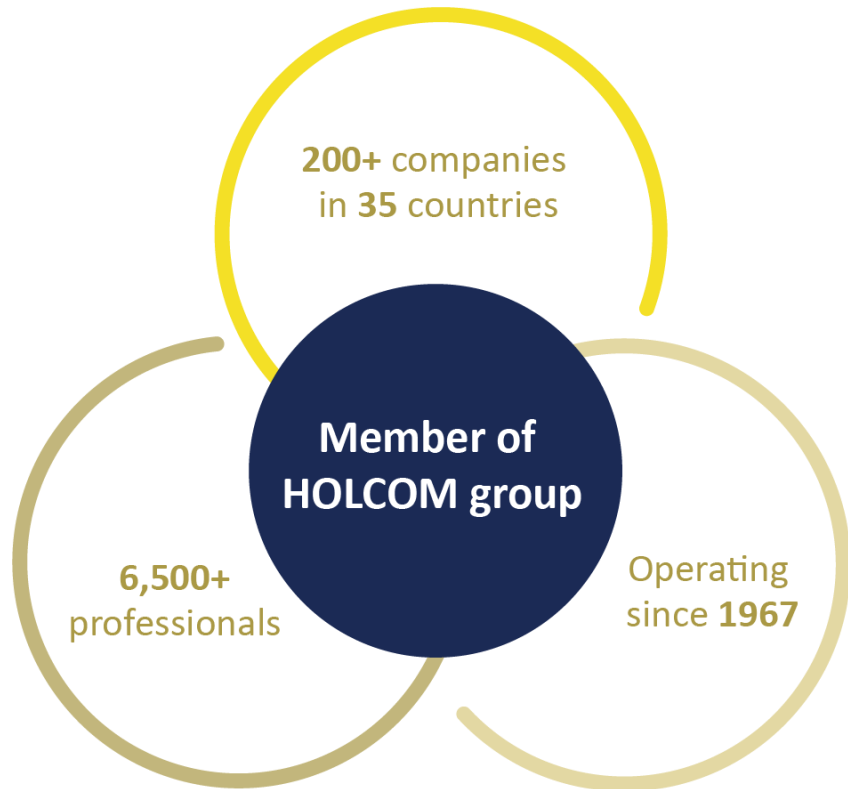


HOLCOM HEADQUARTERS



Finalist at **MIPIM Award 2016**,
for “Best Office & Business Development”
(MIPIM is an international real estate competition)

OUR ROOTS



OUR AFFILIATES

Distribution & Retail

460estore
An ITG Company

PCDealNet

X-TREME
LOGISTICS

Enterprise & Services

ABSEGA

CORRUS

Crystal
Networks

MIDWARE
data systems

TELESUPPORT
International

Site & Power

ECOSYS

MES
Mideast Energy Solutions

MPS
Mideast Power Systems

Software & Solutions

AMIST

IMS

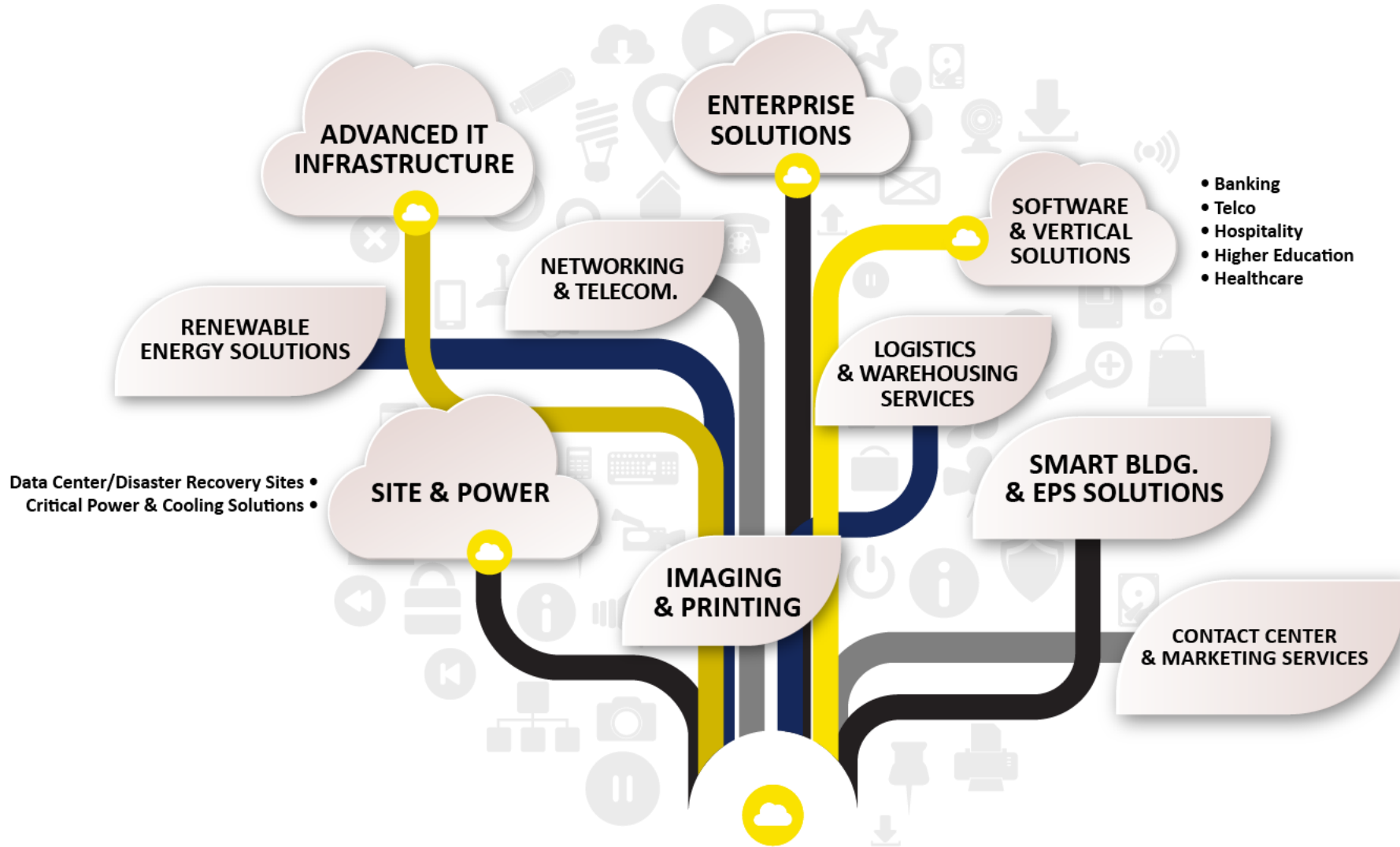
ITB

KLAREO

MDSL

PRIMEWARE

OUR SOLUTIONS TREE



Also available as a CLOUD-based service

INTERNATIONAL PRESENCE



OUR SETUP



Open 24/7
Covering all time zones



**250+ support stations
equipped with**

- Networked computers
- IP phones



252+ Employees



14 Voice E1's
(410 voice channels)



VoIP ready
– Unlimited



OUR SYSTEMS REDUNDANCY

Redundant facilities

In Lebanon 2 call centers working
as one, and in parallel
Beirut | North Lebanon

Redundant connectivity

Local provider
Satellite provider

PBX redundancy

2 PBXs working in parallel mode
Calls can be easily diverted to
another call center



OUR EMPLOYEES PROFILE

Graduates

in Computing Sciences,
Engineering, Business
Administration, & others

Recruited on the basis of essential skills

Communication, positive
attitude, persistence,
enthusiastic, passionate
for customers, adaptable

**Customer
service oriented**

**Trained on
technical &
soft skills**

Multi-Lingual



WHY TO OUTSOURCE YOUR CALL CENTER?



WHAT DO WE DO?

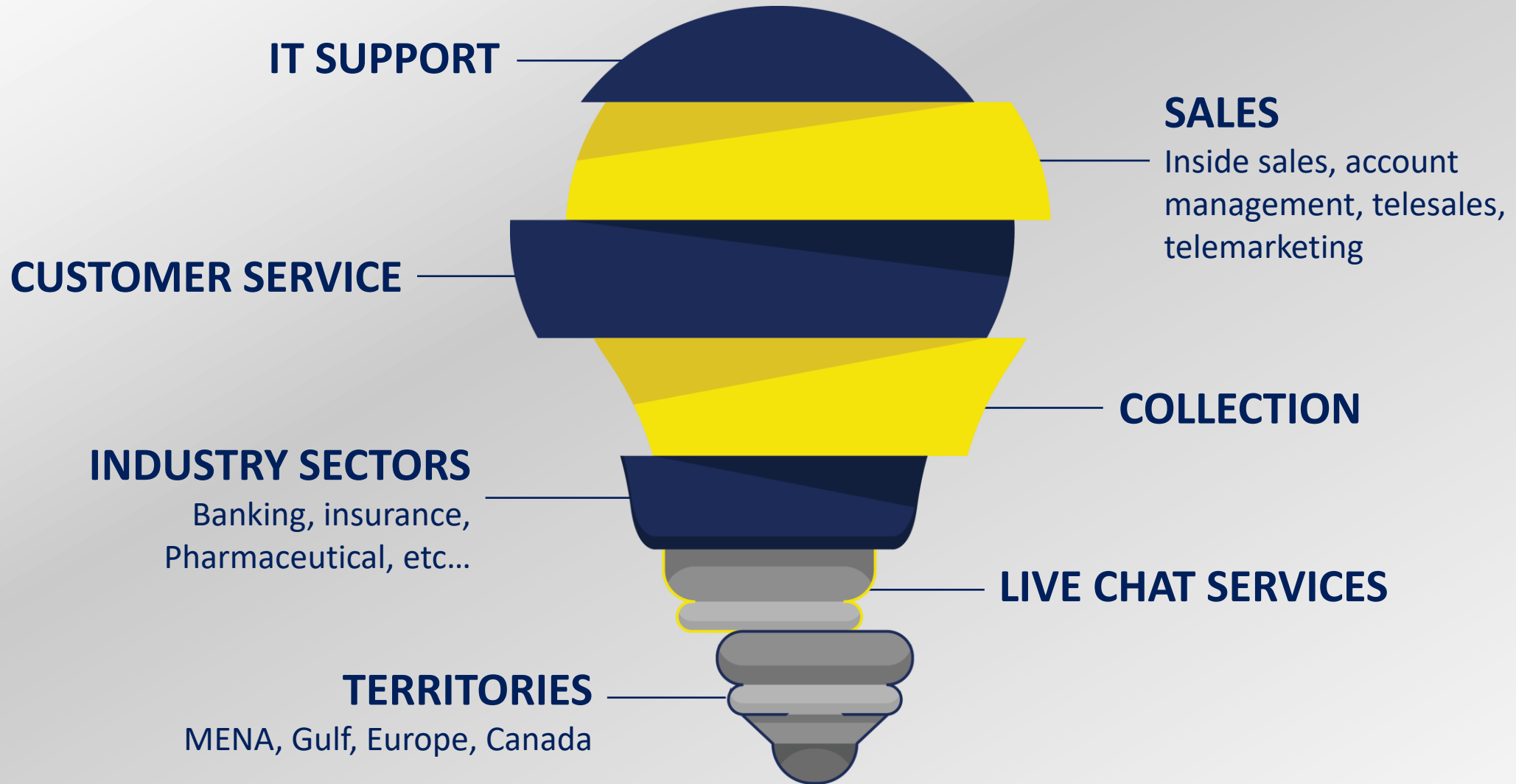
We take in charge your call center needs and let you focus on your business

We process your inbound & outbound calls using

- Updated call center technology
- Trained resources to meet your requirements
- Our processes and systems refined by our experience



OUR EXPERTISE



OUR EXPERTISE

IT SUPPORT

- **21 years of experience**
- **Diverse technical know-how**
- **Capability to accommodate different levels of support**
- **Availability of labs to train our agents**



OUR EXPERTISE

SALES

- **14+ years experience in Inside Sales Organization, creating opportunities, and generating & closing leads**
- **13+ years in account management with a team that has done an excellent job in closing deals on international market**
- **17+ years in Telemarketing**



OUR EXPERTISE

CUSTOMER SERVICE

- 15+ years of experience
- Catering for customer needs is in our DNA
- Polyvalent team



OUR EXPERTISE

COLLECTION

- **7+ years of experience**
- **Skilled team**
 - Specialized in collections
 - Accounting background
 - Familiar with legality processes



OUR EXPERTISE

LIVE CHAT SERVICES

Live chat services help add a human factor to your website, allowing your business to tell its story, and solve customer issues all at once

- Real-time convenience to customers
- Build customer loyalty
- Improve your service
- Develop deeper customer relationships
- You stand out amongst competitors
- Cost efficient



OUR EXPERTISE

INDUSTRY SECTORS

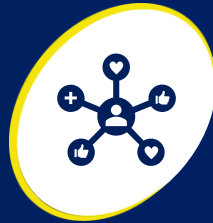
- Banking
- Telco
- Distribution
- Information Technology
- Insurance
- Internet Service Providers (ISP)
- Service companies
- NGOs
- E-commerce



HOW DO WE PROVIDE SERVICES?



Phone



Social Media



Email



Fax



Live chat /
Instant messaging



Mobile app



OUR AGENTS MANAGEMENT

Strong emphasis on initial & continuous training

Training topics

- Telephony skills
- Customer approach
- Telesales techniques
- Generating leads & cross selling
- Handling irate customers
- Job-specific training

Coaching

- Call Center culture
- Importance of logistics
- Process & procedure
- Customer orientation

Organization structure

- Experienced supervisors managing the agents

Good work environment & atmosphere



OUR PROCESSES



**Flexible to adapt
to customer specifics**

- Technologie
- Logistic



**Measurable and
constantly improved**



**Based on
best practices**



QUALITY ASSURANCE



We dedicate external people to perform live Quality Assurance (QA)



Supervision of agents | 24/7



Based on the results of each QA, we generate customized training sessions for our agents



Escalation process & support | 24/7

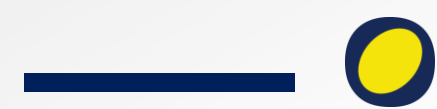
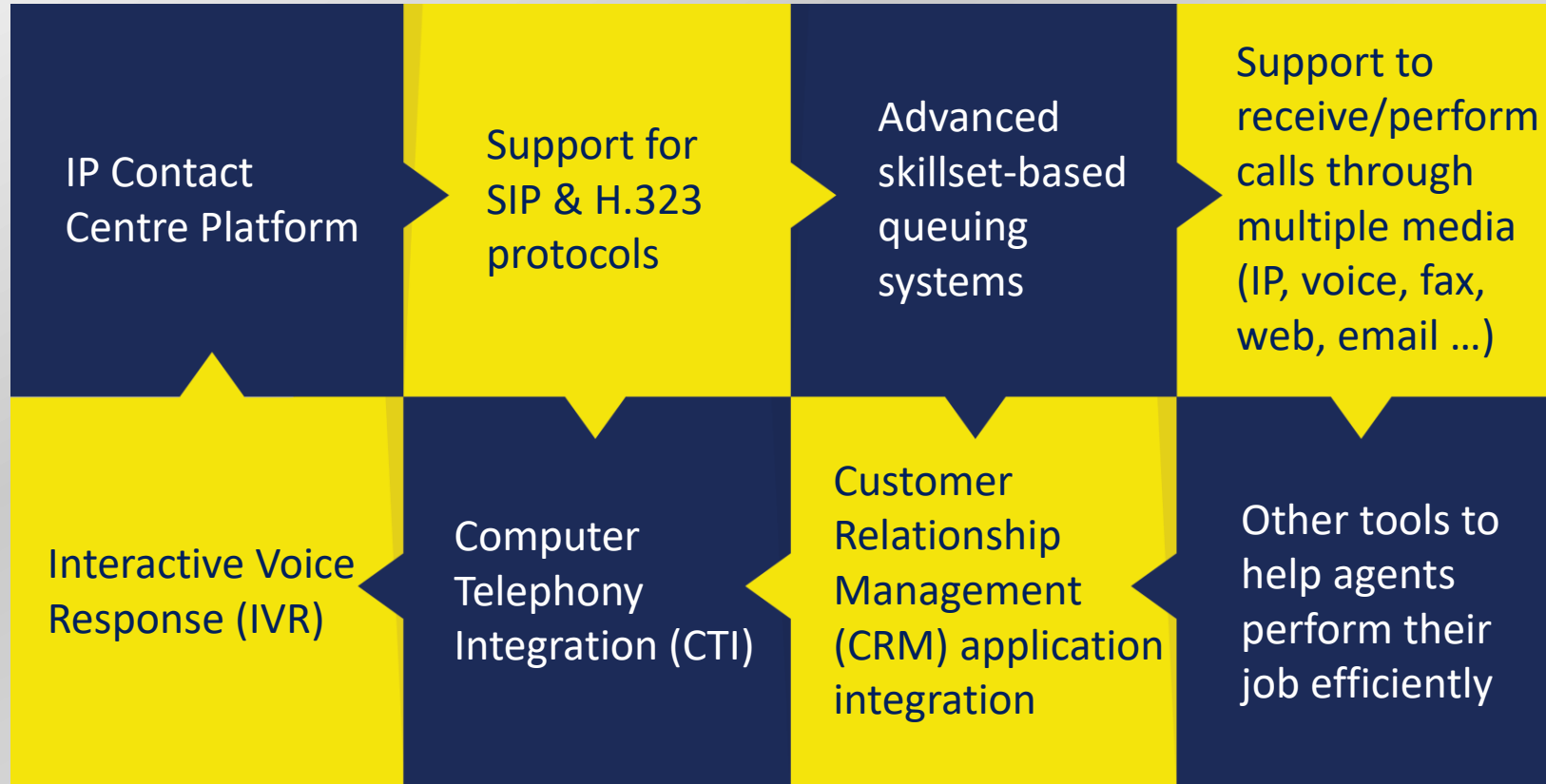


QA approaches

- Listen to live and recorded calls
- Call and act as a customer



OUR TELEPHONY & COMPUTER TECHNOLOGY



SCALABILITY OF OUR RESOURCES

Telephony system

- 1,400 stations
- Any type of incoming lines, E1, Cell, providing

Robust applications

- Call logging database
- CRM
- Others

People

- Increasing resources per project / period

Facilities



OUR PERFORMANCE



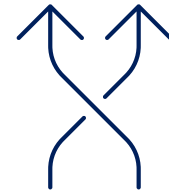
Current Volume of daily calls

(Excluding the outsourcing
team calls) More than
15,000 calls



Average response time

Less than 30 seconds



Resources and technology
are easily upgraded to
accommodate
new projects

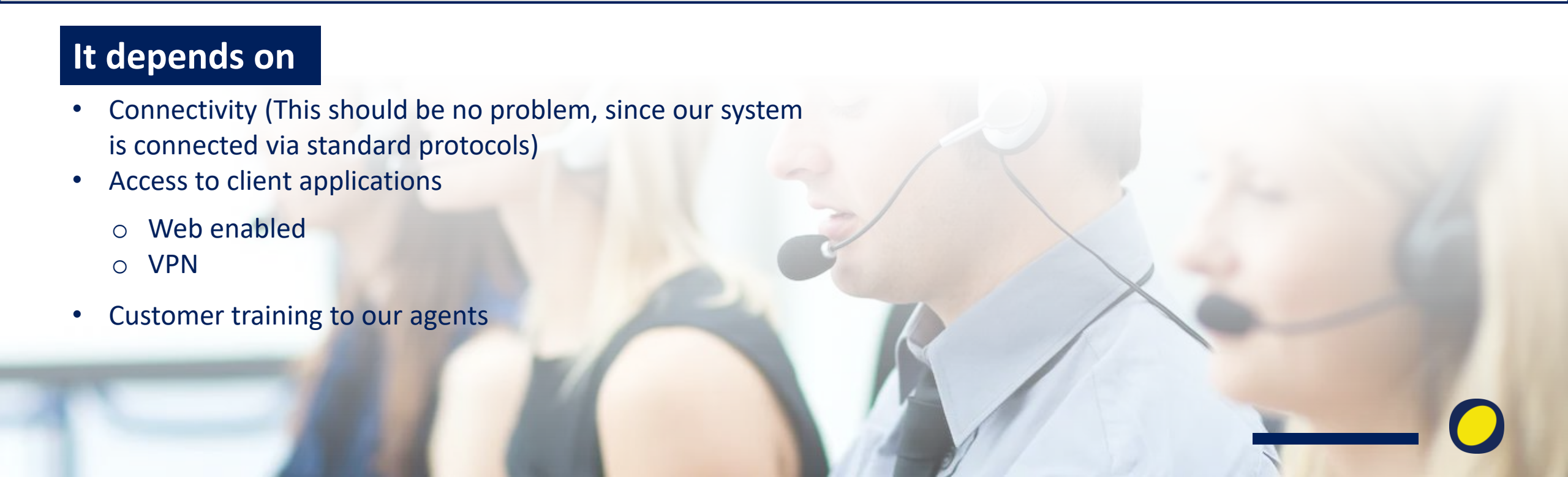


READINESS TO TAKE THE FIRST CALL

Based on our experience,
it takes 2 weeks to 3 months

It depends on

- Connectivity (This should be no problem, since our system is connected via standard protocols)
- Access to client applications
 - Web enabled
 - VPN
- Customer training to our agents



OUR CLIENTS

International Support

INFORMATION TECHNOLOGY



OTHERS



OUR CLIENTS

Local Support

BANKING



INSURANCE



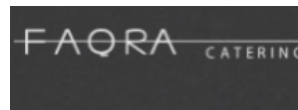
OUR CLIENTS

Local Support

ISP / TEELCOM



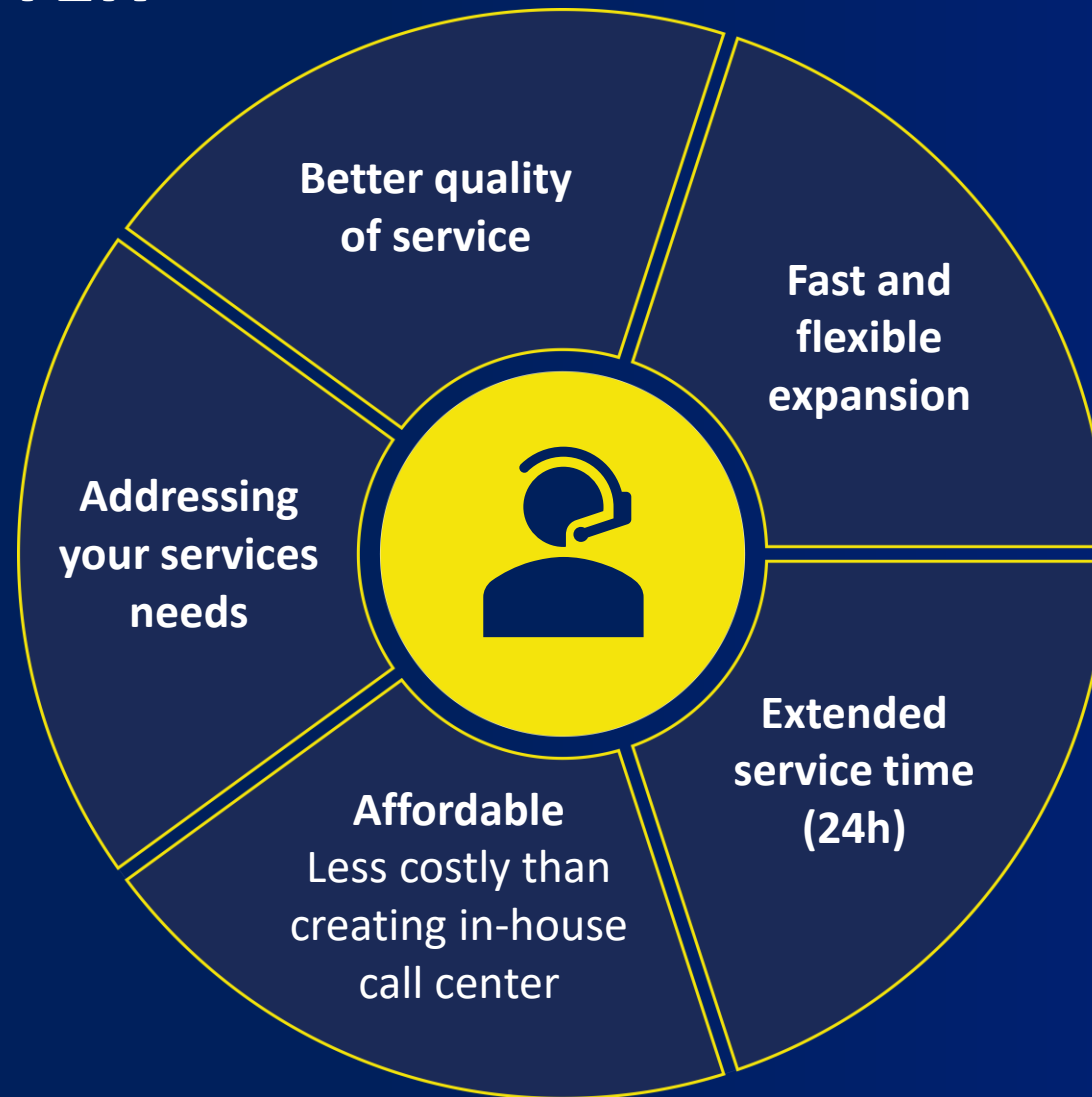
OTHERS



OUR CALL CENTER



ADVANTAGES OF OUTSOURCING YOUR CALL CENTER



A person wearing a headset is working at a computer keyboard. The person's hands are visible, typing on the keyboard. The headset has a microphone and large ear cups. The background is slightly blurred, showing a desk and a smartphone.

TELESUPPORT
International

An ITG Company

For more info

www.telesupport-int.com