



**AVANTCORE**  
GLOBAL SOLUTIONS PVT LTD  
**BUSINESS PROCESS OUTSOURCING  
& CONSULTING SOLUTIONS**

## OVERVIEW

Faced with fierce competition and economic uncertainty, organizations are compelled to relook at their shrinking operating margins and maintain competitiveness undertaking business outcome focused outsourcing. Business Process Outsourcing proves advantageous in improving internal process efficiencies, innovation led operations transformation, delivery excellence and a healthy bottom line.

Avantcore provides customized global sourcing solutions to clients across industries for vertical-specific processes as well as corporate shared services. Our strategic relationships with clients go beyond incremental cost saving and deliver significant business benefits in terms of business efficiency, effectiveness, innovation and control.

## OUR BELIEF!

"AGS strives to become the service provider of choice for offshoring and outsourcing to India. By using our talent pool and by providing our employees with a world-class professional working environment, we aim to achieve the highest standards of excellence and customer satisfaction."

## ABOUT AGS

Since 2018, we have specialised in providing excellent business process outsourcing service and consulting in Inbound and Outbound customer servicing, both voice and non voice segments, complemented by a full range of back office services. Our business model is based on our ability to accommodate the complex, diverse and changing requirements of our clients. Weather small, Mid or Large size operations we have solutions and customer pricing to accommodate all budget size. We take pains to understand each client's requirement and hone solutions that exploit each and every opportunity on their behalf. We are a flexible and collaborative agency that can quickly shape best solutions with agility and hands-on focus and deliver better results faster, without compromising quality.

### MISSION

Lead, Develop & Grow AGS & its employees to have global business reach and exposure

### VISION

Foster a working environment where people feel SAFE to express themselves and there ideas.

## OUR ENDEAVOUR

Always consider your customers' perspective Consistently work to improve client satisfaction Develop a memorable client experience Value Addition and value for money service delivery

## OUR WORK CULTURE!

We have a work culture which is committed to delivering exceptional solution offerings to our clients. Our employees are equipped with the pre- requisite skills and resources with the opportunity to advance themselves within AGS Contact Centers through career growth opportunities.

### GOALS

"Providing Call Center Solution That are Simple, but significant."

### VALUES "iCARE"

INTEGRITY, COMPASSION, ACCOUNTABILITY, RESPECT & ETHICS

## AVANTCORE ADVANTAGE!

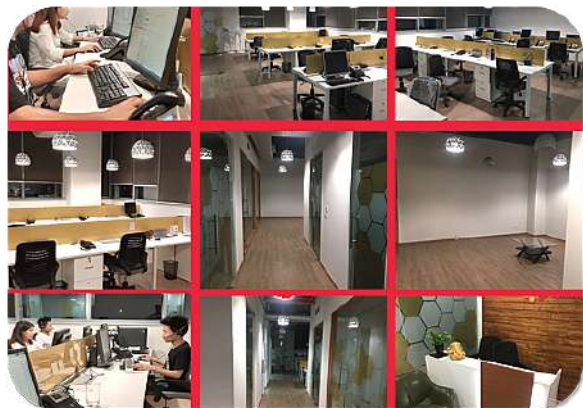
- We listen actively to our clients and tailor our services accordingly.
- We work hard to deliver new ideas throughout our partnerships to improve results, using a structured approach, We implement quickly and test rigorously.
- Our agents are trained and coached using the best frameworks available
- As every requirement is unique and changes over time, we offer tailored, end-to-end solutions that can flex and scale to support growth.
- We can guarantee compliance and quality
- of results. Robust quality assurance includes 100% call recording.
- Our clients benefit from our language speakers and extensive experience delivering Quality service in Customer Service or Telemarketing

### Potential Benefits of Outsourcing with AGS:

- Increased focus on your processes: Increased efficiency and effectiveness
- Documented Standard Operating Procedures: To improve processes and service levels
- Definition and measurement of Service Levels: Business and performance linked metrics
- Flexibility: Change metrics to align to changing business needs and trends

**Takes your processes to the 'best in class' category**

## OUR INFRASTRUCTURE



DELHI GURGAON TOLL PLAZA - 14 KM  
INTERNATIONAL AIRPORT - 20 KM  
DOUBLETREE BY HILTON HOTEL  
RADISSON HOTEL

### Physical and Environmental Security in Building and office Premises

AGS is located in a secure ultra modern business park with restricted access.

Our physical Security Team provides employees and visitors

identification and access limitations to the building to enhance its facility security.

AGS has an integrated access control system to monitor the facility 24X7X365 days a year.



Ample parking space in 3 basements

Beautiful landscaping

High tech security arrangement with surveillance camera and explosive detectors

Centrally air - conditioned

Modern high speed elevators

100% power back-up

## OUR IT INFRASTRUCTURE

### Connectivity & Telecommunications

- AGS has a network of Leased & Managed Circuits
- Physical and logically redundant fiber links to ensure very high up-times.
- Managed Cloud based telecommunications services ensure high quality of links.
- Voice Quality and security guarantees over private networks

### Our Technology

Exceptional voice, data and call center management solutions Widely used ACD, campaign scripting and call center applications technology Scalable and reliable technology. An integrated and comprehensive solution for tracking, reporting and managing performance call recording platform to capture, record and log both voice and data interactions for Workforce management software

**"Streamlined process to ensure smooth transition and implementation of your business."**

### Data & Network Security

- Secure profiles on the agent desktops/Laptops which restrict
- application usage based on profiles
- Stringent password policies
- Internet filtering and web security

**"Business Management and outsourcing solutions that are simple but significant"**

### OUTSOURCE YOUR BUSINESS OPERATIONS WITH OUR PROFESSIONAL CALL CENTER/BPO SOLUTIONS!

AGS = Successful Outsourcing. Our entire business is centred around helping our clients locate the BEST POSSIBLE call centres solutions for their needs! Our dedicated call center and Contact Center services are the next level of branded customer support. Our dedicated options are the closest thing to your own employees. Your team of dedicated agents will only handle your calls so they can accurately represent your brand 100% of the time.

**A small team, committed to a cause bigger than themselves, can achieve absolutely anything."**

## OUR CREW



**VIKRAM PRAKASH**  
FOUNDER/PROMOTOR  
AND DIRECTOR AGS



**RAKESH BHATNAGAR**  
PROMOTOR AGS  
CEO NETWORK4BARTER



**AMIT KHER**  
PROMOTOR AGS  
COO NETWORK4BARTER

## AVANTCORE OTHER BUSINESS VERTICALS



We possess years of demonstrable experience in delivering desired business outcomes for our clients, across industries with our best-in-class outbound, inbound and Other Call Center Solutions.

### BPO Services

- Call Center & Contact Center Solutions Voice and Non Voice
- Back office Services
- Call Center Outsourcing and BPO Consulting

### Other Services

- High Risk, Low Risk Merchant Solutions
- Offshore Merchant Solutions
- Chargeback Management
- Aggregator Solutions

- Employee Engagement & Rewards Programs
- Customer Retention and Loyaty Reward Programs
- Call Center Upsell and Cross Sell Programs

## Customized & Comprehensive Solutions for Diverse Industries

### RETAIL INDUSTRY

SALES, CUSTOMER SERVICE NEEDS, AND MULTICHANNEL SUPPORT SUCH AS LIVE CHASUPPORT OR OUTSOURCED EMAIL SUPPORT

### FINANCE INDUSTRY

BILLING/PAYMENT SUPPORT, BACK OFFICE/BPO, LIVE CHAT SUPPORT, APPOINTMENT SETTING, INBOUND CUSTOMER SERVICE/SUPPORT, LEAD GENERATION AND WELCOME CALLS - NEW LOANS OR CREDIT CARDS, MORTGAGE LOAN PROCESSING, COLLECTION ALL STAGES DOCUMENTATION CHECK AND STACKING.

### TELECOM INDUSTRY

TELE SALES (INBOUND AND OUTBOUND), CUSTOMER CARE AND SERVICE, BILLING SUPPORT, CUSTOMER WIN-BACK AND RETENTION, CROSS-SALES AND UP-SELLS

### MEDICAL INDUSTRY

PATIENT SATISFACTION SURVEYS, POST-DISCHARGE PATIENT SURVEYS, APPOINTMENT SETTING AND REMINDERS, MEETING, SEMINAR AND EVENT REGISTRATION AND NOTIFICATION

### ENERGY INDUSTRY

SERVICES, COLLECTIONS, CUSTOMER CARE AND CUSTOMER SERVICE, CSAT SURVEYS, WELCOME CALLS AND LEAD GENERATION

### APP & SOFTWARE INDUSTRY

INBOUND CUSTOMER SUPPORT SERVICES, TECHNICAL SUPPORT, REFUND CANCELLATIONS HELP LINES, INBOUND SALES

## OUR PROMOTORS

**Network 4 Barter** is a business market place helping Indian brands grow their business through our innovative & strong corporate trade offerings. We pioneered the concept of corporate barter in the country way back in the year 2000 and continue to lead and aggressively grow till date. We've acquired assets and developed relationships that have enabled us to grow and expand, becoming a recognized and respected provider of media, marketing, travel, retail, and other vital business services, with over 50+ clients make N4B the most looked out for barter company.



## AGS offers an integrated portfolio of services for both B2B & B2C vertical.

We offer industry-specific solutions to cater to diverse client base with associated benefits derived from delivery excellence, shared corporate services and functional solutions.

We have over 10 categories in our full service spectrum, wether we can give in house solutions or can be outsourced to our partner call center, we assist our clients in identifying these solutions and select the best option.

**"AT AGS, WE CATER TO THOSE CHOICES AND STRIVE TO PROVIDE BEST POSSIBLE CUSTOMER SUPPORT SOLUTIONS!"**

We hear you.  
We're here for you.

All your service concerns in one place.



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**At AGS we build relationships and not Links!**

