

www.datahutt.com



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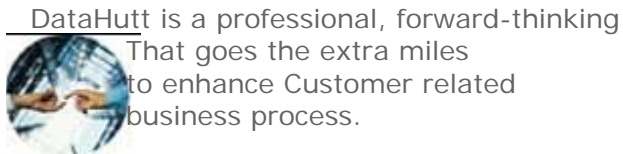
Contents

About DataHutt



Datahutt.com

DataHutt is based in U.K and providing offshore Business facility from Pakistan through its Operation Centre called Innovative Solutions,DataHutt is one of the most famous and advance Business Process Outsourcing facility with its strong background and existence in England. We always focus on enhancing the customer related processes of our clients.DataHutt is constantly driven by the passion to outperform. It's a passion that extends to all facets of DataHutt and across communities - customers, employees and other stakeholders.



DataHutt is a professional, forward-thinking
That goes the extra miles
to enhance Customer related
business process.



DataHutt is a unique differentiator
that delivers a distinct edge to
your Business.

DataHutt is a BPO that delivers.....

We are committed to providing the top notch and world standard customer services and back-office support to our clients. We have the ability to provide back-office support to a multitude of departments of our clients, e.g. , Human Resource Management, Accounts, Order Processing, Telemarketing, Help Desk,Tech Support, etc. Our highly trained and experienced teams are available 24 x7!!!

Our facility has a potential capacity to accommodate almost 200 agents round the clock! That means, no matter what region of the world you are from, we are awake and ready to do your work.

The Senior Management at DataHutt has had an ample amount of experience in international customer services and back office management, having served clients from both, the North American continent and Europe.

A major portion of our facility is our training area, where we provide refresher courses and webinars for new products & for clients that we may be starting to work on very soon.

Our motive is to develop a Business Process Outsourcing center for those that value work. We would like to show you how it is possible for a completely different organization to feel exactly the same about your business as you do yourself. We wish to provide you with the services that are better and at the same time, reduce your costs to an immaculate 50% of your current costs! Our truth is in our work? Give us a trial and let us show you how..

DataHutt Distinctiveness



What sets DataHutt apart, is the constant drive to do more & its multifarious ness. DataHutt constantly outperforms customer expectations, surpasses employee needs and stands out in the industry as a professional BPO organization that is powered by a single goal - to exceed expectations!

For customers, DataHutt is a partner that will proactively think, recommend, improve, expand, innovate and bring results. DataHutt delivers on this through:

- ✓ Promise of out performance by 10% or more
- ✓ Promise of 40% Application Ratio
- ✓ Business performance improvement through process innovation.
- ✓ Integrated customer lifecycle management from analytics to interaction to back office services
- ✓ Focus on doing the right things right - yielding efficiency and effectiveness

For employees, ISBPO is a workplace with a difference - a professional environment that encourages employees to strive for more by extending:

- ✓ Stimulating work environment
- ✓ Professional growth opportunities
- ✓ Ongoing learning and career development
- ✓ Vibrant employee communities
- ✓ Caring and supportive workplace

Corporate Values

Our core values are intrinsic to the way we work to strive towards leadership, trust and customer loyalty.

Respect

We respect and value our relationship with our customers, employees, all stakeholders and the society.

Transparency

We believe in complete transparency in all our interactions and transactions, and conduct all business activities in a manner that is lawful and fair, with the highest level of integrity, to our people, our clients, other stakeholders and our Communities.

We believe in complying with local, regional and national government requirements in terms of taxation, financial, legal and employment requirements.

We are an equal opportunity employer and do not believe in any kind of discrimination based on gender, color, caste or creed in any of our interactions.

Taking Ownership

Process ownership, quality, and innovativeness, are our way of doing business to drive customer and employee loyalty. We empower our employees to be process owners, and take the right decisions in line with the organizational objectives and goals.

Focus on Results

We value out performance and a relentless pursuit of excellence.

Teamwork

We believe in collaboration and teamwork with all the stakeholders of ISBPO - employees, customers and investors.

Customer Interaction Services

The cost of acquiring a new customer is five times the cost of retaining an old one. Hence, it is important that your customer interaction is managed in the best way possible. Customer Interaction Services at DataHutt are tailored to provide superior customer interaction, hence leveraging every customer relationship to the fullest. Our portfolio encompasses a wide spectrum of services for our clients including; 24/7 customer support through voice (in-bound and out-bound calls), e-mail and web mediums, telemarketing services and telemarketing outsourcing, technical support services and employee IT helpdesk services. We serve multiple industries including; insurance, banks, financial services companies & retailers.

- ✓ Customer Support Services
- ✓ Telemarketing Services
- ✓ Technical Support Services
- ✓ IT Help Desk Services



Benefits

The key benefits of using our customer interaction services include:

- ✓ Improved customer service levels
- ✓ Reduced customer support/marketing costs
- ✓ Higher sales conversion rate
- ✓ Enhanced flexibility to manage service peaks and troughs, product lifecycles
- ✓ Homogeneous, clearly defined processes across geographies
- ✓ Greater coverage and number of interactions with customers

Services



Customer Support Services

Our customer service offerings create a virtual customer service center, that manages customer concerns and queries through multiple channels including voice, e-mail and chat on a 24/7 basis. In this service customer calls to check on their order status, check for information on products and services, to verify their account status, or to check their reservation status etc.

Telemarketing Services

Our telesales and telemarketing outsourcing services target interaction with potential customers for "prospecting" i.e. either for generating interest in products and services, or to up-sell and cross-sell to an existing customer or to complete the sales process on-line. This service is practiced through outbound calling to sell wireless services for a telecom provider, to retail households to sell leisure holidays, to existing customers, to sell a new rate card for a mobile service provider or to sell credit/debit cards

Technical Support Services

Our technical support offerings include; round-the-clock technical support and problem resolution for OEM (original equipment manufacturer) customers and computer hardware, software, peripherals and Internet infrastructure manufacturing companies. These include installation and product support, up & running support, troubleshooting and Usage support. This service is represented when a customer calls to resolve a problem with their home PC, or to understand how to dial up to their ISP, and also to resolve any issues with software /hardware.

Employee IT Help-desk Services

Our employee IT help-desk services provide technical problem resolution and support for corporate employees. This service includes, level 1 and 2 multi-channel support across a wide range of shrink wrapped and system problem resolutions related to desktop, notebooks, OS, shrink-wrapped products, connectivity etc., office productivity tools support including browsers and mail, new service requests, product usage queries, IT operational issues, routing

specific requests to designated contacts and remote diagnostics (password reset, desktop control).

Technology

Automatic Call Distributors (ACD) – Routes high volumes of incoming/outgoing calls to ensure even and timely distribution. Manage peak calling times by forwarding customers to the next available agent or by providing self-service and call-back options.

Interactive Voice Response (IVR) Systems -Helps automate and improve our company's image, while saving both time and money. Used on the front-end of an Automatic Call Distributor (ACD), IVR asks questions to help route the call.

Predictive Dialing -Used with a prospect list at DataHutt to return calls to complete inbound/outbound transactions. We improve the productivity of our agents by automatically detecting busy signals, answering machines and "no answers" when dialing out.

Digital Recording -Converts sound information into binary code which can be stored in a computer. Used in full-time monitoring to meet legal and regulatory requirements, and for quality monitoring for agent training and evaluation at DataHutt.

Computer Telephony Integration (CTI) -Creates a seamless connection between our computer database and telephone system. The integration of corporate information systems with DataHutt operations capacitates our workforce with the information we need; to service each customer in a single call.

Web Enabled Call Center - Allows DataHutt agents to respond to the customers E-mail inquiries with the same personalized care as traditional voice interactions, Allows simultaneous use of web content and voice between the agent and the customer.

Real-Time Displays - We have large LED displays which provide critical information on call volumes, wait times, speed of answer and other information. This messaging function helps us as a motivational and announcement device for our agents, and allows our management to monitor staffing requirements in real time.

Consulting Services



DataHutt Consulting - In addition to providing advanced network capabilities, reliable staffing services and customer premises equipment (CPE), DataHutt can dramatically improve the quality of service, productivity and cost effectiveness of your business.

Quality Assurance Design - Our quality assurance program can improve overall performance by enabling the verification of multi-media transactions, the monitoring of DataHutt staff and compliance with professional standards and regulations.

Training - A major portion of our facility is our training Department, where we provide the most advanced and up to date training courses of Sales Skills through professional speakers and sales trainers from America (Tele concept consultants), Canada and U.K. However, this is not where it ends; a CSR is given refresher courses, teleseminars, teleconferences and webinars for new updates on sales skills. The guidelines of the clients and their products are also part of the rigorous training a CSR receives to ensure quality. These training sessions assist us to keep our human resource in top shape for carrying out the various designated tasks in each of their departments.



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