

RELYON

Information Technologies India Pvt. Ltd

COMPANY PROPOSAL

*Performance
Delivered*

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Hello,

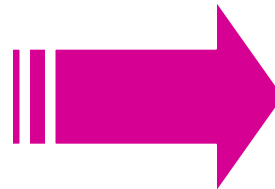
We introduce ourselves Relyon Information Technologies India Pvt.Ltd. We are into Bpo, Software Development, Staffing and Outsourcing. We provide customized software applications and integration services to various industry segments across all the major sectors.

We are headquartered in Hyderabad. Having its state-of-the-art Development Centre in Hyderabad, India. We are looking forward for major collaborations with top MNCs in US to launch incorporated branches across the world.

- ◆ Primary focus is in B.P.O (Business Process Outsourcing).
- ◆ Solutions built on-site, off-site, offshore, or a hybrid option of a custom combination thereof.
- ◆ All products / solutions are configured to meet individual client requirements.
- ◆ **Best methodology and fast track approach**

We

- Invent
- Diversify our practices
- Expanding our services
- Innovate and Technology revolution
- Deliver



*And then we Render Services to
Maximize the Effectiveness of our
Research and Innovation*

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Vision Statement

- We will be the provider of quality Products and Services designed to increase productivity. We will continue to create practical solutions that meet our Customers needs and surpass their expectations.
- Relyon Information Technologies will be the best service provider. Clients would be interested to work with us. We capture the concepts and ideas, and realize them in practical method and most logical manner.
- To become the worlds most preferred Web solutions and Call Center

Goal and Objective

- To give a Solution that truly solves the Problem
 - To bring out innovative products and consequently help our clients stay competitive
 - To invent things that is most Effective in an Efficient manner.
- To progress steadily with Sound Principles with Passion and Integrity

SERVICES

Functional Personnel

Our recruitment center service is specialized to cover all aspects of business line and staff functions viz H.R., sales & marketing, finance, securities & banking, trading, retail, real estate, transportation and distribution, advertising

Technical Professional Services

I.T. service engineering, I.T. functional and technical services, design expertise Management in animation & software, corporate services in I.T, **BPO** & software departments, engineering design and development.

Accounting & Payroll Outsourcing

Specialists in tax, accounting, business consulting, payroll services, planning for compensation and benefits from provident fund to group insurance.

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Recruiting

Our experienced HR Team takes up the entire **Recruiting Process** through various steps. Our HR Team has good skills in Browsing CVs from various job sites, Scheduling interviews, Head hunting of candidates for the requirements of our Company. Our recruiting team also maintains candidate's database and efficient retrieval of data whenever required.

Training

We **Relyon Information Technologies** realize that training is a process of continuous improvement that begins with fundamentals and philosophies and expands with constant feedback and additional skills training relative to performance.

Our training system utilizes a formalized curriculum, customized to meet client specifications. It combines classroom and on-the-job training to provide a comprehensive understanding of necessary skills.

1. Voice and Accent Training: American and British

- Learn the International Phonetic Alphabet
- Learn to make the American/British sounds
- Differences between American/British and Indian pronunciations
- Intonation patterns
- Stress patterns - Word and Sentence

2. Business English

- Understand the nuances of English grammar
- Importance of speaking correctly

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- Effective usage of parts of speech

3. Customer Service Understand the meaning of a customer, service, and customer service

- To understand the types of service attitudes
- Handling difficult customers
- Importance of excellent telephone skills
- Relate to the customer
- Overcome the fear of phoning
- Be an active listener to focus on customer needs
- Create visual images with your words

Voice coaching

Coaching is an important complement to training, as it occurs while agents communicate with customers, rather than afterwards.

But just as one does not become a body builder by watching the Mr. Universe show on television, it's unrealistic to expect agents to learn solely by watching or listening to others.

The idea behind simulating calls is to prevent agents from making mistakes with customers. So we conduct:

Class room sessions - Listening to recorded calls and providing feedback

- Personalized instruction and individualized attention

Shop floor call monitoring - Listening to live calls and providing feedback

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- While the agents are on a call with an actual customer

Technology

The diverse line of computer software packages for both personal and business application. Since we do not represent any individual computer hardware manufacturer, the products that we carry are compatible with many systems. We are therefore able to offer to our customers a wide range of excellent software packages. We are having a full functioned generator and online UPS with a solid back-up for each and every system and electrical items.

We have good networking infrastructure with a seating capacity of 35.

We **Relyon Information Technologies** are very particular of data saving facilities. Having a traditional back-up as well as online back-up with an additional server.

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CONCLUSION

Finally I conclude saying that for a better “Business Outsourcing”, reach **Relyon Information Technologies India Pvt.Ltd.**

Looking for your Business being managed professionally...



Trust Confidently,
Will do it for you personally...

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