

contact **ATECH**

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We have set up a Quality Assurance (QA) group, which ensures that all applications, delivery processes and procedures are assessed and reviewed at appropriate intervals. All this naturally helps improve operational efficiency. We constantly enhance standards, methodologies and tools based on feedback from our staff and customers. Feedback received from the clients is given directly to all operations staff for continuous improvement of their performance.

about ATECH

Enterprises looking for business process outsourcing services seek to collaborate with a strategic partner to support the growth and expansion plans. Such a partner must bring in best-in-class practices to give the enterprise a competitive edge.

Bringing you this advantage, we, at Anupam Technologies Pvt. Ltd. (ATech), offer our Business Process Services to manage and execute business processes as well as provide analytics and insights.

mission
At ATech we have only one mission: To help clients maintain sustainable and measurable results to integrate, innovate and grow in their business."

Higher quality telephone, web-based customer service and sales and sales related operations
Meeting their quality standards
Maximum customer value

The technologies and standards @ Atech include:

Specialized computer telephony technologies
State of the art facility staffed by competent people
High level of security and confidentiality

core values

Honesty & Dedication

Perseverance

Fair Practices

Transparency

Innovation

Building a Cost Effective Value Propositions

Respect to People, Society and Ecology at Large

Deliverance and Accountability

vision
ATech's vision is to provide excellent work atmosphere to all employees, thereby improving the work environment and efficiency levels to provide Best-in-Class IT enabled services to clients all over the world.

services

CALL CENTER SERVICES

Telephone and Web-based Business development
Telemarketing and Product Promotion
Lead Generation / Qualification Management
Appointment Generation
Campaign Management
Market Research & Opinion Polls

Market Surveys
Welcome Calling
Up-sale and Cross-Sale
Customer Service
Help Desk
Level 1 and Level 2
Technical Support

PDF Conversion
Electronic File Conversion
Conversion to or from Client's Proprietary tagging format
We support all major Electronic Formats

DATA CONVERSION SERVICES

DATA ENTRY SERVICES

Data Entry of Text, Numeric and Mixed Data
Data Entry from Images and Paper
Data Entry from Hand Written Forms
Scanning and OCR Cleanup
Proof-Reading
Database Indexing Services.

Real time textual conversations
Page push, "pushing" a web page onto the – customer's screen
Immediate scheduled call back request.

E SUPPORT SERVICES

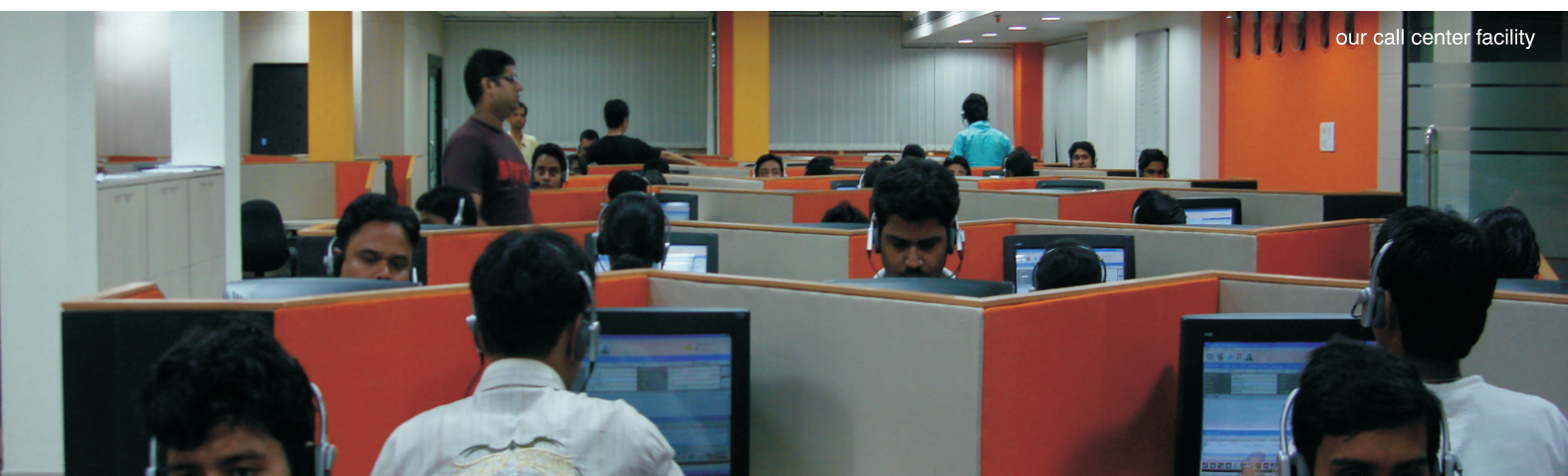
FINANCE & ACCOUNT MANAGEMENT SERVICES

General ledger
Planning / Budgeting
Accounts Payable/Receivable
Payroll Administration
Treasury Functions / Cash Management
Financial Reporting
Tax Compliance and Internal Audit
System & Infrastructure Management

OTHER SERVICES

Claims processing Services
Insurance related outsourcing Services
HR Outsourcing Services
Medical Transcription Services
Legal Coding Services
High-End Web Site Development
E-Mailer and Newsletter Management

Corporate Presentation
Application Software with VB, C, C++ , JAVA, ASP.NET, SQL Server
Data Mining & Internet Marketing
Social Media, SEO and SEM
Catalogue and Order Fulfilment



our call center facility

Easily adaptable service to the requirements of clients.
Value added services with subsequent cost reduction.
Excellent customer service.
Strategies with extremely favorable



Use of the most up to date technology.
Team of experienced professionals.
Excellent return on investment.
99% uptime in all services.

why **ATECH**