



# *Dev BPO*

Highly Talented and Highly Affordable

Administration Outsourcing  
Specialists



At Dev BPO, We work seamlessly together as a organization to serve our clients world wide. Our clientele consists of an equal mix of clients from Gulf, Europe, Australia, U.S.A. and Canada. We have worked with more than 125 clients, ranging from ambitious mid-size organisations to considerably larger corporates.



# Worldwide Clients

***High talent at an affordable cost !***

Dev BPO India is an established brand of **Zobone International Outsourcing Pvt. Ltd.** Our organization has seen rapid growth which continues today across a wider range of sectors such as Banking & Finance, Insurance, Real Estate, Charities, Consumer and Public Sector.

We've created our company so that our culture embraces big thinking and little details, providing impact through delivery. It's our approach that sets us apart from the rest; and we are proud of our reputation within as a market leader in on-shore & offshore business processing solutions. Together with you, we optimize your processes, help you become more competitive enable you to achieve your business goals.

# Who we are



## Back Office Administration

You can set up your Remote Back Office with us with as many as employees you desire. With NO worry for recruitment, retention, leave arrangement or even rehires. We manage it all for you and that too at 40%-60% cost saving! Our back-end non-voice services are designed to help clients streamline their customer management needs, from Quote preparation, order processing, account maintenance, data entry and data cleansing/analysis and much more. We can deliver and fulfill all your requirements and help improve your margins and profitability.

## Customer Support Services

By implementing high standards of team member training, we ensure that our customer service operatives effectively become your staff, integrating seamlessly with your existing service provisions. Devbpo has a dynamic and experienced workforce with a passion for assisting people. Coupled with our advanced infrastructure we can support your business 24/7 365 days a year. We can support your CRM and provide you with daily reports and recorded calls on each day.

# Our Services

## 24/7 Phone Answering Services

More business leads are generated outside of office hours by customers doing research outside of their office working hours! So why let the business leads go when you can retain these whilst you are sleeping or on vacation. Our answering service will help ensure your business never misses a single call. Gain the benefits of a traditional receptionist at a fraction of the cost. Our call center assistants can help manage order taking, customer support, technical support, and much more. If it involves the call answering, we can do it!

## Finance, Accounting, & Credit Control Services

Leverage on our expert team of accounting personnel for all your needs in Invoicing, payroll preparations, aging accounts and collections, invoice processing, trial balance and even preparation of detailed management accounts. Our finance and accounting services can help simplify and standardize your processes while bringing efficiency and cost savings to your operations.

## Virtual Assistants

Just send us the Work profile and skill set of the assistant you desire. We will recruit the best fit employees for you. Your VA can handle Making calls, booking appointments and managing our diary, correspondence management, internet research & data entry, travel plans, account & book-keeping and much more. Give us your routine tasks, and focus on your core jobs. It's up to you to decide his / her work style and customize their work. Your virtual assistant/s will work in tandem to save time, cut operational costs and help manage your business effectively.

## Remote Event Management

For an important event for your or you clients business, we manage all backoffice work e.g. inviting guests, following up them before one or two days of event, confirming their attendances on event, and even calling those who didn't attend and collect feedback from them which can help you to improve on your next business events. We can even manage event related email correspondence remotely and attend event related telephone calls for you.

Our multi disciplinary team and experience in different areas enable us to offer the best solutions to our diverse client base. We have a proven track record in industries including Real Estate, Mining, Travel Agency, Insurance, Banking , IT & Data Services, Telecommunications L-1 Support, Financial Services , Charities , Consumer and Public Sector as well.

Our services help clients minimize costs, improve operational efficiencies, provide faster turnarounds to customer, drive more sales, and improve business performance through a huge range of profits earned. Whatever your business goal, we make it work, with you and for you, bringing a passion for reliability, value and performance

# Industries we serve



# Why us?

## Global experience and worldwide clients

Our people, culture, and delivery methods come together in what makes Dev BPO stand out. We firmly believe that our clients are entitled to an unrivalled consulting and support experience. Your trust in our abilities should make you excited to be working with us and strengthening our relationship in the years to come.



# Our Team Culture

Our rapid growth and engine driving success is our ability to attract and retain the best talent. We have supported a wide range of requirements for our clients with diverse hiring requirements ranging from 50 call center agents to a few senior seasoned industry managers.

Unlike our competitors, we do not levy a charge on recruitment or other so called one-time setup fees. When we initiate a project for you we only get paid the day you decide to hire a candidate we have presented to you. Our professional and fully managed operations model supports handpicking your own staff for special projects, if and when needed.

We can provide our clients the ability to be able to screen and select potential candidates they wish to hire should they prefer that as an option for some special projects. . Unlike many outsourcing companies, this enables us to ensure we endorse candidates who can meet your exact requirements.



We love the work we do and have a lot of fun working with each other. The **TEAM** includes a balanced mix of talents from different business domains. Our team are constantly learning from each other.

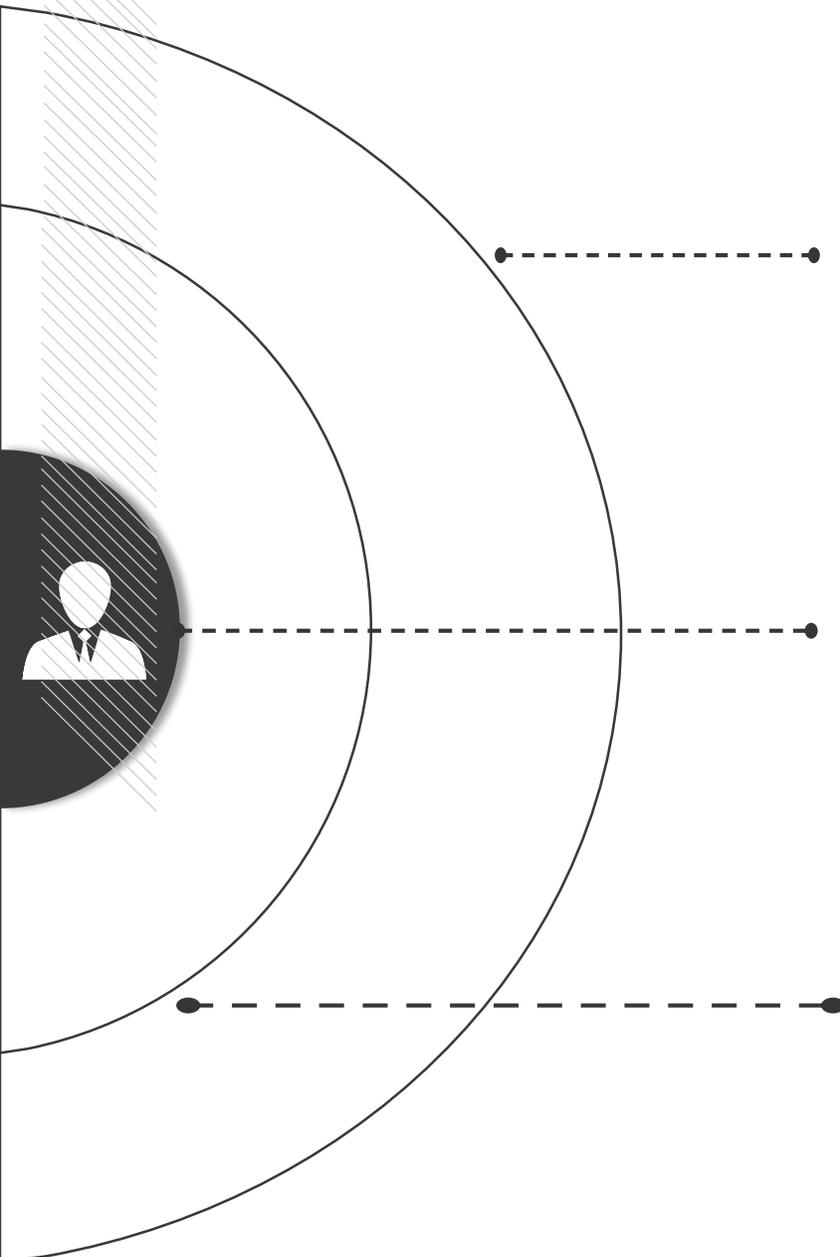


We are ambitious and passionate; hard working, driven and committed; down to earth, friendly and approachable. Our culture is important to us, and our **PEOPLE** ensure that every day is made more and more rewarding.



Our process engineering team constantly works hard to optimize the process operationally and suggests our clients for re-engineering of the process. This results in multiplying the productivity and thereby helps our clients to cut their costs and increase their profits

# What you can expect ?



## Cost effective

You can hire remote employees just at 40% to 50 % cost compared to that what you pay in house. This is possible as we operate in a cost effective city in India with resources at our fingertips of highly educated seasoned and experienced personnel. We make our recruitment procedure robust to ensure that quality staff is recruited and talent in a cost effective city is absorbed to make our rate cheapest and most ompetitive in the industry. You will be sure about this point once you compare our quotes with the other companies in the industry.

## Exploring expertise

We have set up dedicated teams to handle specialized areas of data entry and data conversion, ccounting, customer support , event management etc. So, you can be assured of being in safe and reliable hands when you outsource to us. We do not mix one project with another. The team will be dedicated to your project to keep you up to date for the project. Being experienced in particular domain our team meets higher quality standards in the work they deliver.

## Quick Turn around

We deliver on time, the size of the project being immaterial. This is achieved by ensuring that our people work in multiple shifts. We project the requirement of work force and shift timings before finalization of the contract and make them available exclusively for the project and hence we always complete the project before time to avoid unnecessary follow up by clients. Most important is we are available for you 24/7/365 !!!

## Admin & Executive Process

1. Email management
2. Chat support
3. Appointment setting
4. Inbound/outbound calls
5. Transcribe audio/voice
6. Calendar management
7. CRM maintenance and updates
8. Web research
9. Data entry
10. Travel booking
11. Restaurant reservation
12. Online shopping support
13. Voice mail management
14. Documentation
15. Speaking engagements
16. Power point presentation
17. Book keeping
18. Creating reports
19. Prepare meeting minutes
20. Moderating blogs
21. Organizing drop box
22. Creating spreadsheets
23. Invoicing
24. Credit control
25. Take care of refunds
26. Create marketing plan
27. Create templates
28. Troubleshooting
29. Product / services research
30. Create newsletter
31. Send newsletter
32. Send greeting cards
33. Convert/ split/ Merge PDF
34. Lead generation
35. Add blog tags/images
36. Prepare training materials
37. Training of new employees
38. Basic audio editing
39. Basic image editing
40. Basic video editing
41. Create tutorial videos
42. Setup a webinar
43. Diary management
44. Proofreading
45. Article writing
46. Press releases
47. 24/7 Phone / Customer service
48. Online marketing
49. Website & Social media update
50. Create marketing material
51. Create virtual tours
52. Ad posting
53. Set-up meetings -calendar
54. List building
55. Preparation of paperwork
56. Initial transaction with prospects

## Real Estate

57. CRM management
58. Listing coordination
59. Database -software management
60. Update property listings
61. Cold calling
62. Setting viewing appointments
63. Receptionist coordination
64. Fill out questionnaires

## Insurance

65. Cold calling and lead generation
66. New policies sign up
67. Preparing & forwarding documents
68. Scanning and preserving documents
69. Claim application processing
70. Claim upload and update
71. Claim processing in CRM
72. 24/7 Customer Care
73. Checking claim eligibility
74. Customer interaction
75. Insurance back office work

## Social Media

76. Post interesting / informative articles
77. Uploading videos to Youtube
78. Manage social media
79. Generate unique social content
80. Social media analytics
81. Monitor social media pages
82. Run ad campaigns

# 100 Tasks you can outsource

## Human Resource

83. Job posting
84. Administer screening tests
85. Resume/profile review
86. Initial phone interviews
87. Book in-office physical interviews
88. Send congratulatory email for new hires
89. Send work requirements & job contracts
90. Database management of HR files
91. Facilitate new hire orientation
92. Employee payroll tracking
93. Employee attendance tracking

## Accounting

94. Book keeping
95. Invoicing
96. Payroll preparation
97. Payroll quarries
98. Account receivable and payables
99. Chasing invoices
100. Management Accounting

**Thank you**



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