

Outsourcing



Your bridge to success

Market Offerings

Ceequence is well poised to keep your business dynamic and successful through our outsourcing capability. You can gain world-class talent, best-in-class performance, cutting edge technology and proven methodologies (without the cost and effort of developing them internally) by partnering with Ceequence. Service levels are consistent and reliable; costs are constant and predictable. Best of all you're free to concentrate resources, including creativity, on things you can do and want to do better than anyone else.

BPO Services

CONTACT CENTRE

Our offerings are in line with standard International contact centre and telephone marketing bureau services in either business-to-business, business-to-consumer or non-profit donor environments.

OUTBOUND SERVICES

- Direct Marketing
- Lead Generation
- Appointment setting
- Non-Profit fund raising
- Tele surveys
- Market research
- Recruitment & Executive Search

INBOUND SERVICES

- Order taking
- Help Desk
- Technical Support
- Direct TV
- Directory Enquiry
- Customer services
- Inbound Tele sales

TRANSACTION PROCESSING

We have industry advisors with deep understanding of business functions and industry requirements in financial services, hospitality, health care, property and real estate. Specific functional areas include:

- Finance & Accounting
- HR Outsourcing
- Billing & Collections
- Print & Fulfilment

DATABASE MANAGEMENT

Ceequence has extensive experience in managing very large databases and employs highly skilled and experienced IT professionals. Database services include:

- Duplicate removal
- Family-type aggregation
- Targeting by census information
- Restricted database access
- Address correction
- Gender identification



Business Continuity Services

Ceequence's call centre works just like your own call centre. Your customers cannot tell the difference once your agents are logged on to the system. Helping ensure that your customers can reach your company is why you need Business Continuity Services from Ceequence. These comprehensive services fill the gap should there be a service interruption at your call centre.

At our facility, you'll find the computer systems, peripherals, network connectivity and communications equipment needed to help your business recover as quickly and efficiently as possible. Combine that hardware with highly skilled operational, technical and administrative personnel and you have an unbeatable combination for both exercising your recovery plan and rebounding from an unplanned outage. Our exemplary facilities can even exceed your recovery requirements.



How much downtime can your business afford?

Technology Services

Desktop machines such as personal computers, notebooks, workstations, PC servers, printers, PDAs, scanners, and other peripherals have become ubiquitous in today's business environments. It is through this evolved daily reliance that Ceequence has introduced our desktop services to ensure that your desktop machines will always be available for use.

Our helpdesk services are very flexible in the provision of first line technical support for basic PC, server, and other ICT related requirements or needs. It gives a single point of contact for phone support, customer assistance, routing, monitoring, call logging, and call management service.

Ceequence brings in its helpdesk system infrastructure and its management and operational expertise in resolving various customer support needs. These infrastructure and expertise include hardware facilities, helpdesk-managed service, and call management system.





Ceequence delivers a wide range of outsourcing services for business to business (B2B) and business to consumers (B2C) from its 250-seat Global Services Centre located in Chennai (formerly Madras), India. Its customers cover a range of industry segments that includes telecommunications, financial services, insurance, travel/hospitality, technology and non-profit organizations. The company has strategic alliances with industry and domain specialists in its key markets. To learn more, please visit us at www.ceequence.com or write to us at info@ceequence.com.

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