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1.Omnichannel Contact Centre and CRM

1.2. System Models

- 1- Basic: Voice, IVR System, Call Recording, Analytics and Reports and Whisper, Bargein
- 2- Omnichannel: Voice, SMS, Email, Web Chat, Fax, Open Channel, Contact Management, IVR System, Call Recording, Analytics and Reports, Whisper, Barge-in and API
- 3- Dialer: Voice, Contact Management, Predictive Dialer, Jscript, IVR System, Call Recording, Analytics and Reports, Whisper, Barge-in and API
- 4- Ultimate: Voice, SMS, Email, Web Chat, Fax, Open Channel, Contact Management, JScript, Predictive Dialer, IVR System, Call Recording, Analytics and Reports, Whisper, Barge-in and API

System Real Time Monitoring Use the Realtime panels to monitor your Agent's performances and to make dynamical changes in case of urgency needs. Self Help Click to Mail Social Media Self Help Social Channels on the Create a trouble ticket SMS Email same unified solution! Fax Cloud or on **Open Channel APIs** Premise Develop your favorite custom channels (social networks, video...) in just few steps. Your Agents will then Agent Unified Interface manage Customer Agents can manage tasks interactions inside a and status across the single Omnichannel different channels Live Agent Chat Voice Agent 24 X 7 Desktop interface. Adapt it to your needs Your Agents can login and capture your to their Queues audience's attention. manage multiple Status and perform different Tasks, according to their assigned Skills, using the Windows Motion Phone bar Custom Dashboard per Agent Every Contact Center is unique: build your own custom Dashboards to monitor and improve its performances!

1.3. Omnichannel **Telephony**

1.4. Omnichannel -Features

- MULTICHANNEL: Enjoy Voice, SMS, Web Chat, E-mail, Fax and Social Channels on the same unified solution!
- CONTACT MANAGEMENT: Manage your customers' information and keep track of their interactions across multiple Channels!
- API OPEN CHANNEL: Develop your favorite custom channels (social networks, video...) in just few steps. Your Agents will then manage Customer interactions inside a single Omnichannel Desktop interface.
- AGENT SOFT PHONE: Your Agents can login to their Queues, manage multiple Status and perform different Tasks, according to their assigned Skills, using the Windows Motion Phone bar.
- **REAL TIME MONITORING:** Use the Real time panels to monitor your Agent's performances and to make dynamical changes in case of urgency needs.
- **ANALYTICS AND REPORTING:** Analyze data and performances through our readyto-use Reports or build your own Reports tailored to your business goals.
- **CUSTOM DASHBOARDS:** Every Contact Center is unique: build your own custom Dashboards to monitor and improve its performances!
- **AUTOMATION & TRIGGERS:** Make things automatically happen, according to previously defined timing and actions.
- AUTODIALER: Maximize your Agents talk time using the Preview, Power, Progressive

or Predictive dialing.

- **IVR SYSTEM:** Easily design your IVR projects Auto-attendant, Customer Satisfaction surveys, Call back etc.
- **WEBRTC:** Handle calls using the Motion Web Real Time Communication Bar (WebRTC) embedded in the Omni Desktop Agent Interface!

1.5. Omnichannel Telephony System

Daily Inbound	Queue Stats								
:	۲	:	C	:	r.	1	×	:	,
(WAI	TING	ТА		ANSW	Vered)		2 OFFERED
WAITING O	JEUE CALLS	ACTIVE 0	NEVE CALLS	ANSWERED 0	QUEUE CALLS	ABANDONED QUEUE	WILLS	TOTAL QU	JEUE CALLS
:	X	:	Ø	:	%	I	%	:	,
00:0 AVERAGE	0:24 HOLD TIME		02:41	50 ANSWE)% R RATE	50% ABANDON RA	re	UNMA	0 NAGED
QUEUE CALLS	AVG HOLD TIME	QUEUE CA	LLS TALK TIME	QUEUE CALLS	ANSWER RATE	QUEUE CALLS ABANDO	N RATE	UNWANAGED	QUEUE CALLS

- Agent Unified Interface –CRM integrated with the telephony system.
- Agents can manage tasks and status across the different channels.

CRM Core Functions of CRM

- Reminders- & Schedule Tasks
- KPI- Automation
- o Forecasting
- o Finance
- App Integrations
- Reports and insights
- Manage multiple business processes
- Automate routine tasks
- Multichannel
- Customizable
- Accessible anywhere
- Feature-rich
- Ease of use

1.6. Omnichannel Telephony

System

- Waiting Queue Calls: total number of waiting queue calls
- Active Queue Calls: total number of active queue calls
- Answered Queue Calls: total number of completed queue calls
- Abandoned Queue Calls: total number of queue calls abandoned by callers
- **Total Queue Calls**: sum of completed, abandoned and unmanaged queue calls (IVR calls that did not enter a queue are not considered)
- Queue Calls Average Hold Time: average time the calls spent waiting for an agent to answer
- Queue Calls Talk Time: average time calls spent in conversations
- Queue Calls Answer Rate: percentage of calls answered out of the total offered
- Queue Calls Abandon Rate: percentage of calls abandoned before an agent answered
- **Unmanaged Queue calls**: total number of unmanaged queue calls (because of timeout, *join empty, leave when empty* and *exit with key*).

Omnichannel Telephony System

The CTI & Unified Agent's Desktop provides one single environment for all channels interactions (not only voice!), whose

main advantages are the following:

- Simple Agent's login: you don't need to configure complex SIP settings (as usually done with SIP Clients)
- The Agent's Profile is not linked to the seat: all your teamwork can share work positions
- Skill level management of your Agents in the Teamwork
- Status Setting and easy switching from one queue to the other according to Administrator's management
- Pop-up screens providing value added information about the customers online
- Embedded WebRTC functions to manage voice calls
- Auto-adapting and always-on-top Phonebar: you don't need to iconize it to use other applications
- New version available alert for Phonebar: it's very easy to download and install it (no manual configuration required)
- Phonebar integrated with other applications (like Zendesk, Salesforce, Sugar CRM, and more)
- The Supervisor can track the Agent's KPI using either Realtime and Offline Reports

Key Benefits with Omni Pro

- *Scope of work can be changed as per your suitability*
- Team can be scaled up/down based on requirement which will impact project timelines
- o Cost savings, with Free & Trail solutions
- *No formalities required before starting a project which saves ample amount of time*

1.7. CALL-CENTER SERVICES

INBOUND SERVICES:

- Lead Qualification Services
- o 800 Answering / Toll Free Services
- Phone Answering Services
- Order Taking Services
- o Virtual Receptionist Services
- o Up-selling and Cross-selling Services
- o Medical Answering Services
- o Claims Processing
- Product Information Requests
- Product Recall Management
- o IVR Services
- Billing Query Services
- o Reservation Booking Services

OUTBOUND SERVICES:

- o Database Development and Management
- Debt Collection Services
- o Disaster Recovery
- Database selling services
- Direct mail follow-up services
- Customer Follow-up Services
- Market intelligence services
- Customer Satisfaction Surveys
- Customer Acquisition Services
- Subscription Renewal Services

TELEMARKETING SERVICES:

- Real Estate Cold Calling
- Cold Calling Services
- o B2B Cold Calling Services
- o B2C Cold Calling Services
- Lead Generation Services
- Appointment Setting Services
- Database Selling Services
- Customer Satisfaction Surveys

LEAD GENERATION SERVICES:

- Insurance Lead Generation
- Local Lead Generation
- o B2C Lead Generation Services
- B2B Lead Generation Services
- Lead Generation for IT Companies
- Lead Generation for Education Sector
- o e-Commerce Lead Generation Services
- o Lead Generation for Startups
- o Real Estate Lead Generation Services
- Mortgage Lead Generation
- Appointment Setting Services
- Outbound Lead Generation
- o B2B Appointment Setting Services
- B2C Appointment Setting
- Enquiry Handling Services
- Telemarketing sales leads

1.8. DATA ENTRY SERVICES

DATA ENTRY SERVICES:

- Online Data Entry Services
- Offline Data Entry Services
- o eBook Data Entry Service
- Image Tagging Data Entry Services
- o Catalog Data Entry Services
- Data Entry for e-commerce
- o Data Entry from Dictionaries and Manuals
- o Data Entry for Restaurant Menu Digitization
- o Data Entry of Business Surveys
- o Data Entry of Questionnaires
- Data Entry of Company Reports
- o Foreign Language Data entry

DATA CONVERSION SERVICES:

- Electronic Document Management (EDM)
- Document Conversion Services
- INDEXING SERVICES
- Optical Character Recognition -OCR Cleanup services.

- Document Scanning Services
- Document Digitizing Services

ONLINE CATALOG SERVICES:

- Online Catalog Conversion
- Catalog Building and Indexing
- Catalog Updating Services
- Catalog Processing Services
- Content Management Systems
- o e-commerce product data entry
- e-commerce Order Processing

DATA PROCESSING SERVICES:

- Forms Processing Services
- Order Processing Services
- Image Processing Services
- Survey Processing Services
- Data Cleansing Services
- Data Mining
- Text and Web Mining
- o Data Deduplication
- o Market Research Forms Processing
- o Mailing List Compilation Services
- Database Creation Services
- Data Abstraction Services
- Transaction Processing Services
- Student Loan Processing Services
- Tagging and Annotation Services
- Image Annotation Services

INDUSTRIES WE SERVE:

- Logistics Support Services
- o Pre-arrival Review System Entry Services
- o Freight Payment and Post-Audit
- o Customer Relationship Management
- Freight Payment Processing
- o Freight Payment and Pre-Audit
- o Data Entry Real Estate Industry
- o Data Entry Manufacturing Industry

- o Data Entry Healthcare Industry
- o Data Entry Architecture Industry
- o Data Entry Government Agencies
- Data Entry Publishing Industry
- Data Entry Accounting Firms
- o Data Entry Legal Organizations
- Data Entry Educational Institutions

1.9. EMS-Seven Elements in Linear Manner



2.Educational Solution

1.1. Educational institutes have built apps to manage:

- Student list
- Fee payment list
- Course management
- Event management
- Event management
- Examinations
- Student Portal
- Admission application
- Grade calculation
- Student council election

2.2. LEAD GENERATION FOR EDUCATION SECTOR

What is Included in the Appointment Setting for Education Sector Offered by Omni Pro?

1. Appointment Setting:

We lock appointments after educating your leads about the products, services, and host of benefits. An informed lead will swiftly realize the value and more easily willing to become your customer.

2. Cold Calling:

When you choose Omni Pro for lead generation for education sector we ensure that the people we contact are less likely to turn down the engagement. We call verified people and initiate a conversation about your educational services and products. Our unique strategy involves presenting customers with solutions for their pain points.

3. Lead generation:

Introducing promising ideas and solution in the mind of your audience and nurture their interest until they are ready to become your customer.

What Steps Do We Follow in the Lead Generation for Education Sector? 1- Requirement Analysis:

We will analyze your needs to create a detailed documentation of your needs. This will be used as a reference to plan a detailed strategy

2- Building Portal for Engagement:

We will run a content marketing strategy on your website to make content and the website stand apart from the rest so that you become quickly discoverable

3- Capture & Nurture Online & Offline Demand:

The build your online and offline reputation by strategically making moves to become seen in competitive markets

4- Conversion of Traffic into Subscribers:

The audience who responds to your marketing promotions are walked through the process of lead nurturing to carefully guide them into sales stage

5- Appointment Setting:

Once leads are warmed, we map an appointment with your sales team for closing sales in the sales funnel

6- Delivery of Lead Database:

The qualified leads are quickly moved through the sales stage by handing over a comprehensive database of qualified leads

Lead generation for education sector:

Why Choose Omni Pro for Lead generation for Education Sector?



3.SMS Solution

1.1. SMS Can Be Used For

Sales Automation:

- •Advise the completion of product servicing
- •Notify of item ready for collection
- •Inform of delivery dispatch
- •Notify of invoice transmission and payment due date
- •Broadcast discounts and special offers
- •Encourage participation in surveys and competitions
- •Notify of the arrival of new or ordered stock
- •Avoid no-shows when the product being sold is time.
- •Follow up for customer feedback

Customer service:

- •Reminders for medical appointments
- •Notification that a taxi has arrived
- •Change of venue notifications
- •Updates to meeting agendas
- Confirmations for bookings
- •Acknowledgement of payments received
- •Notification that goods have been posted
- •Delivery advice

Ordering And Delivery:

- •A defined and authorized phone number for sending and receiving SMS
- •Linking orders to an SMS database
- •Downloading orders and linking to an automated system
- •Send confirmation of order automatically
- •Generate order details and summary
- •Customers order products directly from their mobile phone
- •Perfect for ordering take away food, buying movie tickets,
- booking accommodation, medical or dental appointments,
- hairdressing and beauty salon appointments, tourist
- services, and making restaurant reservations
- •Inexpensive for all parties to use
- •Generate a marketing database

3.2. SMS- Ecommerce Solutions

Customer engagement via an SMS messaging service can work in an array of ways.



Whether selling a product or a service, doing business online continues to grow exponentially, and for many consumers, online is the preferred mode of shopping. The potential for SMS ecommerce solutions to grow your business is astronomical.

3.3. Why US ...

- Send SMS online to all countries globally
- Lightning-fast message delivery
- Reliable 100% uptime SLA guarantee
- High performance 4800 messages per minute
- Customize sender ID
- Long 1224-character limit
- Access to our SMS portal
- Upload from CSV or Excel file for bulk SMS campaigns
- FREE UP TO 1000 SMS
- Free delivery reports
- Best SMS rate
- No hidden charges
- Real-time message status monitoring
- No setup fees

- No setup required. Be up and running in minutes.
- Flexible prepaid and postpaid payment options available
- Access to our online SMS software

not only SMS, its full Platform:

SMS Gateway: Send and receive SMS messages. MMS Gateway: Send and receive MMS messages. Voice Gateway: Send and receive SMS messages globally Email Gateway: Send beautiful email marketing campaigns or Transactional

Fax Gateway: Send and receive faxes without a fax machine

Reliable uptime SLA guarantee:



Dashboard Screenshot:

~	Dashboard			
4	Accounts	0	Send SM	s • —
C	Automations	- 1		Are you sending marketing messages?
쓭	Contacts	- 1	Send SMS	Are you sending marketing messages?
		•	То	Enter mobile number or search contacts/lists
+	Send Quick SMS		From	A Shared Number
	Send SMS Campaigns		FIOIII	
	History/Reporting		Message	Placeholders: (First Name) (Last Name)
•	Email SMS			
•	Messenger			
•	Templates			
•	CSV/Excel Import			Approx. 0 characters/0 SMS per recipient.
•	Settings		Template	Select Template v III Templates
0	Numbers		remplate	
\odot			© 2019 Info Sma	rt Company. All rights reserved.

Email template:

	1					
,≈	Dashboard	1	Templates Categories			
4	Accounts	0	eCommerce	>	eCommerce	
0	Automations					
		- 1	Education	2	Omail the case second	Omail Obstan Testare Voeseniere
-	Contacts	- 1			Ornal By Codd Suscessor	Comail Mairia Matalia Veralitati
•	SMS	0	Events/Reminders		LISTORIA DIA	
0	Numbers	0	Featured		SUMMER COLLECTION	
P	MMS	0	Fitness	2	Acon The	S 399 BOOK
c	Voice	0	Holiday/Travel			P
		•	Inspirational		Summer Collection	Book Sale
	Send Email Campaigns					
			Kids		Preview > Select	Preview > Select
•	Templates					
	Settings		Music			
	Transactional Email		Newsletters	>	ACTIVO Portido Todavo Senten P V II	E HALE AND
6	Fax		Non-profit	>	SUMMER COLLECTION	EXTANSING OF ALL
\odot			© 2019 Info Smart Compa	ny. All rights	reserved.	

3.4. Advantage of our solution

Automate you follow up and reach out to you customers



We provide the best pricing model for your business, choose the best that suit you:

The rates charged for SMS OUTBOUND can be based on :

- Estimated Messages sent.
- Contract for customer Service.
- \succ Country sent to.

Benefits include :

- INBOUND Always free
- No Setup Fees
- \succ No contracts
- > No monthly fees
- ▶ <u>Up to Price is low as 6 Fils Per Messages for the option 1.</u>
- ▶ <u>1000 Message free</u>

4.Our Social Media Management

1.1. Choosing the Right Social Media Platform



Social Media Implementation Strategy

- What Differentiates you?
 - What's your elevator pitch?
 - Gather best testimonials
 - What makes you unique?
 - Craft a compelling story?

• How will you Execute?

- What do you need to learn?
- What tools are necessary?
- Who is responsible?
- How will you measure?
- Who is your customer?
 - What age bracket?
 - Gender?
 - Location?
 - College degree?
- Where is your Audience?
 - Are they online?
 - Where do they shop?
 - Belong to associations?
 - Publications they read?
- What are your Goals?
 - Establish your brand?
 - Increase visibility?
 - Generate traffic to website
 - Grow sales & revenue
- When will you Communicate?
 - What social networks?
 - How often will you post?
 - Will you blog?
 - Will you use visuals/video?

In Info Smart we carefully analyze all data, so we maximize the end result

4.2. Social Media Management



Engagement Elements

You will reach out to your customers and build strong relationships **faster** and **smarter**



4.3. Social Media Management Steps

1. Report and Refine

> What has changed in how your users interact with your content?

> How are users having your content this week vs last week?

2. Engage and Refer

> Open discussion to increase interest of others

> This will also help you push your post up

> Comment back, answer questions and thank connections for them

participation

> Auto reply and messaging.

> Link your social platform to CRM.

- 3. Research and Writing
 - > Identify the Top Information Sources
 - > Collect the Data
 - > Creative & Contributing Writing
 - > Eliminate Unnecessary Data
- 4. Publish Content

Convert your data to all possible content
pieces without creating duplicate content
Then Publish all the content

- 5. Social Broadcast
 - > Use social media to Broadcast & populate your content
 - > Be descriptive & inviting

4.4. Social Media Engagement

Cost			
			\bigcirc
Channel 📣	Delivery	Reach	Cost
Facebook	Inactive	TBD	Free
Instagram	Inactive	TBD	Free
LinkedIn	Inactive	TBD	Free
Other Social Channel	Inactive	TBD	_
Other Social Channel	Inactive	TBD	-
Results		People	Total Spent 0 BD

5.DEBT COLLECTION SERVICES

1.1. Our Debt Collection Strategy

Our end-to-end debt collection outsourcing services include

- 1. Customer Tracking and Data Validation Services
- 2. Early and Late-stage Debt Collections "Debt restructuring"
- 3. Debt Dispute Management Services "Avoid paid debt "
- 4. Debt Collection Call Center Services
- 5. Debt Portfolio Management "Recognize high-risk accounts"
- 6. Real-Time Report

With us on board, you can

- Reduce the burden of bad debt
- Enhance existing cash flow
- Achieve profitability while maintaining your brand image
- Customized debt recovery plans based on your customer's needs

<u>Omni Pro's</u> debt recovery solutions are ideal if you are looking for an expert solution to an immediate, growing crisis. Not only do we help you cut down costs and track debtors, but do so while ensuring your brand value never gets compromised.

1.2. Comprehensive Collection System

- Generate online Invoices
- Send invoices, by SMS & Email's, Other Channels, also Auto Schedule Invoices
- Online payment Gateway
- o Track Transactions in real-time and follow up with customer
- Reporting and analysis tools

6.OUTSOURCING TECHNICAL SUPPORT SERVICES

1.1. Types of Technical Support provided

- o Software usage / problems support
- Connectivity related problems
- Installation support
- Product related problems/queries
- Application / desktop queries
- Software usage / problems support
- Troubleshooting support

Technical Support Services

Omni Pro offer a range of technical support services that enable you to deliver high quality technical support to your customers and employees at optimal costs. These solutions integrate 24x7, personalized technical support services with advanced technologies for knowledge management and automated support.

Increase customer satisfaction and improve operational efficiencies by setting up IT Support and outsourcing technical support services to Omni Pro. Omni Pro Service Providers' expertise spans across products in the Desktop, Internet, Server and Networking Domains.

1.2. IT Cost Optimization:

- Three-Step Approach:
- 1. IT & Business Alignment:

IT Investment Optimization

- Flat or declining IT budgets, coupled with an
- increased demand for IT services
- Removal of expenses from current spend or run rate
- in order to invest in future business opportunities
 - Define IT investment Optimization Goals
 - Identify Investment Opportunity
 - Prioritize Investment Portfolio
 - Develop Ongoing Governance

2. Opportunity Identification:

IT Cost Assessment

• Business challenges identified through merger, acquisition or divestiture of business operation

- Increased utilization of IT resources & assets
 - o Alternate Sourcing
 - o Business Alignment
 - o Vendor Renegotiation
 - $\circ \quad Consolidation/ \ Rationalization$
 - \circ Standardization
 - People Alignment

3. Realization of Benefits:

- Software Hosting Network End User
- Computing
- IT Overhead
- Management
 - Application Portfolio Rationalization
 - Infrastructure Rationalization
 - o Organizational & Operating Model
 - o Global Sourcing
 - Operations & Process Transformation

6.3. Outsourcing Technical Support:

operational constraints:

- High labor costs and attrition rates among technical support staff
- Keeping infrastructure investments low
- Optimizing allocation of limited resources
- Need to relieve core
- o resources from routine operations

Key Benefits:

• Higher revenue and margins due to reduced operational and infrastructure costs.

- Focus on core functions and business value creation.
- o Improved operational efficiencies

• Increased levels of customer satisfaction and customer loyalty.

• Leveraging the skills inventory of dedicated technical support teams.

• Access to the vast database of customer FAQs and troubleshooting fact-files.

- Multi-language technical support services.
- Facilitates improvements in product design process.
- Improvements in service delivery.

6.4. Reduce IT Complexity

- Free resources by turning over IT services management to a trusted partner
- Consolidate the maintenance of all key IT applications under a single vendor and move to a managed services model
- o Evaluate and review performance
- Satisfaction is level is maintained.

We provide the best pricing model for your business, choose the best that suit you:

The rates charged for technical support can be based on different criteria:

- Per Closed Incident
- Per Interaction or Contact
- ➢ Per Talk Time

Per Resource Deployment

Other pricing strategies include:

- Fixed cost/variable cost,
- Per minute,
- Per hour,
- Fixed percentage of employee usage,
- Incremental flat rates incremental flat rates refer to pricing for a predetermined quantity and/or level of services at set prices.

7.BUSINESS TRAVEL SERVICES

7.1. Business Travel Services

WHY YOU USE OUR VIRTUAL ASSISTANT SOLUTION FOR YOUR TRAVEL REQUIREMENTS?

• Feedback & Reporting:

Feedback mechanism available to address grievances, if any

• All Services:

Flexible operations, offering several travel / accommodation options based on your requirements

• Free-up resources:

Save costs - you incur no overhead expenses, infrastructural costs and /Or the cost required to recruit a full-time employee

• B2B Net Price:

Best B2B prices available on the market

• Mange Approvals:

We make sure that all your booking goes through approval channel before it gets confirm.

• Manage Events:

We manage your Business booking locally & abroad

• Online Booking:

Immediate travel booking done

7.2. Business Travel Services



8.E-COMMERCE SERVICES

8.1. Services For The E-commerce Industry

• CALL CENTER SERVICES:

Our 24x7x365 call centers are equipped with infrastructure including email management software, call loggers and auto-dialers, IVR facilities, reporting, etc. Our professional call center agents further ensure that all your customer queries are answered in the best possible manner. Our services include:

- Inbound Call Center
- Outbound Call Center
- Felemarketing

• ACCOUNTING & BOOKKEEPING:

Our accountants ensure your books are kept to order, and all income, expenses, liabilities, assets, and equity transactions are recorded and double-checked for continuity. Our accounting schedule works around the time set by you and is completely governed by your needs. Our services include:

- Accounting Services
- Payroll Services
- Bookkeeping Services

• DATA ENTRY SERVICES:

With our help, your e-Commerce storefront will always be able to showcase the most unique and up-to-date content thereby creating a positive impression on the minds of your users. Our services include:

- Data Processing
- Invoice Data Entry
- Data Cleansing
- Data Conversion
- > Online Catalog and e-Commerce Data Entry

8.2. Online Catalog and

e-Commerce Data Entry

• LEAD GENERATION SERVICES:

Identifying, nurturing, managing and converting leads into sales requires a lot of time and effort. For effective lead generation, you would require the skills of lead generation experts who have expertise in nurturing meaningful relationships with qualified leads and building valid results:

> **B2B LEAD GENERATION SERVICES**

- B2B Appointment Setting Services We Offer
- > Telemarketing Lead Generation

Our e-Commerce Lead Generation Process Flow

Z		6			
01. Requirement Analysis	02. Building Portal for Engagement	03. Capture and Nurture Online and Offline Demand	04. Conversion of Traffic into Subscribers	05. Appointment Setting	06. Delivery of Lead Database
We complete the groundwork of assessing your needs by working in parallel with your sales agents and sales head.	After planning a lead generation strategy, we will improve the quality of your touchpoints to ensure that content grabs more eyeballs.	We push fresh and customized marketing content into the inbox and call the people to inquire about their needs, as well as, educate and enable decision-making.	We improve your web traffic and rate of sales inquiry by qualifying responsive traffic into potential leads that are ready to be contacted.	We match a ready-to- contact lead with our sales representatives so that leads can be warmed up for sales conversion.	Leads who qualify the furthest and meet your sales criteria are segmented into a standardized lead database. The list is dispatched in the format of your choice to be added into your CRM

8.3. Telemarketing Lead Generation

Why Choose Omni Pro for e-Commerce Lead Generation Services?

	Data Security	The lead data is a confidential document and it can do harm to your business and well as your target audience if handled with negligence. Therefore, we restrict file access to authorized members.
	High Accuracy & Quality Service	As we design custom campaigns and offers to effectively reflect your value proposition, we run quality assurance checks to ensure that the campaign is accurate and connecting well with the intended recipient.
	Scalability	Make your e-Commerce business ready for the booming traffic and diversifying markets by choosing appointment setting for e-commerce from Omni Pro.
Ŝ	Pocket- friendly Pricing	Do you feel bogged down by the high cost of lead generation? If yes, fret not! We offer an affordable range of appointment setting for e-commerce. Our range of solutions is designed by keeping in mind the underlying needs of e-Commerce businesses.
	Single Point of Contact	Would you feel comfortable interacting with a familiar agent who will walk you through the lead generation process? Our single point contact will resolve most of your concerns without delay.
	Experienced Team of Lead Generation Agents	Project managers who come with various skill level and experience with team experienced in lead generation, data analysts.
<u>م</u>	Modern Infrastructure	Our technology, security, and database infrastructure are cloud-based and centralized to improve the speed and accuracy of lead generation services.
`	Lead Generation Software & Tools	Smart lead generation CRM that enables us to Automatically create a set of rules to convert people into CRM Contacts or CRM Leads based on certain triggering events, also allow us to interact with your customers through all channels, with real- time monitoring you have available to

9.RECRUITMENT & TRAINING

9.1. Recruitment Process:

• Omni Pro call center recruitment and training process ensures that our call center is staffed with world-class personnel and manages one of the lowest employee turnover levels in the business.



• <u>Induction</u>: The final step of the call center recruitment process is an induction for the team members, where they will be given information on:



9.2. Training Process

After the Induction is done, we start conducts an intensive training for candidates selected as call center agents. This is done in order to equip them with skills required to deal effectively with high frequency transactional intensity, scalability and continuous process improvement.

All agents at Omni Pro undergo technical and customer support training processes, which empowers them to process customer requirements and provide solutions. The Omni Pro customer service training programs include comprehensive skill enhancing programs, on-the-job training, refresher courses and testing, among others.

Our customer service call center training process is structured into 3 levels starting with a broad industry focus to a more specific company focus and finally, narrowing down to a sharp process focus, with a specific orientation to the needs of clients



9.3. During the Training

We analyze the client's training needs, key performance indicators and SLAs agreed upon, and conceive training modules that are tailor-made to suit customer requirements. Transparency in the call center training process allows clients to participate in the training and certification procedure and to provide relevant feedback.

focuses on:

- Monitoring of associates by the Training Department for a period of 4 weeks from completion of training.
- > Tracking associates' learning curve and metrics.
- > Devising individual action plans based on areas/opportunities for improvement.
- > Need-based training (specific requests for training from Operations or Quality).
- > Training updates on modified processes and new products.

- > Reinforcement through refresher courses from time to time.
- Soft Skills Enhancement programs.

Sales Training - Special sales training modules focus on:

- Presentation and negotiation skills
- Complaint handling
- Closing the sale
- ➢ Effective call handling
- \succ Tele sales
- ➢ Lead generation.

9.4. Supervisor Training

Supervisors play a key role in maximizing the team's performance. Specialized training is provided to agent supervisors in all areas towards achieving goals of the organization.

Role of the supervisors:

- Team-Building
- Goal-Setting
- Providing Feedback
- Coaching
- Motivation
- managing customer complaints
- Training
- o sales management

9.5. Transition Process



10. OUTSOURCE DATA ENTRY SERVICES

10.1. Data Entry Services We Offer

Our suite of data entry solutions is comprehensive and designed to suit every industry. We also provide you with quality assurance and project management, giving you all the benefits of low-cost labor without the risk. Our services include:

- Online Data Entry
- Food Nutrition Scale Data Entry Services
- Real Estate Appraisal Data Entry Mortgage
- Image Annotation Services
- Online Data Capture Services
- Data Cleansing
- Data entry from images
- Legal documents
- Real Estate Data Entry
- Volume Data Entry (Handwritten/Printed)
- Data entry from product catalogs to web-based systems
- Data entry from hard/soft copy to any database format
- Insurance claims entry
- PDF document indexing
- ➤ Web-based indexed document retrieval services, tools, and support

- Online order entry and follow up
- ➤ Mailing lists
- Indexing of vouchers and documents
- Online completion of surveys and responses of customers for various companies, at call centers
- > Data entry from e-book and e-magazine publications on the Internet
- > Data entry from hospital records, patient notes and accident reports
- Business card indexing
- Custom data export/import interfaces with audits
- Bonded mail handling cash, credit and check processing
- Data entry of birth records, municipal records, town records, and other legal documents
- Creation of new databases and updates to existing databases for banks, airlines, government agencies, direct marketing services, and service providers

10.2. Our Data Entry Process

We believe in providing our clients with the best quality services and this is made possible by following systematic and streamlined processes while providing our services. The steps involved in our process are listed here



10.3. Data Entry Services

Why	Should You op	pt for Omni-Pro Data Entry Services?
	Project Data Security	we ensure that we sign confidentiality and Non-Disclosure Agreements (NDA's) with our customers before the onset of a project. And it's covered all team members and every employee who interacts with the project
ê.	Reduced Costs	Outsourcing to us will cost you a fraction of the cost of in-house data entry clerks.
Â	Faster Turnaround Times	Our turnaround time depends on the volume we receive from you and your stipulated delivery time. After discussing with you, we arrive at a delivery time
\sim	Multiple Data Entry Formats	Data input can be in the form of paper documents, image files, old databases, and output in PDF, MS Word, MS Excel, HTML, XML. Our outcome is an accurate, uniform digital file, formatted to your specifications.
Ì	Stringent Security Procedures	highly controlled computing environment ensures that all data and source documents remain secure, thereby ensuring utmost confidentiality in your transactions. We use VPN and FTP (Virtual Private Network and File Transfer Protocol) for file exchange with our clients to ensure data security.
	Professional Data Entr Personnel	Y From preparing, compiling, and sorting documents to scanning images and documents for swift data entry, our data entry professionals have experience in different industries.
	Core Business Focus	Offshoring your online data entry services to Omni-Pro enables you to focus on core business concerns. With the very latest technology, our data entry specialists enter data with 100% accuracy.
<u>(</u>	Specialization	Omni Pro provides a suite of industry-specific data entry outsourcing services and solutions. Even if you are in a specialized field, we have the resources to find a data entry professional with specialist industry knowledge to suit your needs.

We provide the best pricing model for your business, choose the best that suit you

Omni-Pro offers Data Entry services at competitive prices, customized keeping our clients' requirements and expectations in mind.

1- Our Data Entry pricing structure is calculated based on the following factors:

Terms of contract Skill requirements of our data entry experts Volume and weekend support Time required for completion Support and technology deployment required Complexity of the project

2- FTE Rates: Hire our data entry experts and avail in-depth Full-Time-Equivalent (FTE) Data Entry Services
11. Pricing & Staffing

11.1. CALL CENTER STAFFING

what is the total number of agents and budget I require to support my desired service level?

Omni Pro – calculate the Call Center FTE and establishes the

- Required number of agents
- Cost incurred per month,

Once the user inputs his

- Project and service type?
- ► Target country?
- ➤ Call count?
- Average handling type?
- Shift coverage preferences?

More details on the next page...

11.2. CALL CENTER STAFFING

Here are the key components / fields of call center FTE calculator

- 1. Project Types
 - ► Inbound Calling.
 - ➤ One-time Outbound Calling Requirement.
 - > Ongoing Outbound Calling Requirement.
 - ► Email Support, Chat Support.
- 2. Service Type:
 - ➤ Order Taking Services.
 - ➤ Customer Support Service.
 - ≻ Tech Support.
 - \succ Tele sales.
- 3. Select Target Country:
 - ≻ Bahrain.
 - \succ GCC countries.
 - ≻ Middle East.

- 4. Shift Coverage:
 - > 24/7 Coverage 24 hours coverage, for 7 days in a week.
 - > 24/5 Coverage 24 hours coverage, for 5 days in a week.
 - > 10/7 Coverage 10 hours coverage, for 7 days in a week.
 - > 10/5 Coverage 10 hours coverage, for 5 days in a week.
- 5. Average Call Count:

➤ You need to enter the total number of calls (Numeric field) that are made Per Day & Intra-Day for the last 6 months

6. Average Handling Time:

 ➤ You need to enter the minimum time a call center executive needs to spend on a call (Numeric value in minutes).

11.3. CALL CENTER STAFFING

Fields unique to Outbound Calling requirements

• One-time Outbound Calling:

• Total Number of Leads

User needs to enter the total number of leads (prospects) to be called in the selected time-frame.

• Number of Attempts Required

User needs to select the maximum number of times the calling agent should try reaching the lead, in case he/she doesn't respond in the first attempt. The maximum number of attempts allowed is 5.

• Deadline (Days)

User needs to enter the total number of days in which he/she wants the agents to complete making outbound calls to all leads.

• Ongoing Outbound Calling:

• Manual / Predictive Dialing As the name suggests, you need to choose the preferred calling method to be either manual or predictive. In case you are not sure, you can choose "Do not Know" option, which will provide you the rates for both.

• Head Count Required

You need to enter the total number of agents working on your on-going outbound call center project.

11.4. Pricing Disclaimer

Omni Pro competitive price structures are customized based on the terms of contract, call volumes, agent skill levels required and complexity of projects.

- Terms & Scale Of contract
- Calls volumes
- Duration of the project
- Agent skill level requirements
- Technical Complexity of the project

12. Outsource Bookkeeping Services

12.1. Accounting Bookkeeping Services We Offer

- ► Accounts receivable services
- ► Accounts payable services
- ► Bank account reconciliation
- ► Invoicing Processing Services
- ➤ Manual Journal Entry Services
- ≻ VAT returns
- ► General ledger maintenance
- ➤ Assets / equipment ledger maintenance
- ► Expenses ledger maintenance
- > Preparing accounts receivable reports
- > Preparing accounts payable reports
- ➤ Preparing ageing reports & summaries
- Credit card reconciliation services
- ► Preparing financial statements
- ➤ Trial balance services

- ➤ Preparing income statements (Profit & Loss)
- ► Balance sheet services
- ➤ Preparing sales reports
- ➤ Preparing purchase reports
- \succ Cash flow statement
- ► Entry of transactions
- ► Inventory services
- ► Accounting setup services
- ➤ Day-to-day bookkeeping and accounting
- ➤ Books balanced and reconciled quarterly
- > Management accounts produced quarterly
- ➤ Annual accounts and tax returns preparation
- ➤ Submission to Inland Revenue
- ➤ Submitted to Companies House
- ➤ Expert tax advice to minimize tax liability
- ➤ Adjustments to year-end accounts
- ➤ Storage of documents at our offices

12.2. Value-added Bookkeeping Services - Specialized Reporting

Apart from all the standard bookkeeping services, we also offer custom reports that enable customers to better analyze their revenue and expenses.

• Customer Reports:

Determine your most profitable and least profitable clients

• Employee Reports:

Analyze employee expenditures with year-end reports

• Break-up of Expenses:

Break down your expenses by category. Whether it's by product line, office or region, this report gives you an efficient analysis of your expenses

• Event Analysis:

Determine your expenditure for individual events

12.3. Bookkeeping Services

Bookkeeping Services for Multiple industries:

We offer a wide range of expertise, so you can create a package that best fit your business requirements. We offer

bookkeeping for the following -

- Bookkeeping for Real Estate
- ➤ Bookkeeping for Retail
- ➤ Bookkeeping for Travel & leisure
- ➤ Bookkeeping Services for Small Businesses
- Bookkeeping Services for Large Corporations
- ➤ Accounting and Bookkeeping for Banking Industry

Our Software Capabilities:

Our accounting staff is proficient in all industry software. Our experts can adapt to your specified software and

small business processes, while at the same time deliver a quick turnaround time. Why use QuickBooks?

- \checkmark Access books at any time with QuickBooks on the web
- \checkmark QuickBooks has more than 50 customizable business reports
- \checkmark Invoices/statements can be sent to customers by email
- ✓ QuickBooks can handle different accounting functions
- \checkmark QuickBooks is user friendly and economical

12.4. Bookkeeping ServicesData Transmission Process

	Server Based (FTP) Bookkeeping Process	Remote Access Bookkeeping	Application Service Providers
Sending us your source documents	To send us the documents, you can either scan the documents and upload them to a secure FTP server or fax the documents to our toll-free fax number	You can send us your source documents through four ways. You can scan the documents and upload it to a secure server or e-mail the documents to our mailbox. You can also fax it to our fax or place it in your computer, so that we can access it remotely	You can send us the source documents by scanning the documents and uploading it to our server or by faxing them to our fax number
Updating your books	At <u>Omni Pro</u> , we can update your books by the same night. At this stage, we will require you to provide a backup copy of your books. This can be carried out by using QuickBooks back up.	In the second stage, we will connect to your computer by using a remote desktop access service, such as, Secure VPN	We will update your books by logging in to the Online Accounting Software which you use, for example, quickbooksonline.com and update the books
Sending you the updated books	In the final stage, we will send the updated books to your e-mail address or load the updated books on to a secure server. This will be sent to you the previous night, so you can download the updated books from the server to your computer in the morning	We will update your books during the night, so when you come to office the next morning, you will find the updated books on your computer!	You can login to the online accounting software at any time to see the updated books

12.5. Outsourcing Bookkeeping Vs In-house Bookkeeping

• Outsourcing Vs In-house Bookkeeping:

Benefits of bookkeeping		In-house bookkeeper	Omni Pro
	24 / 7 Management	\bigotimes	
©•	Accurate Bookkeeping	 Image: A start of the start of	V
\$	Affordable	\bigotimes	V
Ś	Minimized Overhead Costs	\bigotimes	V
Ð	24-Hour Turnaround Time	\bigotimes	

- Outsource Bookkeeping Services to Omni Pro:
 - > We maintain the highest standards of business ethics
 - Our robust infrastructural set-up and qualified resources ensure uninterrupted services to our customers
 - > We have extensive experience in servicing international customers
 - We employ only the industry standards-based, best practices and methodologies ensuring the highest quality every time
 - We are proficient in different types of bookkeeping systems like doubleentry bookkeeping
 - Our services are reasonably priced

13. Outsource Insurance Services

13.1. Insurance Customer Support Services

• CALL CENTER SERVICES:

Insurance service providers worldwide are facing dwindling volumes especially driven by reduced customer volumes. Today, customer service is exceptionally important if you want to create a strong brand image and hold on to existing customers. We ensure your customer queries are met with professional replies, and out cold calling techniques always ensure you can secure new leads which turn into profitable sales.

• INSURANCE SERVICES:

Our insurance services are ideal for clients based in Bahrain as well as other countries and can help solve problems brought on by increasing compliance, advances in technology. Our end-to-end services ensure your requirements are met in house at every step of the way, reducing costs while providing more reliability. Our services include:

- Claims Processing
- Policy Checking
- > Quote Summary & Proposal
- Insurance Renewal Exposure Summary
- Document Indexing

• ACCOUNTING & BOOKKEEPING:

Our accountants ensure your books are kept to order, and all income, expenses, liabilities, assets, and equity transactions are recorded and double-checked for continuity. Our accounting schedule works around the time set by you and is completely governed by your needs. Our services include:

- Document Indexing
- Bookkeeping Services

• DATA ENTRY SERVICES:

Business success for insurance providers depends on efficient ways of dealing with paperwork, customer deliverables, underwriting and claims support, etc. By liberating your team for routine and non-important functions, our services include:

- Data Processing
- Invoice Data Entry
- Data Cleansing
- Data Conversion
- > Online Catalog

13.2. Our Data Entry Services

Insurance companies have tons of data to be collected and processed regularly. A lot of data entry is involved in

various insurance processes which need to be carried out within a quick time. Correctly entered data can be

extracted and analyzed which can be further used by businesses to take key business decisions.

Our team of data entry specialists is trained to handle any kind of insurance data entry requests on any kind of insurance software available in the market

Omni Pro Insurance Data Entry Services:

- 1. New Business Data Entry
- 2. Applications Data Entry
- 3. Insurance Data Mining
- 4. Quoting and Proposal Data Entry
- 5. New Producer Books Data Entry
- 6. Insurance Data Analytics
- 7. Prospect and Market Research Data Entry
- 8. Invoice Form Data Entry Services
- 9. Data Conversion
- 10. Data Cleansing Services
- 11. Data Extraction Services
- 12. Data Processing

13.3. Comprehensive Collection

System

- Generate online Invoices.
- Send invoices, by SMS & Email's, Other Channels, also Auto Schedule Invoices
- Online payment Gateway, linked to your CRM & Your Bank account
- Track Transactions in real-time and Send auto reminders to customers
- Reporting and analysis tools

13.4. SMS- Insurance Solutions

How can an SMS messaging service benefit your insurance business?

Omni Pro- is proud to provide SMS insurance solutions to help your insurance business to generate and capture leads and to improve payment times for your policy holders.

We provide the best pricing model for your business, choose the best that suit you

• OMNI-PRO PRICING STRUCTURE FOR INSURANCE BACK-OFFICE SUPPORT:

Omni Pro provides Insurance Support Services at highly competitive

rates. You can choose from these pricing structures:

•Full-time Employees: A dedicated employee will be assigned to your project full-time (160 hours per

month) and you will be billed on a monthly basis.

•Hourly Rates: This model is suitable for lower volumes of work.

•Project pricing: We can provide you cost per project after assessing your needs.

Our hourly rates are between 2 BD- 4 BD per hour depending on the type of task, complexity of task and

resources required.

Omni Pro experienced and trained staff can handle all types of insurance back-office support for Insurance companies and Insurance agents.

13.5. INDUSTRY SECTORS WE SERVE

Businesses these days are generating humongous data which can be put into good use through data science services. Some of the industries which leverage our solutions include:

- •Automobile
- •Aviation
- •Customer Analytics
- •Data Centers
- •e-commerce Sites
- •Finance
- •Gaming
- •Healthcare
- •Insurance
- •Logistics
- •Marketing
- •Recruitment
- •Retail Management

13.6. OUTSOURC INSURANCE BACK-OFFICE OPERATION SERVICES

Quote Summary, Proposal & Certificate of Insurance (COI):

- Providing a detailed summary of coverage details carrier-wise
- Extracting carrier financial ratings, meeting client proposal requirement and preparation of premium and commission summary table for all quotes

summary table for all quotes

- Quote comparison by preparing structured spreadsheets
- Populating and updating required information in standard proposal template
- Finalizing proposals and delivering printable/presentable formats
- Receiving, process and issuance of insurance certificates
- Quicker process request follow-ups and management of third party communication
- Contact verification for compliance and follow-ups on non-compliant matters
- Renewal requests and compliance reporting
- Issue of revised certificate on renewal

Document Indexing & Filing:

- Document segregation based on the usage
- Easy retrieval of documents by labeling them as per the prescribed naming conventions and index
- Preparation of document summary for policies
- Making sure documents can be easily tracked and edited as required in future

Loss Run Processing:

- Sending Loss Run requests to previous insurers for reports
- Analysis of Loss Run data for insurance renewals and preparation of claims report
- Sending reports pertaining to claims and notifying the underwriters if loss run is not available

Policy Checking:

- Reviewing policy documents for complete and genuine information
- In case of renewals, making sure the policy matches the proposal or previous term policy
- Variance recording based on detailed review findings

• Revision of policy document based on variance reported to carriers and the entire insurance commission management

• Delivery of final policy document without and reported variances

Endorsements:

- Increasing the coverage of an insurance policy
- Deleting or limiting the coverage of a policy
- Addition or deletion of title or location on a policy
- Mid-term additions
- Premium's adjustments resulting out of insurance endorsements

Billing & Accounts Receivable:

- Accurate and timely delivery of requirements
- Timely collection of payments through reminders and follow ups
- Receiving and recording payments
- Checking if premium installment has been set up as per customer's preference
- Reconciliation of accounts receivable and reporting
- Archive maintenance as per requirements

Renewal Exposure Summary:

- Reduction in overall costs
- Improving efficiency of operations
- Quick turnarounds
- 24/7 availability
- Improved quality

24/7 Insurance Back-office Support

- Insurance Appointment Setting Services
- Insurance Commission Management- System
- Insurance Data Entry validation- System
- Insurance Endorsements
- Insurance BPO Customer Support
- Insurance Reporting- System
- Underwriting for Property and Casualty Insurance
- Life/Annuity Insurance Underwriting
- Catastrophe Modeling for Insurance
- Warranty Claims Management
- Business Process Management (BPM) for Insurance
- Insurance Software
- Insurance Analytics

13.7. OUTSOURCE WORKFLOW AUTOMATION SOFTWARE

Organizations today have to deal with large amounts of paperwork on a daily basis. With large volumes of work, absence of a single location to store information, employees find it increasingly difficult to access the required files on time. If your organization is facing a similar situation, consider outsourcing workflow software to Infomart. Our workflow automation software can help you effectively execute, track and archive your business processes and make them easily accessible to your employees. Infomart workflow application services can bring about an increase in your organization's productivity and efficiency. Advantages of using Infomart workflow automation software

• Documented Information:

A workflow software can help you document your business processes and any information that is passed on through training, seminars and word of mouth. Organizations who do not have a workflow automation software lose such valuable knowledge, information and processes when employees leave and when processes change over a period of time.

• No Loss of Data:

During the execution of manual processes, important data can be lost or omitted. A workflow application can help you ensure that there is no loss of valuable data.

• Easy Scheduling:

If your organization is using manual processes, you will realize the difficulty in scheduling. The absence of an

employee may bring about a change in the schedules. Unlike a workflow automation software, manual processes

will not be able to transfer tasks.

PROPERTY MANAGEMENT BACK OFFICE SERVICES

Omni Pro in-house team consists of property management experts, property contract managers, administrators, and

support staff with experience in handling property management back-office services. Be it commercial or residential, Omni

Pro can lighten property management tasks and some of the services we offer include:

1. Property Management Support Services:

• Interacting with property owners, prospective buyers and tenants, present tenants and stakeholders, coordinating with

all of them for smooth functioning

• Performing activities related to background verification of prospective tenants and buyers, as required

• Checking properties of clients on a regular basis to check for anything that needs to be addressed immediately

• Addressing all complaints and queries raised by tenants through email, call or live chat

2. Property Management Maintenance Services:

• Undertaking complete maintenance of commercial and residential properties

• Addressing all complaints made by the tenants and liaison with plumbers, electricians and other onsite staff to address

complaints, contacting relevant vendors to perform maintenance work

• Attending to repair works and upkeep of property ensuring it is managed in near-real-time- with follow up with

• Providing reports containing all the updates of repair work done and pending

3. Property Management Payment & Collection Services:

• Collecting rent/ service charges on your behalf and ensuring deposit and documentation is in place