Business Process Outsourcing

The World of Business Process Outsourcing

Companies all over the world routinely outsource their non-core business processes, such as customer service, accounting, payroll, human resources management, and IT administration. Many of these processes are very similar across companies - and can be standardized and subcontracted to a large extent – giving rise to a flourishing business process outsourcing (BPO) industry.

This approach has various advantages: companies can significantly cut costs, improve their customer service experience, and gain access to advanced technologies and automation without engaging in significant expansion or investment. However, there are also downsides to consider: data breaches, communication and process delays, and failure to maintain quality standards.

> *The real power of outsourcing going forward is that it increases an organization's core capacity for change and growth. The business challenges over the next decade will be very different than anything we've seen so far and the companies that weave a powerful network of global partners through outsourcing will be the winners.*
> **- Michael Corbett, author, The Outsourcing Revolution**

The BPO market is experiencing significant growth globally, driven by several key factors. One of the primary drivers is the increasing trend among businesses to focus on their core competencies and outsource non-core functions to specialized service providers. This is especially noticeable in industries like IT, healthcare, finance, and telecommunications, where companies seek to lower costs and enhance operational efficiency.

Commonly Outsourced Business Processes

PAYROLL AND ACCOUNTING

ADMINISTRATION

CUSTOMER SUPPORT

IT MANAGEMENT & SERVICES

MANUFACTURING

MARKETING

RESEARCH

SALES

The BPO market is forecast to reach USD 0.39 trillion in 2024.[1] Average spending per employee is estimated at USD 110.50. The largest share of revenue will be generated in the United States (USD 146.30 billion in 2024). Globally, revenues are projected to increase at an annual growth rate (CAGR 2024-2029) of 4.67%, resulting in a market volume of USD 0.49 trillion by 2029. As per a global survey by Deloitte, 59% of organizations outsource operations to reduce costs.[2] 92% of the G2000 companies outsource IT operations.

Mergers and acquisitions in this sector continued to surge in 2023 with 41 transactions announced or completed, marking a substantial 20.6% increase year-over-year.[3] This trend is especially promising, considering that the broader merger-and-acquisitions market has declined 24.8% up to the second quarter.

This growth is caused mainly by the benefits offered by business process management (BPM) solutions, including cost and time efficiency, better productivity, ease of use, flexibility and the capacity to monitor individual processes throughout the entire life cycle. With the advancement of emerging tech such as robotic process automation (RPA), the Internet of things (IoT), artificial intelligence (AI) and machine learning (ML), the BPO modus operandi and expectations are changing constantly. The IT segment has captured the largest share of the global BPO market.[4] This is in large

part due to rapid growth in data traffic, and soaring demand for digital content and communication by consumers. The telecom services industry is also anticipated to witness steady growth with the advent of the 5G spectrum.

High growth is expected in the cloud services segment with CAGR of 11.2% over the 2024-2030 period.[5] Companies that avail cloud-based BPO services need not invest in expensive hardware, software licenses, and IT infrastructure, resulting in dramatic cost savings. The highest growth is anticipated in the retail sector, with CAGR of 13.6% over the period. This growth is attributed to outsourcing market intelligence, with the availability of massive data sets and real-time data analysis, which will give deeper understanding of consumer expectations.

Competition is intensifying globally too among BPO service providers, with qualified workforce now available at lower costs in India, China, and Malaysia. Africa is also expected to show exponential growth.[6] With 1.2 million full time current posts, African countries are expected to witness 1.5 million new BPO jobs over the next six years, with South Africa, Kenya, and Egypt poised to benefit.

[1] Business Process Outsourcing - Global | Market Forecast. (2024, April). Retrieved from https://www.statista.com/outlook/tmo/it-services/business-process-outsourcing/worldwide

[2] 10 Key Business Process Outsourcing (BPO) Trends in 2024 - QBSS. (2024, March 04). Retrieved from https://www.quatrrobss.com/infographics/10-key-business-process-outsourcing-bpo-trends-in-2024

[3] Capstone Partners. (2023). Business Process Outsourcing Market Update - September 2023 | Capstone Partners. Retrieved from https://www.capstonepartners.com/insights/report-business-process-outsourcing-market-update

[4] Technavio, Https://www. technavio. c. (2024, June). Download PDF Sample Report - Business Process Outsourcing Market Analysis North America, Europe, APAC, Middle East and Africa, South America - US, UK, Germany, China, India - Size and Forecast 2024-2028. Retrieved from https://www.technavio.com/talk-to-us&report=IRTNTR44588&type=sample&rfs=epd&src=report

[5] Business Process Outsourcing Market To Reach $525.23Bn By 2030. (2024, November 12). Retrieved from https://www.grandviewresearch.com/press-release/global-business-process-outsourcing-bpo-market

[6] Thomas, D. (2024). Africa's outsourcing boom: young talent fuels industry growth. African Business. Retrieved from https://african.business/2024/07/trade-investment/africas-outsourcing-boom-young-talent-fuels-industry-growth

The Road to Business Process Outsourcing

The origins of BPO trace back to the 1980s when corporations in Western countries, primarily in the U.S., began outsourcing certain functions like payroll, customer service, and data entry to specialized third-party vendors.[7] Technological advances, especially in telecommunications, played a critical role in enabling companies to offload these tasks to remote vendors while maintaining quality and efficiency.
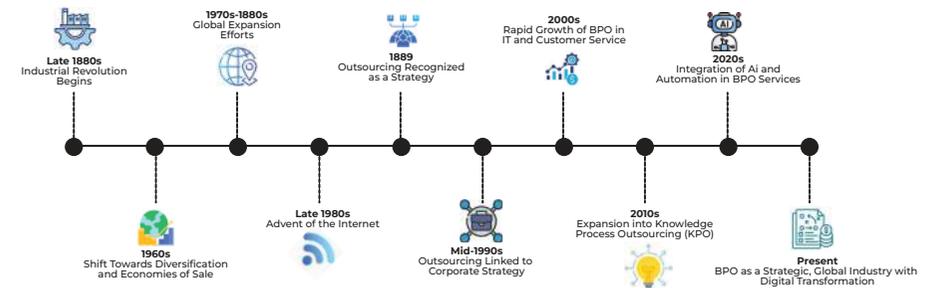
The rise of the Internet and globalization rapidly expanded the BPO industry. Companies started to outsource more complex tasks, such as customer support and IT services, to offshore locations, notably in countries like India and the Philippines. These countries became popular due to a skilled, English-speaking workforce and significantly lower labour costs. This period also saw the emergence of call centers as one of the most common forms of BPO, with India becoming a global hub for call centre services.

The early 2000s witnessed the maturity of BPO as an industry with more diverse services beyond customer support, including finance, accounting, human resources, and even legal processes. The industry also became more specialized and segmented, with companies offering niche services tailored to specific industries. This shift, often called "knowledge process outsourcing" (KPO), allowed organizations to outsource high-value services that required advanced expertise and technical skills.

In recent years, digital transformation and the integration of artificial intelligence (AI) and automation have significantly reshaped BPO. Modern BPO providers are increasingly leveraging AI, machine learning, and data analytics to enhance productivity and deliver value-added services. As companies demand more strategic support, BPO is moving toward providing end-to-end solutions rather than handling isolated tasks. Additionally, concerns over data security, quality control, and customer experience have led to stricter regulations and higher standards across the industry.

[7] Saif. (2024). Exploring the History of Business Process Outsourcing (BPO). IdeasUnlimitedOnline. Retrieved from https://ideasunlimitedonline.com/history-of-business-process-outsourcing-bpo

Trends in Business Process Outsourcing

With the advent of revolutionary new technologies and growing inflationary pressure worldwide, the BPO sector is witnessing rapid innovation and growth. We highlight here five key trends observed on the ground:

AI Integration: BPO providers increasingly use AI, analytics, and robotic process automation (RPA) to enhance efficiency, gather insights, and improve customer experience. These technologies can scale easily and reduce human error. A recent industry report finds that 91% of top surveyed businesses report investing in AI solutions with 22% of firms pursuing it "aggressively.[8]

Cybersecurity: As cyber threats grow, BPOs prioritize security which is crucial for managing sensitive data. As per the Allianz Risk Barometer cyber incidents such as ransomware attacks, data breaches, and IT disruptions rank as the top global risk in 2024.[9] IBM reports that the average cost of a data breach reached USD 4.45 million in 2023, a 15% increase over the last three years.[10] Hackers are increasingly targeting IT and physical supply chains, launching mass cyber-attacks, and finding new ways to extort money from businesses, large and small. 36% of surveyed companies rank cyber risk as their top concern (5% points ahead of the second top risk) and, for the first time, across all company sizes, i.e. large companies (>USD 500 million annual revenue), mid-sized (USD 100-500 million), and smaller (<USD 100 million).

Voice Recognition: Enhanced by machine learning, voice recognition technology improves customer interactions and operational costs. Intelligent voice recognition technologies can understand nuanced commands, decipher accents, and analyze communication styles of different individuals. AI-powered conversational technology is also widely expected to herald a major shift in the BPO sector by significantly reducing the need for traditional call centers. The global voice recognition technology market, currently valued at USD 14.95 billion, is predicted to reach USD 42 billion by 2029.[11]

Cloud-Based Solutions: Cloud technology enables BPOs to store data, reduce expenses, and scale operations efficiently. This obviates the need for companies to invest in physical infrastructure, expertise and maintenance, and allows them to scale operations effortlessly as per need. Gartner predicts that cloud will become a "business necessity" by 2028, with spending forecasts of USD 679 billion in 2024 and projected to exceed USD 1 trillion in 2027.[12]

Blendshoring: A mix of onshore, nearshore, and offshore resources helps balance cost and talent quality. Blendshoring differs from traditional outsourcing practices by combining multiple outsourcing models (offshore, nearshore, and onshore) to create a more diverse and resilient business model. Organizations can reduce expenses on offshore centers, align cultures with nearshore partners and customers, and retain critical expertise onshore.

Five Different Types of Business Process Outsourcing

Front-Office BPO — Back-office outsourcing of business processes involves services that do not involve the customer.

Back-Office BPO — A term that refers to services provided directly to customers, such as customer service, tech support, sales and marketing.

Offshore BPO — The process of outsourcing services overseas. It is a result of available resources, political stability, lower labor costs, tax savings, etc.

Nearshore BPO — The act or contracting services from vendors located in countries which are closer to you.

Onshore / Domestic Outsourcing — As the name suggests, domestic outsourcing is the act of receiving services and outsourcing within the borders of a particular country.

[8] IT Industry Outlook 2024. (2024, November 14). Retrieved from https://connect.comptia.org/content/research/it-industry-trends-analysis

[9] Allianz Risk Barometer 2024 - Cyber incidents | Allianz Commercial. (2024, November 14). Retrieved from https://commercial.allianz.com/news-and-insights/expert-risk-articles/allianz-risk-barometer-2024-cyber-incidents.html

[10] Cost of a data breach 2024 | IBM. (2024, November 14). Retrieved from https://www.ibm.com/reports/data-breach

[11] Voice Recognition Market Size | Mordor Intelligence. (2024, November 14). Retrieved from https://www.mordorintelligence.com/industry-reports/voice-recognition-market

[12] Gartner Says Cloud Will Become a Business Necessity by 2028. (2024, November 14). Retrieved from https://www.gartner.com/en/newsroom/press-releases/2023-11-29-gartner-says-cloud-will-become-a-business-necessity-by-2028

What BPO means for Pakistan

Pakistan's BPO market is projected to reach USD 0.85 billion in 2024. Revenue is expected to show an annual growth rate (CAGR 2024-2029) of 6.23%, resulting in a market volume of USD 1.15 billion by 2029.[13]

BPO services in Pakistan include those provided by domestic firms as well as foreign (including joint venture operations). The majority of Pakistani firms are smaller BPOs (approximately 5–25 seats/employees) and focus only BPO services. Of the large players, few are pure BPO operators, and the rest are primarily large IT firms with a BPO vertical. Most of the existing players operate in the middle segment of the value pyramid. As per the government's recent BPO strategy (discussed in the following section), the objective over the next five years is to grow not only this segment, but also the knowledge process outsourcing (KPO) segment in the next five years.[14]

With an English-speaking workforce of 500,000 or more within a pool of 132 million aged below 29 years, Pakistan can look at investing in upskilling or 'new skilling' at least 0.1% of the workforce. This can create a generation competent in key emerging technologies that will inevitably be incorporated into the global value chains. A shift of focus to upskill and equip the workforce will enable the IT/BPO industry to thrive in the coming years.

Pakistan's BPO industry has achieved considerable growth in recent years. Kearney's 2023 Global Services Location Index reports that Pakistan has emerged as the most financially attractive destination for IT outsourcing.[15] The International Labor Organization (ILO)

ranks Pakistan as the second largest supplier of digital labor services. These latter include clerical and data entry services, creative and multimedia services, professional services, sales and marketing support services, software development and technology services and writing and translation services.

Growth is particularly impressive in the technology sector. Though specific numbers are not available, the export of IT and Telecom services can serve as a good proxy and show the momentum is picking up. Pakistan's overall IT sector export proceeds have been on a steep upward trajectory – clocking an impressive USD 286.395 million in the first month of fiscal year 2024-25, a growth of 33.84% compared to the same period last month.[16] Computer services surged by 44.14% and software consultancy services by 47.38%. Call centres service exports increased by 33.61% during the month, from USD 15.993 million to USD 21.367 million.

Beyond IT too, there exists an immense opportunity to offer offshore services. For example, Pakistan's footprint in "other business services" – which includes research and development, management consulting, accounting, and advertising.

[13] Business Process Outsourcing - Pakistan | Market Forecast. (2024, April). Retrieved from https://www.statista.com/outlook/tmo/it-services/business-process-outsourcing/pakistan
[14] Business Process Outsourcing (2023-2027) - Trade Development Authority of Pakistan (TDAP). (2022, August 18). Retrieved from https://tdap.gov.pk/business-process-outsourcing
[15] Danial, S. (2024). Building a technological future. DAWN. Retrieved from https://www.dawn.com/news/1871619
[16] App. (2024). Pakistan's earns $286 million from IT services' export during July 2024. Profit by Pakistan Today. Retrieved from https://profit.pakistantoday.com.pk/2024/09/22/pakistans-earns-286-million-from-it-services-export-during-july-2024

Pakistan's BPO strategy

The Business Process Outsourcing Sector Strategy for Pakistan (2023-2027), developed by Pakistan's Ministry of Commerce and the Trade Development Authority, outlines a roadmap to position Pakistan globally as a competitive BPO services provider.[17] Key highlights of this report include the following:

Strategic Objective 1: Enhance sector recognition and competitiveness domestically and internationally	Promote the sector's domestic and interntional recognition, and enhance its presence and competitiveness in new markets and emerging technologies.
Strategic Objective 2: Improve talent availability for the sector's sustainable growth	Increase the talent pipeline, promote talent retention and address labour regulatory gaps that hinder better workforce participation and inclusion.
Strategic Objective 3: Improve business climate for BPO/KPO businesses to compete and grow	Reform tax systems and procedures applicable to the industry to improve access to capital and access to quality affordable infrastructure.

Strategic Recommendations: The report recommends tax reforms, talent development programs, public-private collaboration, and marketing to enhance international visibility. Investments in high-quality infrastructure, HR improvements for retention, and creating enabling policies for remote and hybrid work models are also suggested to advance Pakistan's BPO standing.

Future Projections: With a focus on higher-end BPO services, AI integration, and knowledge process outsourcing (KPO), Pakistan aims to diversify its BPO offerings, build resilience, and appeal to global investors. The strategy aims to improve Pakistan's rank in global service location indexes and establish it as a preferred BPO hub in Asia by leveraging its cost benefits and large, trainable workforce.

These targeted interventions and strategic focus areas are expected to drive growth and sustainability in Pakistan's BPO sector over the next five years.

Market Potential and Growth: Pakistan's BPO sector has seen a steady increase, especially in IT-enabled services (ITES). With a CAGR of around 14%, IT and BPO exports reached USD 2 billion in 2021, with projections to hit USD 5 billion by 2023. The sector employs over 300,000 people, with exports mainly to the U.S., UAE, and UK.

Challenges: Despite growth, the sector faces challenges in skilled workforce availability, regulatory barriers, limited infrastructure, and a gender gap, with only 15% female representation in IT roles. Additionally, data protection, internet accessibility, and inconsistent tax frameworks create hurdles for scaling BPO operations.

Talent Pool and Competitive Edge: Pakistan has a young, affordable, English-speaking workforce, with over 25,000 IT graduates annually. The sector benefits from lower operational costs compared to regional competitors, with up to 60% lower costs than the Philippines in specific services. Freelancers and IT professionals add significant capacity, with freelancers alone contributing around USD 1 billion annually.

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[17] *Business Process Outsourcing (2023-2027) - Trade Development Authority of Pakistan (TDAP). (2022, August*
[18] *Retrieved from https://tdap.gov.pk/business-process-outsourcing*

Future Outlook of the BPO Sector

In Pakistan's BPO, the core of the business primarily revolves around customer service, traditionally managed through call centers handling inbound customer inquiries. Agents provide services via phone calls, but a significant portion of the industry has now shifted towards non-voice communication channels, such as chat and email. These non-voice services are increasingly prevalent. Besides customer service, there are substantial operations in back office services, including data analytics, marketing analytics, HR, and finance. While customer service and call centers still dominate, other segments like non-voice support and back office functions are growing steadily and gaining prominence.

As AI technology rapidly advances, its applications have become both innovative and surprising, from teenagers using AI to generate witty diss tracks to companies like Toyota experimenting with highly interactive chat bots capable of human-like responses without any human intervention. It might be some consolation that while AI tools are becoming more accessible, mastering their use requires significant expertise and understanding of the right commands to unlock their full potential. However, AI can still prove a very serious threat to certain individuals and their jobs.[18]

Despite the boom in AI industry Pakistan's high-value segments are emerging, with companies exporting digital tech to the country for industries like oil, gas, and healthcare. Freelancing is booming, ranking Pakistan in the top three globally.

With the changing need from transactional to business outcomes and problem-solving, an agent's required skill set would be expected to be multidimensional. While the bottom of the pyramid would be relocated to automated processes such as RPA and AI, most of the human resources and workforce will have to move up the ladder to offer increasingly complex services. Developing countries like Pakistan have an abundance of labour; however, gearing them up to face the new demands would be key.

Recently data analytics has emerged as a significant player in the BPO industry, providing invaluable insights into patterns of customer behavior and prevailing market trends. By analyzing vast amounts of data, these sophisticated tools can identify hidden patterns, correlations, and other insights that were previously inaccessible. This in-depth understanding is empowering BPO companies to not only react to current customer needs but also anticipate future demands with great precision.

In terms of future positioning, the industry envisions a presence in the following domains:

▸ Bespoke web services
▸ Offshore medical advisory/consultations
▸ Medical research
▸ Voice operations of a complex nature
▸ Military
▸ Project management
▸ 3D construction
▸ More complex financial services
▸ Confidential transcription (e.g. for psychologists)

[18] Riaz, N. (2024). Will an AI revolution kill Pakistan's BPO industry? Profit by Pakistan Today. Retrieved from https://profit.pakistantoday.com.pk/2024/07/01/will-an-ai-revolution-kill-pakistans-bpo-industry

BPO companies can be broadly classified into the following categories:

Company name	Category
BPO Solutions Providers	Converge Digital Solutions, Folio3, Hexalyze Consulting Services, Efficise, Fast Communications BPO, Ascend BPO, BPOXperts, Cenit Inc, Express Solutions, Global BPO, Knowledge BPO, Tangent Technologies
eCommerce and Marketing	Mint Labs Ideas Unlimited
Technology & IT Integration	Office Automation Services, Glowfish Labs, Microlinks, Matech Consulting & Outsourcing, Systems Limited, Kaispe, Jaffer Business Systems, Abacus, Innokat, Aimstech, Virtuous BPO, Decibel HRMS,
Hybrid Solutions	Outsource Tel, Ovex Technologies, Softoo, Virtual Force, TenX
General BPO Providers	theBPO, Sybrid, TecniForge, Ibex, TallyMarks Consulting (TMC), Work Generations, HRWays

Edusuite

Converge Digital Solutions is a forward-thinking BPO company focused on streamlining operations and optimizing productivity through advanced technological solutions. Serving a diverse client base, Converge offers tailored services that address the complexities of modern business, enabling organizations to reduce costs and enhance performance. By integrating skilled professionals and cutting-edge technology, the company provides a range of services that encompass voice-over-IP (VoIP) solutions, predictive dialers, web development, SEO, and IT maintenance, positioning itself as a reliable partner in the competitive outsourcing industry.

The company has gained recognition in the BPO sector for its dedication to operational excellence and customer service. Its accolades include awards for innovation in VoIP and IT solutions, as well as acknowledgments in web development and SEO optimization. These awards underscore Converge's commitment to staying at the forefront of BPO innovation, continually adapting to meet the evolving needs of its clients. As an industry player, Converge has built a strong reputation for its ability to deliver affordable, dependable, and high-quality services that drive measurable results for its clients.

Converge's services encompass a wide array of specialized solutions, with a focus on VoIP offerings that include termination, reseller, and call shop options. Predictive dialers, essential for modern call centers, are another key offering, providing clients with flexible, scalable tools for managing outbound calling efforts. For clients needing a strong digital presence, Converge's web development and SEO services offer customized website solutions alongside search engine optimization and search engine marketing strategies. The company also provides domain registration and hosting, enabling businesses to manage their online infrastructure under one comprehensive platform.
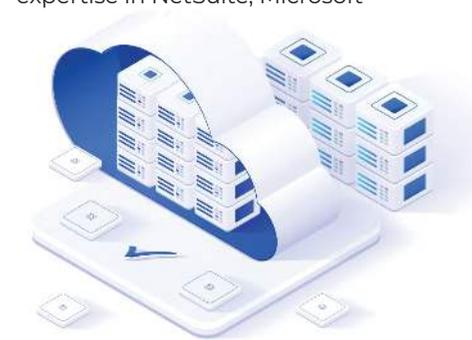
Software development and IT maintenance are also central to Converge's portfolio. The software development team focuses on crafting customized applications that align with clients' specific operational needs, while IT maintenance services ensure smooth and continuous system operations. This suite of IT solutions includes network support, software support, and computer maintenance services, ensuring that technical disruptions are minimized and productivity remains high. Each service is designed to be adaptable, catering to companies of varying sizes and industry requirements.

Folio3

Folio3 stands out in the BPO industry as a provider of sophisticated, technology-driven solutions aimed at enhancing business operations and promoting efficiency. Recognized for its expertise across multiple domains, Folio3 offers a comprehensive suite of services, including mobile application development, enterprise solutions, and cloud-based data management.

Their client-centric approach emphasizes a deep understanding of individual business needs, enabling Folio3 to create customized solutions that directly address operational challenges. With capabilities spanning industries such as healthcare, retail, agriculture, and e-commerce, Folio3 helps organizations streamline workflows and leverage technology for sustainable growth.

A recognized leader in digital solutions, Folio3 has earned accolades for its innovative approach and commitment to client success. In 2024, Folio3 was awarded the NetSuite Spotlight Award for outstanding performance in the apparel, footwear, accessories, and education sectors, showcasing its prowess in enterprise resource

planning (ERP) and cloud-based services. Folio3 is also an established partner for major brands, from Fortune 500 companies to Silicon Valley startups, and works with industry leaders like Colgate and Barnes & Noble. These partnerships are bolstered by Folio3's recognized expertise in NetSuite, Microsoft

Dynamics, and other ERP solutions, reflecting the company's dedication to quality and impactful digital transformation.

With over 700 employees and 17 years of industry experience, Folio3 has completed over 5,000 projects for more than 1,000 clients globally. Their services extend across software development, ERP integration, and cloud management, providing a seamless transition for businesses into the digital sphere. Folio3's solutions cater to the demands of a competitive market, where flexibility and responsiveness are key to addressing diverse business challenges. The company's extensive experience in handling complex projects enables it to serve clients ranging from large enterprises to small startups, contributing to its reputation as a valuable technology partner across varied sectors.

Folio3's core services cover a broad array of digital needs, from mobile app development to AI-driven data analysis, with solutions designed to adapt to rapidly changing technology landscapes. Their Microsoft Dynamics 365 services, for instance, are tailored to enhance productivity and operational efficiency for enterprises, regardless of whether they operate on-premises or

in the cloud. Additionally, Folio3's NetSuite implementation and integration services offer scalable ERP solutions that address the unique needs of businesses across sectors, delivering actionable insights and optimized workflows that streamline operations.

> *Folio3 did a terrific job. Our work involves complex calculations involving government project costing, profitability, taxes, and federal compliance. Folio3 was not only able to translate all these requirements into a custom NetSuite application, they did it in record time!*
> **- Shahrooz Shams, Implementation Manager SaaS Solutions**

> *BioPak was an early adopter of NetSuite in Australia. We use NetSuite's ERP, Client Relationship Management (CRM), and eCommerce platforms, and after initially struggling to find development partners, we engaged Folio3 in early 2016.*
> **- Gary Smith, CEO BioPak**

> *I have nothing but good things to say about Folio3. They are very responsive, thorough, and proactive, and the output is always what I ask for. I highly recommend them.*
> **- Tom Bushhold, Director IT SimplyThick**

Hexalyze Consulting Services

Hexalyze Consulting Services, founded in 2014, offers a range of BPO and tech integration services tailored to the needs of diverse industries, including retail, finance, healthcare, and manufacturing. With a global footprint across UAE, Saudi Arabia, Australia, and Pakistan, Hexalyze assists organizations in streamlining operations through technology leaders such as Microsoft, Odoo, IceWarp, and Huawei Cloud, Hexalyze integrates advanced technologies into their solutions. These collaborations allow Hexalyze to enhance its BPM and ERP offerings, ensuring they align with industry standards while meeting specific client needs. The company has

technology-driven solutions. Their primary services include business process management (BPM), ERP, business intelligence (BI), and digital marketing. Hexalyze's commitment to innovation is evident in its data-driven approaches, enabling clients to transition from outdated methods to efficient, scalable digital processes.

Through strategic partnerships with

received recognition within the BPO industry for these transformative solutions, reflecting its success in empowering businesses to achieve streamlined workflows, improved data insights, and optimized resource management. Hexalyze's focus on collaboration with established tech giants strengthens its position as a reliable service provider in tech-led business transformation. In terms of

impact, Hexalyze Consulting has served over 300 clients and achieved a 10% annual growth rate in its clientele, showcasing its expanding influence in the BPO sector. The company's dedication to both client satisfaction and employee retention is reflected in a low 5% staff turnover rate over the past four years, fostering continuity and expertise across projects.

By leveraging both process automation and in-depth data analysis, Hexalyze supports organizations in making informed, data-driven decisions and adapting to ever-evolving business demands. Their combination of analytics and automation helps clients reduce redundancy, boost operational efficiency, and drive sustainable growth.

Hexalyze's service portfolio covers essential areas for business advancement. Their business intelligence (BI) solutions help companies transform data into actionable insights, while their BPM tools provide a clear view of

workflows, identifying and eliminating bottlenecks. Their ERP solutions enable organizations to unify core functions, maximizing operational efficiency and providing a comprehensive view of performance metrics.

Additionally, Hexalyze offers mobile app development for clients looking to expand their digital reach, along with robust portals and collaboration tools to foster seamless teamwork. The inclusion of robotics process automation (RPA) further highlights Hexalyze's commitment to optimizing productivity by automating repetitive tasks, allowing employees to focus on high-value work.

> *Thanks to the SharePoint implementation by Hexalyze Consulting Services, our team has experienced significant improvements in collaboration and communication. The platform is user-friendly.*
> **- Abd al-Uzza, Project Manager**

> *The ERP implementation by Hexalyze Consulting Services has been a game-changer for our business. We now have a single platform for managing all our operations, which has improved our decision-making and boosted our bottom line.*
> **- Ahmed Rafiq, IT Manager**

Efficise

Efficise, a virtual assistant service, offers comprehensive BPO solutions tailored for individuals and organizations seeking to streamline their daily operations. Founded to help clients achieve a better work-life balance, Efficise enables efficient task delegation through a user-friendly online platform. Their services span scheduling, travel planning, social media management, research, and general virtual assistance, all accessible through flexible, credit-based plans. Efficise prioritizes security and seamless communication by offering features such as secure password sharing, priority handling, and progress tracking, allowing clients to monitor task status and completion with ease.

Renowned for its service quality, Efficise has earned positive feedback from a diverse client base worldwide, including industry leaders and busy professionals. High-profile clients, such as CareerNexus and of TriNet, commend Efficise for its efficiency, attention to detail, and responsiveness. Testimonials emphasize the company's ability to manage complex tasks while maintaining high standards, with clients noting Efficise's reliability and the consistency with which it exceeds expectations. Efficise's reputation for enhancing productivity and easing workload has made it a trusted partner for those looking to delegate day-to-day responsibilities.

Efficise's platform offers a flexible task management model, where each task is valued based on time requirements, typically up to 30 minutes per credit. This model allows users to assign a range of tasks, from brief inquiries to more time-intensive projects, with the option to adjust preferences for recurring activities or prioritized handling. Through integration with secure tools like LastPass, Efficise ensures sensitive information is handled safely, addressing common concerns in remote assistance. Task progress can be tracked, ensuring transparency and allowing clients to stay updated on the status of their requests.

In addition to standard services, Efficise supports advanced task management features. Their recurring task automation and priority task handling streamline repetitive tasks, while secure password sharing and reporting enhance the security and clarity of task delegation. These services are particularly valuable for clients needing regular administrative

support, such as appointment scheduling, travel planning, and data management. Efficise's range of offerings is designed to accommodate both personal and professional needs, making it a versatile choice for those seeking efficient virtual assistant solutions.

> *Efficise represents fantastic value. Their quality is brilliant. I love the peace-of-mind from knowing that I can send a task to a virtual assistant when I am short on time.*
> *- Sridhar Dhanapalan, Co-Founder at CareerNexus, Melbourne, Australia*

> *I have been really impressed with Efficise. It's good value. The tasks are completed to a high standard, and very often they seem to go above and beyond. Tasks are completed pretty quickly, and there's always a very full response showing what they've done.*
> *- Tom Kerswill, Managing Director at Dune Root Ltd, Manchester, United Kingdom*

> *They are very reliable and deliver consistently good quality of work. In terms of value, you just can't beat Efficise. Thanks, Efficise Team for all the great work and for making my life easier!*
> *- Jock Breitwieser, Director Corporate Communications at TriNet, San Jose, CA, United States of America*

Fast Communications

Fast Communications is a global BPO provider specializing in call center and back-office support services across a variety of industries, including telecom, retail, travel, and financial services. The company offers a suite of services aimed at optimizing customer engagement and operational efficiency, such as video and web conferencing, digital media marketing, VoIP solutions, and round-the-clock technical support for hardware and software. Through its dedicated call center solutions and tailored customer support, Fast Communications enables businesses to focus on core functions while ensuring that their customer service needs are expertly managed.

The company has earned industry recognition and accolades for its contributions to customer service excellence. Fast Communications' ability to deliver high-quality, efficient solutions has been acknowledged by clients across sectors who rely on their expertise to maintain seamless communication with customers. With extensive experience in both in-house and outsourced call center management, the company's commitment to quality is reflected in its comprehensive HR training programs and a strong focus on meeting client expectations.

Fast Communications sets itself apart by offering a wide array of communication services that cater to the dynamic needs of modern businesses. These include video and audio conferencing solutions, contact center operations, and advanced VoIP services that leverage the latest technology for efficient call management. The company also supports digital media marketing and provides extensive back-office support, helping clients manage everything from data processing to customer inquiries. Fast Communications' flexible infrastructure and strong financial footing make it a reliable partner for organizations seeking scalable support.

Among its key offerings, the company provides secure, round-the-clock technical support and Voice over IP systems configured with advanced voice broadcasting and interactive voice response (IVR) functionalities, allowing seamless integration for inbound and outbound customer service. Additionally, Fast Communications provides customized HR recruitment and training programs, ensuring that every customer-facing representative is well-equipped to handle client needs effectively. This focus on continuous staff development enables the company to maintain a high standard of service.

Glowfish Labs

Glowfish Labs specializes in the development of digital solutions and software products, catering to startups and established businesses across the Middle East. Working in partnership with Glowfish Ventures, the largest venture builder in the region, Glowfish Labs provides end-to-end product development services, transforming initial concepts into market-ready products. The company offers a comprehensive suite of services, including digital product development, technology consulting, and strategic technology solutions designed to meet the diverse needs of clients. With a methodical approach spanning discovery, design, development, and delivery, Glowfish Labs helps clients streamline their technology journeys, facilitating efficient project execution from concept to launch.

The company's innovative work with high-profile clients like CarSwitch, OlaDoc, and ServiceMarket has garnered accolades, as Glowfish Labs consistently delivers impactful solutions that drive significant business results.

These partnerships underscore the company's proficiency in developing scalable, robust digital products and its commitment to maintaining the highest standards in software development and project management. Each successful

project reinforces Glowfish Labs' standing as a preferred partner for tech-driven ventures across the Middle East.

Glowfish Labs' primary offerings include custom digital product development, venture building services, and technology consulting. Its digital product development capabilities encompass the full lifecycle of software creation, from initial ideation and stakeholder alignment to final product launch. In addition, the company provides venture-building support, helping startups gain a competitive edge through strategic technology investments and partnerships.

Glowfish Labs also offers technology consulting services that assist clients in navigating the complexities of digital transformation, enabling organizations to optimize operations and improve

customer experiences through well-crafted digital strategies.

We have worked with Glowfish Labs for over 5 years, which is a testament to the quality and intricacy of their work. They have been a true partner to our company, having been with us from our earliest days as a small startup to now, a multi-city company with millions in annual sales. Their services have covered broad areas such as strategy and architecture, and also day-to-day product development and design. I would highly recommend the team at Glowfish Labs for any company looking for technical support and expertise.
-Bana Shomali, Founder, Service market

HiredSupport

Hired Support

HiredSupport is a BPO provider offering a suite of customer support services that enable businesses to streamline operations and enhance customer satisfaction. Specializing in live chat, email, phone support, and back-office functions, HiredSupport also provides specialized services like data processing, eCommerce support, and technical assistance. Serving over 100 clients globally, HiredSupport's 24/7 support solutions cater to a wide range of industries, ensuring businesses can focus on their core activities while benefiting from professional customer engagement. By tailoring their solutions to meet specific operational needs, HiredSupport supports companies in achieving greater efficiency and improved customer service metrics.

HiredSupport has gained industry recognition as one of the top three customer service outsourcing

companies worldwide, thanks to its impact in BPO and customer support services. Acknowledged for expertise in areas such as data processing and virtual assistance, the company has received awards for excellence in several outsourcing sectors. Their scalable solutions have proven instrumental in reducing response times and elevating customer satisfaction, with noted improvements in CSAT and operational efficiency across various industries. These accolades underscore HiredSupport's commitment to providing high-quality, reliable support solutions for businesses of all sizes.

With a data-driven approach, HiredSupport demonstrates tangible results in operational performance. Their support solutions are designed to boost customer satisfaction by 37%, cut response times by 41%, and reduce operational costs by 54%. Additionally, clients benefit from a

21% increase in annual subscriptions and a 36% rise in customer lifetime value, contributing to long-term revenue growth. These metrics highlight the effectiveness of HiredSupport's services in improving client operations and enhancing the customer experience. The company's adaptability and scalability allow clients to expand or scale down support services as needed, providing a flexible solution that adjusts to business demands.

HiredSupport's core services include business process outsourcing, customer support across multiple channels, and specialized offerings such as data annotation, content moderation, virtual assistance, and telemarketing.

Their live chat and email support ensure quick response times, while phone support and technical assistance handle complex customer inquiries. eCommerce support caters to growing online businesses, helping with tasks like order management and claims processing. For healthcare businesses, HiredSupport offers medical billing and claims processing services. Each service is crafted to deliver efficient support, reduce operational load, and contribute to positive customer experiences.

> *Our partner is taking care of it on a highly professional level.*
> *-Bana Shomali, Founder, Service market*

> *They provide exceptional coverage anytime we need them.*
> *-Owner, Online Cycling Gear*

> *What I found most unique was their passion to really just do better.*
> *-Operations Manager, VPN & Proxy Provider*

Mint Labs

Mint Labs in Amazon marketing and eCommerce account management. Serving private label brands and manufacturers, Mint Labs focuses on optimizing product visibility and maximizing return on investment (ROI) for its clients on the Amazon marketplace.

With expertise in Amazon FBA business strategies, Mint Labs provides end-to-end solutions that include product listing optimization, content development, and pay-per-click (PPC) campaign management, helping clients increase their product reach and drive conversions effectively. Over the years, Mint Labs has generated more than USD 2 million in revenue for its clients by implementing data-driven strategies and offering ongoing support to improve their Amazon performance.

Mint Labs' services encompass a range of solutions tailored to meet specific client needs. These include Amazon Seller Central Management, where Mint Labs assists clients in listing and managing their products efficiently. Through keyword optimization and content development, the agency crafts compelling product pages to increase visibility in search results. PPC Management leverages Amazon's Sponsored Product Ads, enabling clients to promote their listings directly within search results and product pages. For brands aiming to enhance their visual presence, Enhanced Brand Content and Storefront Development provide custom-designed media-rich content that showcases products and strengthens brand identity, contributing to higher conversion rates.

Mint Labs also offers product feedback and customer service consulting to help brands maintain high seller ratings and positive customer relationships on Amazon. Their Product Feedback Management services employ campaign strategies to improve product reviews and manage seller feedback, enhancing overall brand reputation. Customer Service Consulting focuses on identifying and addressing customer service challenges, ultimately helping businesses boost satisfaction and foster loyalty among Amazon customers.

The company's services have garnered industry recognition, positioning Mint Labs as a trusted partner for eCommerce brands looking to expand their presence on Amazon. Through a systematic approach to account management and strategic keyword harvesting, Mint Labs has achieved significant client outcomes, including higher visibility and improved seller ratings. With a dedicated focus on increasing exposure for its clients, Mint Labs has won accolades in eCommerce management and digital marketing sectors, demonstrating its capacity to drive substantial value for businesses in a highly competitive marketplace.

Office Automation Services

Office Automation Services (OAS), established in 1992, is a BPO and IT solutions provider specializing in customized software development and enterprise automation. With a focus on optimizing operations through tailored solutions, OAS offers a range of services to meet diverse business needs. The company's expertise extends to creating business applications, application integration, mobile app development, and cloud services, aimed at supporting, enhancing, and automating client processes.

With over 28 years in the industry, OAS is known for its work with sectors such as shipping, logistics, and various other business segments, assisting companies to streamline operations and improve efficiency.


OAS has built a robust portfolio of products, including the Climax Suite and Gama Suite, designed to address the unique demands of the shipping and logistics industry. The Climax Suite offers a suite of tools for logistics management, from shipping to transport solutions, while the Gama Suite enables clients to access real-time visibility into rates, shipments, and document management, providing transparency and efficiency in shipping operations. Through these products, OAS empowers clients to manage their logistics seamlessly, enhancing their operational reach and accuracy in supply chain management.

The company's service offerings are further supported by its partnerships with prominent industry players, including Sea-link, SGL, and Ocean Network Express, underscoring its

credibility and client trust within the sector. OAS also collaborates with industry leaders like Axis and Momentum Logistics, reinforcing its impact on businesses looking for reliable BPO and IT support. The company's achievements have been recognized within the industry, particularly in the areas of enterprise automation and logistics technology solutions, affirming its role as a valuable partner for organizations requiring comprehensive technology solutions.

OAS's technical expertise spans a wide array of programming languages and tools, from legacy systems such as FoxPro and VB6 to modern frameworks like C#, .NET Core, and Angular. The team's capability to integrate both traditional and modern technology enables them to deliver seamless solutions across web, desktop, and mobile platforms. This adaptability is reflected in the company's ability to offer customized solutions to
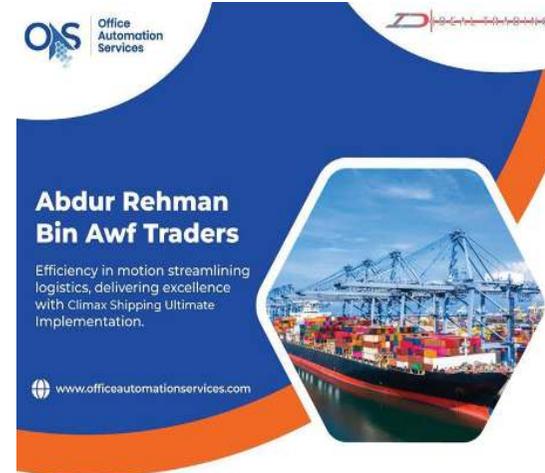
businesses, helping them to modernize legacy systems or adopt cloud-based platforms that streamline their processes and support long-term growth.

With a global presence and offices in Karachi, Pakistan, and Texas, United States, OAS continues to expand its services and client base. Serving over 1,000 clients globally, the company is dedicated to delivering solutions that align with its clients' objectives while enhancing efficiency through automation.

Outsource Tel

Outsource Tel is a global leader in BPO, offering a wide range of solutions to streamline operations for businesses across diverse sectors. Outsource Tel leverages over a decade of expertise to support organizations in optimizing costs and enhancing productivity through specialized outsourcing services. With a workforce of over 500 skilled professionals, the company serves clients in IT, telecommunications, transportation, and other sectors, focusing on both front-office customer engagement and back-office support functions.

The company's suite of services includes Software as a Service (SaaS) Business Management, Contact Center as a Service (CCaaS), dispatch and order management, as well as offshore talent solutions. SaaS Business Management is a comprehensive service aimed at managing clients' SaaS applications, covering infrastructure support and user experience optimization. CCaaS solutions integrate voice, email, chat, and social media channels, allowing clients to maintain cohesive customer support across multiple platforms. Utilizing real-time analytics, these services enhance customer engagement, enable client satisfaction tracking, and support client feedback loops, all crucial for business retention and growth.

Outsource Tel also offers order and dispatch management services tailored for sectors like logistics and food delivery. Order management services streamline the entire order lifecycle by automating processes and providing real-time tracking, which integrates directly with clients' existing systems. The dispatch management solutions, on the other hand, address logistical challenges through advanced routing and predictive analytics, ensuring timely and efficient deliveries that improve customer satisfaction and operational efficiency. Additionally, the offshore talent pool service allows clients to leverage global talent across areas such as software development and creative services, helping them scale their workforce without geographic limitations.

The company's partnerships and network extend globally, with more than 30 strategic collaborations that bolster their service offerings with advanced technology and best practices. Outsource Tel's commitment to technological integration and automation is evident in its high retention rate of 98%, underscoring their dedication to consistently meeting client needs. The company's innovations in customer experience management have received industry recognition, with awards for customer service excellence and BPO innovation, reflecting its role in transforming client operations.

OVEXTECH

Ovex Technologies

Ovex Technologies (Pvt) Limited, founded in 2003, is a prominent BPO and IT solutions provider serving both local and international markets. Since its establishment, Ovex has developed an extensive portfolio of services that encompass customer support, technical assistance, accounting outsourcing, and medical billing. Leveraging expertise across sectors, Ovex primarily caters to telecommunications, financial services, healthcare, and public utilities, making it a significant player in the BPO space. By 2008, Ovex had become Pakistan's largest third-party offshore BPO and IT solutions provider, as well as the second-largest IT services exporter, highlighting its reach and capacity to handle complex outsourcing needs.

One of Ovex's core offerings is its customer service solutions, designed to cover the full customer experience lifecycle. These services include inbound customer support, outbound sales, and real-time live chat support, ensuring clients can provide consistent and effective communication with their customers.

For industries requiring technical support, Ovex offers comprehensive troubleshooting services, allowing clients to enhance satisfaction by resolving technical issues swiftly. These services are adaptable to each client's unique requirements, supported by Ovex's scalable team structure that can quickly adjust to evolving demands.

In the area of finance, Ovex provides specialized accounting outsourcing services, encompassing bookkeeping, tax preparation, and financial reporting. This suite of services allows clients to streamline their back-office operations and focus on their core activities. For healthcare clients, Ovex has developed a customized medical billing service, focusing on claims processing, compliance management, and revenue cycle optimization, which supports healthcare providers in managing their billing functions efficiently and compliantly. These tailored financial services highlight Ovex's flexibility in serving industries with distinct operational needs.

Ovex has built longstanding relationships with major clients, including Zong, Sui Northern Gas Pipelines Limited (SNGPL), and Mobilink, for whom it provides critical customer and technical support services. The company's client roster also includes entities in retail and e-commerce, like Printerinks, which benefited from Ovex's lead generation and customer engagement strategies. These partnerships reflect Ovex's ability to manage high call volumes and provide reliable customer support across various sectors. Notably, the company has developed custom solutions for public utility support centers and telecommunications companies, demonstrating its adaptability and experience with high-demand environments.

> *SNGPL highly appreciates Ovex Technologies for their remarkable customer experience management and contact center services. We recommend their services to others.*
> *-Waqas Khan, DY Chief Engineer Customer Service, SNGPL*

> *Printerinks has greatly benefited from Ovex Tech's outbound lead generation services. Their innovative approach has significantly boosted our customer base and business growth.*
> *-Syed Shayan Hussein, Business Division UK & Europe, Printerinks*

PACE Technologies

PaceTech, founded in Islamabad, is a technology-driven BPO company specializing in advanced IT solutions, including artificial intelligence, machine learning, and data-driven platforms. Since its inception over 11 years ago, PaceTech has partnered with major global health organizations such as WHO, UNICEF, USAID, UNDP, and the Global Fund, delivering technological solutions that support complex health initiatives and data systems worldwide. The company has played a pivotal role in deploying digital health solutions, notably introducing COVIM, a COVID-19 Vaccine Inventory Management System, which was successfully implemented across Pakistan in response to the pandemic. Through this and other systems, PaceTech has made a substantial impact on health logistics and management.

The company offers a range of services that cater to multiple industries, with a particular focus on healthcare and public health. Its Management Information Systems (MIS) support large-scale monitoring, data collection, and evaluation systems that are essential for organizations managing extensive data networks. PaceTech's offerings extend into business intelligence and analytics, where the company provides tools for data visualization and insights to drive informed decision-making. Their analytical dashboards are designed to streamline performance tracking and allow clients to make data-based operational improvements. Additionally, PaceTech's expertise in blockchain and IoT connects clients with innovative, secure solutions, facilitating smarter, more efficient systems in a decentralized environment.

In addition to BPO services, PaceTech has ventured into the development of mobile and web applications tailored
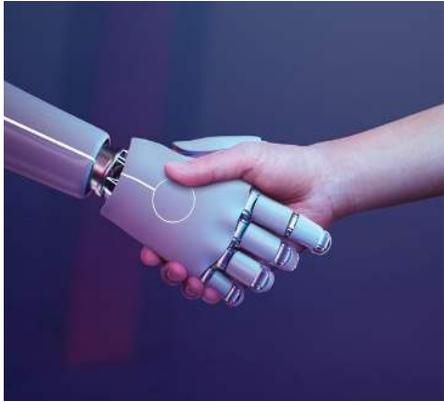
to the healthcare sector. Products like the Lady Health Worker Digital Diary and Electronic Immunization Registry (CERV) were created to enable field data collection and improve access to healthcare services. These applications serve health workers on the ground, offering real-time data entry and integration with larger health information systems. Another significant project, the Expanded Program on Immunization MIS (EPI MIS), supports the tracking of immunization activities, helping organizations to monitor and analyze vaccination coverage in various regions. The integration of these tools enables faster, more accurate health data management, particularly in underserved areas.

PaceTech's client portfolio includes partnerships with influential health and government organizations, demonstrating the company's role in supporting large-scale technology initiatives across regions such as Jordan, Malaysia, and Switzerland. With projects that range from digital health

records to supply chain management systems, the company has consistently contributed to enhancing the efficiency and reach of its clients' services. Its longstanding collaborations with partners like UKAID and the Global Fund underscore PaceTech's commitment to reliable and scalable solutions, which are tailored to meet the rigorous standards of international health and aid organizations.

Recognized for its innovation and technical expertise, PaceTech has received certifications such as ISO 27001:2022, validating its commitment to data security and operational integrity. As it continues to expand its AI and machine learning capabilities, PaceTech is well-positioned to address emerging challenges in health and digital governance, bridging gaps with data-driven solutions that empower global health organizations and other sectors to optimize their operations effectively.

Premier BPO

Premier BPO is a leading provider of customized knowledge process outsourcing solutions, designed to drive business outcomes across various industries, including financial services, healthcare, consumer products, e-commerce, and home services. By seamlessly integrating with each client's business processes, Premier BPO aligns with their culture, values, and goals to deliver high-quality, tailored services.

Leveraging a global workforce and technology-driven solutions, Premier BPO offers co-sourcing services—a unique hybrid outsourcing model—focused on critical business functions through a right-shoring approach. This model allows the company to deliver impactful results while optimizing resources.

Since its inception in 2003, Premier BPO has consistently provided exceptional client value, achieving an impressive 85% client satisfaction (CSAT) rate and maintaining a Net Promoter Score (NPS) 20% higher than the industry average.

Premier BPO provides comprehensive business process outsourcing services that address multiple facets of corporate operations, specializing in customer experience management, digital transformation, analytics,

finance, and sales enablement. Through its Customer Experience (CX) services, Premier BPO supports businesses by streamlining interactions across various channels, from initial contact to long-term retention. These CX solutions aim to build loyalty and improve engagement through customized support and proactive customer care strategies, which drive sustainable growth. Their omnichannel approach enables consistent service across customer touchpoints, positioning the company as a critical partner in enhancing client relationships.

In digital transformation, Premier BPO assists organizations with transitioning to cloud-based environments, automation, and data security. The company's digital solutions include cloud migration services, AI-driven automation, and enhanced data management capabilities, tailored to help clients manage their infrastructure and enable seamless scalability. These

offerings are complemented by advanced security protocols and compliance measures, which address critical business concerns related to data protection and operational continuity. Premier BPO's dedication to enabling digital-first strategies allows clients to optimize workflows and accelerate decision-making, aligning them with modern business demands.

Through its Analytics & Insights services, Premier BPO transforms raw data into actionable intelligence. The company's analytics capabilities cover business intelligence reporting, market analysis, and predictive modeling, which enable clients to make informed decisions based on real-time data insights. By processing and analyzing large data sets, Premier BPO helps businesses detect emerging trends and streamline performance metrics, facilitating long-term growth and strategic planning. This focus on data empowers clients to refine strategies and maintain competitiveness in data-centric markets.

The Finance and Accounting (FinOps) division at Premier BPO provides services such as full-cycle accounting, cash management, financial reporting,

and risk assessment. These services allow businesses to maintain accurate financial records, ensure compliance, and mitigate risks associated with asset management. Specialized offerings in areas like medical billing and revenue cycle management also demonstrate Premier BPO's tailored approach to sector-specific financial needs. These financial services are designed to reduce operational burdens for clients, allowing them to focus on strategic initiatives while ensuring sound fiscal management.

Premier BPO's Sales Enablement solutions support businesses in optimizing their sales processes, from lead generation to customer support and channel management. The company's approach includes lead nurturing, campaign support, and fulfillment and logistics services, all aimed at driving revenue growth. By incorporating data-driven strategies and process automation, Premier BPO enhances sales cycle efficiency and customer satisfaction. The company's dedication to client success has earned it partnerships with various sectors and accolades such as the Stevie Award for customer service excellence.

> *AMP Smart researched many different BPOs before deciding to partner with Premier BPO. We made the absolute right decision. The integration with Premier BPO was much easier than anticipated and we have transitioned more skill sets and tasks to Premier BPO than we had originally planned due to the excellent quality of their work. Premier BPO's leadership is responsive and easy to work with. AMP Smart feels like its partnership with Premier BPO is a true collaboration. They want our business to succeed and truly care about our customers.*
> *- Dave Bolen, COO, AMP Smart*

> *We have been outsourcing for over 4 years with Premier. Premier BPO LLC has allowed us to lower our cost, maintain our quality and increase productivity.*
> *- Colleen Heese, Director, Operations, Cass Information Systems, Inc.*

> *All of us here at Dental Office Support want to thank you for the outstanding service you have provided. Your team consistently exceeds our expectations and has enabled us to shift more workload your way than we had anticipated was possible within our service protocols. As you know, that increases profitability on our end. PBPO's professionalism, can-do attitude and focus on continual upgrade training has resulted in a very favorable impression from our clients. In turn, this has led to larger shares of their business and increased referrals of new business. Our success in more than doubling our client load since the pandemic shutdown … is really the story of your success. Thank you again for all you do and for the bright future ahead!*
> *- Steve Cartin, Owner , Dental Office Support*

Quality Resource Pvt Ltd

Quality Resource Pvt Ltd, founded in 2010, offers digital marketing and BPO services, specializing in delivering strategic solutions across SEO, social media management, web development, and more. With ISO certification and recognition from Google, the company adheres to high standards of quality and performance.

This commitment to rigorous standards has established Quality Resource as a reputable partner for businesses seeking to enhance their digital presence and operational efficiency.

In digital marketing, Quality Resource Pvt Ltd provides comprehensive SEO and SEM services, ensuring that client websites rank higher in search engine results and attract relevant traffic. The company's approach to SEO includes thorough keyword research, on-page and off-page optimization, and performance monitoring through tools like Google Analytics and Google Search Console. These services help clients increase website visibility and drive targeted leads, effectively supporting their broader business goals. Through pay-per-click (PPC) campaigns, Quality Resource delivers precise and measurable results, optimizing ad spend to maximize conversions. Quality Resource also supports clients with social media marketing, offering tailored strategies to build and manage brand presence across platforms. By leveraging data analytics, the company identifies target audience segments and curates content that fosters engagement and builds relationships with followers. These services extend to content marketing, where Quality Resource develops original, SEO-friendly content aimed at attracting and retaining customers. Their team of writers produces blog posts, articles, and other content forms that resonate with audiences and establish clients as authoritative voices in their respective industries. The company's web development services provide clients with customized, SEO-optimized websites that reflect their brand identity and engage users.

Quality Resource designs websites that are visually compelling and user-friendly, ensuring a seamless experience that supports lead generation and customer retention. Additionally, the company offers graphic design solutions to enhance clients' digital branding, creating high-quality visual assets such as logos, custom images, and brochures. These graphics are crafted to align with brand messaging, further strengthening the company's integrated approach to digital marketing. With a strong focus on quality and performance, Quality Resource Pvt Ltd has built partnerships with diverse businesses, from startups to established enterprises. Its commitment to client success is evidenced by awards recognizing service excellence, affirming its position as a leader in digital marketing and BPO solutions. As the digital landscape evolves, Quality Resource continues to innovate, helping clients navigate the complexities of online marketing and positioning them for sustainable growth in competitive markets.

Scale Mill

Scalemill LLC is a B2B-focused BPO company that specializes in providing sales, support, and customer success services tailored for technology companies, particularly those operating in the SaaS and B2B sectors. With a team that combines over two decades of experience in technology-driven sales, Scalemill aligns its expertise with the unique demands of SaaS businesses. Unlike traditional BPO providers, Scalemill focuses on strategic client acquisition and customer retention solutions that meet the nuanced requirements of technology enterprises.

The company's core offerings include outbound prospecting, client acquisition, customer success management, inbound support, lead generation, and CRM-based web research. Each service is crafted to target specific phases of the sales and customer journey, ensuring that technology businesses can effectively reach, acquire, and retain their client base. Scalemill's outbound prospecting services help SaaS businesses identify potential clients through personalized outreach, led by skilled Sales Development Representatives (SDRs) who engage prospects with a solution-focused approach. For client acquisition, Scalemill's Account Executives (AEs) employ practical research methods to enhance customer acquisition strategies, emphasizing client needs and presenting products as solutions, which improves client volume and minimizes acquisition costs.

Scalemill's customer success solutions are designed to build lasting relationships with clients, optimizing customer experiences and increasing retention rates. By managing the entire customer journey, from onboarding to consistent check-ins, Scalemill supports businesses in achieving high levels of satisfaction and loyalty. This client-focused model is further enhanced by Scalemill's inbound support services, which provide responsive and qualified support, helping clients handle queries and build stronger customer relationships.

Lead generation is another critical component of Scalemill's BPO services. By developing targeted and data-driven strategies, the company aids technology businesses in expanding their pipelines and ensuring consistent growth. Scalemill also integrates CRM and web research tools to maintain accurate customer data, allowing companies to optimize their customer relationship

management. Through these CRM-based insights, clients can make data-driven decisions that support long-term business goals.

With offices across the United States, Germany, and Pakistan, Scalemill has established a global footprint, working with a diverse range of SaaS companies and technology firms. The company has received positive feedback from its clients, including testimonials from organizations like Bookingkit GmbH, highlighting Scalemill's impact on efficient lead generation and client acquisition. By continually refining its service offerings, Scalemill supports technology businesses in reaching scalable growth and fostering lasting client relationships.

> *I highly recommend Scalemill! We've been working with their web research team and are very satisfied with the results. They deliver accurate data on time!*
> *- Miriam Splettstöhser*
> *COO bookingkit GmbH*

> *Since we started working with ScaleMill, the number of demos booked has doubled and our customer acquisition cost has gone down significantly! I would highly recommend them!*
> *- Ali Shaheen*
> *CEO Coeus Solutions GmbH*

Softoo

Softoo Ltd. is a technology company focused on delivering digital transformation services to a diverse range of industries. Specializing in areas such as software development, cloud computing, artificial intelligence (AI), machine learning, and data analytics, Softoo works with businesses to create scalable, secure solutions that drive operational efficiency. Leveraging its expertise, the company offers tech consulting, enterprise solutions, talent augmentation, MVP co-development, and digital engineering to support clients through every stage of the digital journey.

Softoo's tech consulting services assist clients in navigating complex digital transformations, using tailored strategies to optimize workflows and implement resilient solutions. The company's enterprise solutions emphasize customized software designed to streamline processes and enhance customer experiences, with successful deployments across sectors including telecommunications,

e-commerce, healthcare, and fintech. Softoo also provides talent augmentation services, supplying businesses with highly trained tech professionals as needed, whether as individuals or full teams, to manage specialized projects effectively.

A notable aspect of Softoo's offerings is its high-tech BPO service, which focuses on managed IT operations and data processing functions such as data annotation and network operations center (NOC) monitoring. Softoo's BPO services integrate advanced technology to improve operational efficiency and reduce costs for businesses managing large-scale IT and data requirements. Softoo also co-develops minimum viable products (MVPs) with startups and established firms, helping bring products to market quickly with scalable and secure design. Its digital engineering services combine physical and digital processes to enhance productivity, often through IoT integration and data-driven workflow optimizations. With over 350 in-house professionals and a workforce certified in the latest technological frameworks, Softoo has

completed more than 500 projects across 20 countries, contributing to a 95% client satisfaction rate. Its ISO certifications (ISO 9001, ISO 27001, and ISO 27701) highlight the company's adherence to global standards in quality management, security, and data privacy. Softoo's partnerships and successful case studies, including projects with major companies in telecommunications and fintech, demonstrate its capacity to deliver high-impact solutions on a global scale.

> *When I met SOFTOO, there are all sorts of words I can use to describe that meeting but the most important one is relief. Relief, that I've found the right team.*
> *- Alistair Rennie, Founder METAHYPE*

> *We partnered with them for the past 14 months, and I've counted it among one of the best decisions I've made for my company.*
> *- Saima Siddiqui, CEO & Co-Founder gradGREENHOUSE*

> *It's been a very pleasant experience working with them. They've been very easy to communicate with, and they've been very professional in all sources of dealings.*
> *- Asif Ali, Head of Software Development PRETTYLITTLETHING*

Sybrid

Sybrid, a member of the Lakson Group of Companies, is a prominent player in the BPO sector, offering a range of solutions designed to support digital transformation and enhance customer engagement across various industries. Operating since 2008, Sybrid's services cover customer experience management, IT support, business intelligence, and process automation, all aimed at streamlining operations and boosting efficiency for its clients. With a presence spanning multiple countries, Sybrid combines industry expertise and technology to address the evolving needs of sectors like healthcare, telecommunications, and retail.

Sybrid's offerings include multi-channel customer support, such as voice, email, and chat services, designed to facilitate seamless communication and drive customer satisfaction. For customer relationship management, Sybrid developed SYVOX, a multi-modal data collection application that integrates with complaint management systems for improved customer issue tracking. Its SYHOX platform offers an IP-PBX solution hosted on a secure cloud, enabling extended communication services across different networks. Additionally, SYDESK is a real-time help desk management tool that organizes and manages customer care tickets, enhancing service efficiency
.
In the field of human resources and audit management, Sybrid offers Peoplesware for human capital

management, enabling businesses to manage HR functions and time management effectively while reducing overhead costs. For internal operational audits, AuditPro provides comprehensive tracking of IT, supplier, and quality audits, ensuring transparent and efficient compliance processes. To support retail operations, Sybrid's Wisdom software automates administrative tasks, reducing paperwork and operational overheads. Concave Analytics and Concave FORT represent Sybrid's data-driven and cybersecurity solutions, respectively; Concave Analytics allows for real-time data analysis to aid decision-making, while Concave FORT provides comprehensive cybersecurity measures tailored for business continuity.

With a workforce of over 10,000 employees, Sybrid serves clients worldwide and manages millions of customer interactions annually. Its operational facilities span several key locations, including the United States, United Arab Emirates, Canada, and the United Kingdom, allowing Sybrid to maintain strong relationships with global clients. Sybrid's commitment to excellence has been recognized through certifications like ISO 9001 for quality management and ISO 27001 for information security. The company has received numerous accolades, including Best Outsourcing Service Provider and Best Contact Center awards at leading industry events, further establishing its reputation as a reliable outsourcing partner across diverse sectors.

Symmetry Group Limited

Symmetry Group Limited is a BPO provider that specializes in digital transformation, leveraging technology, data, and creativity to enable its clients' growth in an increasingly digital landscape. Established over two decades ago, the company serves a range of industries through divisions dedicated to digital strategy, technology consulting, and data science. Listed on the Pakistan Stock Exchange in 2023, Symmetry Group has facilitated the digital journeys of brands across finance, consumer goods, telecommunications, and real estate, providing end-to-end solutions for sustainable growth.

Through its product lineup, Symmetry Group offers diverse, tailored solutions aimed at enhancing customer engagement and operational efficiency. Products like Appabilities, a mobile application platform, and InflusenseAI, an influencer marketing tool, enable brands to create immersive and targeted experiences for their audiences. Survit, Symmetry's survey and analytics tool, allows companies to gather valuable customer insights, while Mobits, a mobile-focused engagement platform, capitalizes on location-based

technologies to enhance user interaction. Corral and Corral Performance are integrated solutions for digital commerce and backend system development, supporting e-commerce functionality and third-party integrations for seamless customer experience.

Symmetry Group has earned its reputation as a trusted BPO provider through strategic alliances with industry leaders like Google, Microsoft, and Alibaba. The company's certifications, including ISO 9001:2015, demonstrate its adherence to high standards in quality and operational excellence. With these partnerships, Symmetry Group enables clients to stay at the forefront of technological advancements, offering scalable and robust solutions that align with the rapidly evolving digital landscape. Additionally, as a certified Google Partner, Symmetry leverages cutting-edge digital marketing and analytics tools to deliver targeted, data-driven marketing solutions.

With a diverse clientele, including well-known names like P&G, Colgate Palmolive, Jazz, and Unilever, Symmetry Group has successfully supported numerous brands in implementing personalized digital strategies and enhancing their market presence. By providing innovative services in areas such as digital PR, performance marketing, and e-commerce, Symmetry continues to shape its clients' customer interactions, positioning them for long-term success. Its role in developing impactful digital campaigns has been recognized through industry awards, further establishing the company as a notable player in digital transformation and BPO services.

Symmetry Group's commitment to growth and adaptation reflects in its broad service offerings, which include consulting, mobile solutions, and data science. As it continues to expand, the company is dedicated to helping businesses transform complex operational challenges into opportunities, enabling them to achieve greater efficiency and customer satisfaction. With its expertise in digital and data-driven solutions, Symmetry Group remains a key partner for companies seeking to navigate the evolving digital ecosystem.

Techfinity

Techfinity, founded in 2019, is a comprehensive IT services and consulting firm with operations in Pakistan and the UAE. Serving clients in the banking, retail, telecommunications, and fintech sectors, the company offers digital transformation, IT business consulting, system integration, and managed services. With a focus on enabling clients to optimize and automate processes, Techfinity supports companies in adapting to the dynamic demands of digital ecosystems through scalable and secure technology solutions tailored to each client's specific needs.

The company's BPO services provide a range of scalable, industry-specific solutions. With a strong presence in finance, telecommunications, and retail, Techfinity has helped streamline workflows and improve operational efficiency across various business models. The BPO solutions focus on customer support, back-office functions, and operational processes, utilizing automation and AI-driven insights to reduce costs and boost service quality. Through partnerships with recognized technology providers such as Microsoft and Qvantel, Techfinity integrates advanced systems into clients' operations, aligning with industry standards in system integration, managed services, and omnichannel solutions. This collaboration has facilitated innovative service deployments, enabling faster time-to-market and seamless infrastructure management. Their managed services support telecom clients in transforming their operations through advanced business support systems (BSS) and operations support systems (OSS), which are integral to maintaining competitive service offerings in the telecom industry.

As an IT business consultant, Techfinity assists organizations in navigating digital transformation with customized, end-to-end solutions. By employing emerging technologies such as DevSecOps and IoT, they enable secure, agile development environments that support ongoing innovation. The company's system integration services provide comprehensive modernization of IT infrastructures, from system analysis and software customization to deployment and optimization.

Since its establishment, Techfinity has been recognized for its commitment to quality and responsibility in IT service delivery. The company's partnerships and reliable client relationships have garnered accolades and established its reputation as a trusted technology partner. By leveraging global insights and local expertise, Techfinity empowers businesses to adapt effectively, fostering long-term growth and resilience in a rapidly evolving digital landscape.

tenx.

TenX

TenX is a technology-focused startup founded with the aim of advancing innovation in business operations through artificial intelligence and automation solutions. Specializing in generative AI, data analytics, cloud DevOps, and robotic process automation, TenX supports companies in transforming data into accessible, actionable insights. Through a comprehensive range of services, TenX delivers tailored technology solutions that enhance operational efficiency and streamline complex workflows. Their portfolio includes over 100 projects across sectors such as finance, manufacturing, and retail, demonstrating a robust capacity to address industry-specific challenges and opportunities.

The company's suite of services enables organizations to adopt data-driven decision-making models and enhance productivity. Advisory and strategy offerings at TenX focus on helping clients assess technological needs and develop customized growth plans. Their artificial intelligence and data analytics services are structured to derive meaningful intelligence from dispersed data, supporting improved decision-making across enterprise environments. The software development team at TenX builds bespoke applications that automate workflows and manage high transaction volumes, while the cloud DevOps solutions foster agile, secure,

and scalable digital infrastructures. Robotic process automation further streamlines repetitive business tasks, including customer onboarding and order processing, boosting efficiency.

TenX's generative AI expertise distinguishes it within the technology landscape, offering solutions that produce adaptive content across text, images, and videos. These generative AI applications serve various industry needs, from creating marketing materials to automating customer service. The company's cloud DevOps capabilities support rapid deployment and continuous integration, vital for companies looking to maintain a competitive edge. By harnessing AI and automation, TenX has assisted in strengthening the biosecurity of U.S. food supply chains, optimizing production for a top-tier global manufacturer, and enhancing customer retention for major financial institutions.

Strategic partnerships and collaborations play a central role in TenX's operational model. The

company works alongside over 50 global firms, including leading banks, automotive manufacturers, and telecom providers. Clients have recognized TenX for its innovative solutions, with industry awards highlighting achievements in fields like AI-driven process optimization and cybersecurity. These collaborations underscore TenX's commitment to delivering technology-driven value that aligns with each client's long-term goals and regulatory needs.

TenX continues to expand its impact by working with industries eager to modernize through technology. Their project portfolio includes innovative solutions such as the microlearning transformation of medical content and the democratization of ESG controls for corporate governance. These initiatives reinforce TenX's position as a key player in leveraging advanced technology for business transformation.

theBPO

theBPO offers tailored financial and accounting services aimed at optimizing business performance across various sectors. Initially serving local clients, the company expanded its reach globally, meeting the demands of companies seeking efficient financial management and compliance solutions. Leveraging a skilled workforce and advanced technological tools, theBPO provides comprehensive solutions that streamline processes, manage costs, and support business scalability for its clients.

theBPO's services include outsourced accounting, tax management, advisory services, compliance, ERP implementation, and data analytics. Each service is tailored to address the specific financial needs of clients, from day-to-day financial operations to strategic planning and regulatory adherence. The firm's commitment to maintaining high standards is evidenced by its ISO 9001 and ISO 27001 certifications, affirming its dedication to quality management and data security.

In addition to its wide-ranging service offerings, theBPO has developed a robust international client portfolio, having served over 100 clients in seven countries. By integrating technology with financial expertise, theBPO

assists businesses with critical functions such as bookkeeping, financial reporting, tax planning, and ERP system deployment. The data analytics services provide clients with insights to improve business efficiency, while compliance services guide companies through complex legal frameworks to ensure adherence to financial regulations and governance standards.

theBPO's success in the industry has been marked by multiple accolades and a strong reputation for reliability and expertise. Its client-centered approach emphasizes real-time support, which is available around the clock, ensuring that clients benefit from timely assistance and effective solutions. The company has also formed strategic partnerships with industry leaders, enabling it to enhance service quality and maintain its position as a trusted service provider on the global stage.

TMC
Tally Marks Consulting

TallyMarks Consulting (TMC), a prominent player in the digital transformation space, offers specialized services in SAP ERP systems and Qlik's analytics and data integration platforms. Established over 14 years ago, TMC is the largest SAP partner in Pakistan and holds the distinction of being a Qlik Master Reseller. With a vast clientele of over 260 organizations across eight countries, TMC supports businesses in leveraging data and technology to drive growth and operational efficiency. The company's comprehensive offerings in enterprise software and analytics aim to transform data into actionable insights, helping clients remain competitive in a fast-evolving digital landscape.

The company's expertise centers on SAP ERP solutions, which facilitate the seamless integration of core business processes, providing a unified view of enterprise data to enhance decision-making and operational control. With a dedicated team of over 450 SAP consultants, TMC tailors ERP solutions to meet the unique requirements of each client, whether in manufacturing, retail, or services. Complementing this is TMC's offering of Qlik analytics, a robust platform for data integration and visualization, which enables organizations to unlock insights from diverse data sources. This approach allows clients to make data-driven decisions by turning complex data into accessible analytics.

In addition to ERP and analytics solutions, TMC provides cloud hosting services, allowing clients to scale their digital infrastructure without the need for significant hardware investments. The managed and unmanaged cloud options cater to various business sizes and needs, enabling clients to adapt to market changes swiftly and securely. TMC's cloud solutions extend to support for SAP HANA, ensuring optimized performance and storage solutions for SAP users. Training and development services further enhance TMC's offerings, helping clients build internal capabilities to maximize the use of implemented systems.

TMC's accomplishments include acquiring Siemens Pakistan's SAP ERP business, a strategic move that strengthened its role in Pakistan's digital transformation sector. This acquisition, along with TMC's continued success at the SAP Awards Gala, where it has been recognized for its contribution to SAP technology advancements, underscores its leadership in the industry. TMC's partnerships with organizations like Ghulam Faruque Group, LUMS, and Remington Pharma reflect its strong reputation and capacity to serve a broad client base across different sectors.

They made it very easy for us. We didn't have the data center capacity to host a HANA computing model in-house and TMC has its own servers and cloud computing infrastructures as well as BASIS teams and functional consultants. We went live without any downtime.
- Faisal Kheri, Director IT, LUMS

> *We enjoyed working with TallyMarks. They know what they are doing, they know their job, they are technically very sound.*
> *- Shazad Nazir*
> *Manager ERP, Remington Pharma*

> *One thing that we highly appreciate is that they are providing us with managed services for the cloud storage, which means that we don't need to hire any extra resources.*
> *- Adnan Khan*
> *Manager ERP/SAP, Mitchell's Fruit Farms Limited*

> *We have been working in our industry with very conventional methods and conventional practices so I think it was a paradigm shift for the entire industry whereby TallyMarks has not only educated us but it has also helped us bring in that change.*
> *- Azam Jawaid*
> *General Manager, Naubahar Bottling Company*

> *With the expertise of implementation partner, TMC, and making use of Agile and Scrum methodology, the team ensured that the project was contemplated and completed within the stipulated timeline.*
> *- Munawar Hussain*
> *Director General (IT), Auditor General of Pakistan*

Virtual Force

Virtual Force, headquartered in New York City, specializes in delivering technology solutions tailored to the unique needs of businesses across sectors such as fintech, healthcare, digital commerce, and artificial intelligence. Since its founding over a decade ago, Virtual Force has developed a wide-ranging portfolio, partnering with clients from large enterprises to agile startups, helping them scale operations, embrace innovation, and navigate competitive markets. The company's expertise spans advisory services, product engineering, and post-production management, supporting clients from initial concept to full implementation and ongoing operational support.

Virtual Force's offerings include custom software development, where tailored web and mobile applications are crafted to meet specific business needs, enabling enterprises to streamline processes and deliver engaging digital experiences. In the area of cloud solutions, Virtual Force provides scalable, secure platforms that enhance operational efficiency and data management for clients. These cloud solutions allow businesses to leverage virtualized environments, optimizing resource allocation and providing seamless integration with existing systems.

Specializing in advanced technologies, Virtual Force integrates AI and machine learning solutions into its projects to drive automation and improve decision-making, particularly in the fintech space where these tools support enhanced risk assessment, fraud detection, and personalized customer experiences. The company has also made strides in the Internet of Things (IoT) domain, developing solutions that enable real-time monitoring and device management, allowing businesses to gather actionable insights and improve operational workflows. In collaboration with digital agencies, Virtual Force has implemented AI-driven marketing strategies using IBM Watson, creating data-driven campaigns that help clients reach their target audiences more effectively.

With a decade of industry experience and a track record of hundreds of successful projects, Virtual Force is a recognized tech partner to businesses globally. The company has supported its startup partners in raising over $150 million in funding, underscoring its ability to develop scalable, market-ready solutions. Its commitment to digital transformation is evident in its broad range of services, which empower organizations to adapt to the latest technological advancements. Through its partnerships, Virtual Force has earned recognition as a trusted provider of digital transformation solutions, consistently delivering results that drive growth and operational efficiency.

Work Generations

Work Generations Pvt Ltd, established in 2014, serves as a key provider of BPO solutions, delivering targeted support across industries for tasks like lead generation, software development, administrative assistance, and customer support. The company's foundation is built on a commitment to professionalism and integrity, with over a decade of experience supporting clients ranging from Fortune 500 companies to ambitious startups. With a focus on reliable, cost-effective solutions, Work Generations empowers businesses to streamline operations, enhance productivity, and achieve growth objectives.

In its lead generation services, Work Generations crafts customized outreach strategies to help clients engage targeted audiences effectively, driving higher conversion rates and expanding brand reach. For software development, the company offers end-to-end support for custom applications, including web and mobile platforms, designed to meet specific operational needs and improve functionality. These software solutions support clients in achieving digital transformation, enhancing both efficiency and user experience.

Administrative support is another area where Work Generations

provides value by handling routine business tasks, allowing clients to concentrate on strategic goals. This service covers a variety of operational support functions, facilitating seamless processes and reducing operational load. Additionally, the company's customer support services prioritize direct interaction, ensuring effective communication and satisfaction for clients' end customers. With a team skilled in customer engagement, Work Generations aids businesses in building lasting client relationships through high-quality service.

Work Generations has established a track record of reliability, marked by over 1,500 completed projects and a strong client satisfaction rate. The company's accomplishments are underscored by thousands of successful projects and high client retention, thanks to its commitment to quality and efficiency. Notable partnerships and collaborations have further cemented Work Generations' reputation in the industry, and the company continues to expand its impact through tailored, adaptable BPO solutions.

> *Excellent work completed very thoroughly and very quickly! Communication was quick and easy, and after the initial explanation I was able to to get back to what I needed to do, knowing this was being handled exactly as I'd requested. Highly recommended!*
> *- Anna Walsh*

> *Shawana (CEO, Work Generations) is fantastic. We've used her for the 3rd time and she always does a great job.*
> *- Brendan Finch*

> *Shawana (CEO, Work Generations) is amazing to work with. She works quickly, is proactive with communication and approaches projects holistically. I've been working with Shawana (CEO, Work Generations) for 3 years and would highly recommend her for other projects. I look forward to continuing to work with her.*
> *- Lissa Johnson*

TecniForge

TecniForge, established in 2014, is a prominent technology solutions provider specializing in software development, cloud computing, cybersecurity, and IT consulting. The company is headquartered in Sahiwal, Pakistan, and offers a comprehensive suite of services tailored to meet diverse business needs across various industries.

TecniForge's expertise encompasses creating ERP systems, mobile and web applications, and providing network infrastructure solutions, all aimed at enhancing client productivity and digital reach. With a focus on secure, scalable, and efficient technologies, TecniForge has built a reputation for delivering solutions that enable businesses to adapt to rapidly changing digital landscapes.

The company's service portfolio includes advanced web and app development, where it designs and deploys customized software solutions to streamline client operations and improve user engagement. Its cloud computing services offer clients the flexibility to scale resources and manage data securely, benefiting businesses that demand robust, accessible, and data-resilient platforms. Additionally, TecniForge provides cybersecurity solutions, including penetration testing and firewall services, which ensure data integrity and protect against cyber threats.

Another core offering, VoIP solutions, enables clients to enhance communication systems, adding efficiency to customer interactions and team collaborations.

TecniForge has collaborated with a wide range of clients, from small businesses to large enterprises, assisting them with comprehensive IT support and consultation services. The company's consulting services provide strategic planning and digital transformation advice, particularly valuable for clients aiming to integrate advanced IT capabilities seamlessly into their operations. In e-commerce,

TecniForge supports platforms such as Shopify and WooCommerce, offering store management and optimization services that cater to the needs of online retailers. This diverse client base and project history have contributed to TecniForge's global reputation as a reliable tech partner.

The company's growth is marked by numerous successful partnerships and affiliations within the industry, underscoring its commitment to client satisfaction and technological innovation. TecniForge's achievements have been recognized by industry bodies, resulting in various certifications and accolades that highlight its dedication to quality and security standards. In addition, TecniForge consistently invests in workforce development, ensuring that its team of professionals remains adept in emerging technologies and industry best practices.

With a mission to foster growth and technological empowerment, TecniForge continues to expand its reach, providing end-to-end IT services that address the evolving challenges faced by modern businesses.

TecniForge maintains a strong focus on innovation and client-centric solutions, striving to remain at the forefront of digital transformation. Through its continued commitment to quality and adaptability, TecniForge has established itself as a trusted partner for companies navigating the complexities of digital integration.

Ibex

Ibex is a global leader in customer experience (CX) and BPO, providing end-to-end solutions for some of the world's most recognized brands. Specializing in customer engagement, analytics, and digital transformation, Ibex operates across industries such as healthcare, retail, finance, and technology. Its services encompass comprehensive contact center management, digital customer support, and omnichannel communication strategies. By implementing advanced AI and machine learning tools, Ibex helps businesses optimize their customer interactions, enhance service delivery, and strengthen customer loyalty in a competitive market.

As a recognized innovator in the BPO space, Ibex has received several prestigious accolades, including the 2024 Golden Bridge Award and the Stevie Award for Technology Excellence. The company has also

been named Outsourcing Company of the Year by Frost & Sullivan, a testament to its strong industry presence and commitment to high standards in CX. These awards underscore Ibex's leadership in developing transformative digital solutions, which position it as a trusted partner for companies seeking modern, efficient customer engagement practices.

Ibex's core technology platforms include Wave iX, an AI-driven virtual agent platform that automates customer service processes, and RefleCX, an analytics engine that provides real-time insights to improve customer interactions. Adcast and BundleDealer, Ibex's proprietary tools for customer acquisition and retention, leverage data-driven strategies to boost client performance.

These products enable Ibex to deliver tailored solutions that meet specific client needs, such as handling high-volume customer inquiries or improving service personalization. The company's commitment to innovation is evident in its

investment in these proprietary technologies, which enable brands to stay agile and responsive to customer demands.

Financially, Ibex achieved notable growth in 2024, supported by an increase in global demand for its CX services and technology-driven platforms. The company's strong Q4 performance reflects its focus on scalable, cloud-based solutions that align with market demands for operational efficiency. Additionally, Ibex's VelocityTM product line delivers accelerated deployment and rapid integration for new clients, ensuring a seamless transition to outsourced CX services. This approach not only improves the customer journey but also maximizes return on investment for clients across multiple sectors.

With a global presence, Ibex collaborates with startups, scale-ups, and established corporations, providing agile and scalable solutions that protect investments, mitigate risks, and drive growth. Its

partnerships with technology giants and industry leaders strengthen Ibex's position as a top-tier CX outsourcer, dedicated to helping clients achieve operational excellence and customer satisfaction. Through ongoing technological advancements and a commitment to strategic execution, Ibex is setting new standards for the future of CX and BPO.

Ideas Unlimited

IdeasUnlimited is a global BPO company that provides customer support, technical assistance, and back-office solutions for diverse industries, including e-commerce, healthcare, IT, and real estate. With a focus on multilingual and 24/7 customer service, IdeasUnlimited delivers support services that adapt to clients' needs, allowing businesses to cater to international customers across different time zones. The company's offerings extend to virtual assistance and IT support, serving as a flexible and scalable solution for enterprises looking to enhance customer engagement and operational efficiency.

The company has been noted for its achievements in staffing and support services across varied sectors. These accolades highlight IdeasUnlimited's role in providing reliable and customizable outsourcing services that meet industry standards. Its reputation for consistency and client satisfaction has solidified partnerships with a range of businesses, from startups to established enterprises.

Operating in over 10 countries, IdeasUnlimited has supported more than 1,000 businesses globally, establishing a client retention rate that exceeds 90%. The company's approach to BPO emphasizes seamless scalability and the ability to customize services according to client needs.

IdeasUnlimited's multilingual support capabilities facilitate entry into new markets by breaking down language barriers, enabling clients to connect effectively with a global audience. By prioritizing customer satisfaction and long-term service relationships, IdeasUnlimited has achieved steady growth and customer loyalty.

The company's core services include call center support, multilingual contact center services, technical support, and remote staffing solutions. Its call center services cover inbound, outbound, and technical support functions designed to enhance customer experience across various touchpoints. Additionally, IdeasUnlimited's remote staffing service supplies clients with virtual assistants capable of handling administrative and operational tasks, allowing businesses to focus on their core functions. The company's digital marketing services, including SEO and social media management, further assist clients in building brand presence and reaching new customer bases.

Innokat

InnoKAT is a globally recognized provider of IT and BPO services, offering technology- enabled solutions to streamline operations for a diverse client base. Specializing in IT infrastructure, managed services, and software development, InnoKAT delivers customized solutions that align with clients' goals and industry requirements. Through a strong network of strategic alliances with major technology providers, the company supports Global 2000 enterprises with services that span consulting, application management, and systems integration.

As a testament to its commitment to quality and innovation, InnoKAT has achieved numerous certifications and industry accolades, affirming its standing as a trusted BPO partner. The company's client portfolio includes firms from a variety of sectors, including finance, healthcare, and telecommunications. These long-standing partnerships have been fortified by InnoKAT's consistent delivery of reliable services, scalability, and focus on customer satisfaction.

The firm's expertise in infrastructure solutions, combined with 24/7 support, ensures uninterrupted service that meets the demands of businesses operating on a global scale.

InnoKAT operates across multiple regions, including the UK, UAE, and Australia, supporting an extensive client base through its robust and versatile service portfolio. The company's offerings include managed services for network infrastructure, backup and disaster recovery, and cybersecurity. By implementing secure and scalable solutions, InnoKAT helps organizations mitigate risks and maintain smooth operations, catering to both small and large enterprises. Its software development arm provides end-to-end solutions encompassing web and mobile application development, quality assurance, and custom software engineering.

The firm's technology services integrate advanced tools like artificial intelligence, robotic process automation, and blockchain to drive digital transformation for its clients. These services are designed to enable clients to leverage emerging technologies that can optimize operations, enhance customer experiences, and improve data management. Additionally, InnoKAT's digital marketing services, which include SEO, PPC, and content creation, support clients in building brand visibility and generating leads, helping them navigate the complexities of today's digital landscape.

systems

Systems Limited

Systems Limited is a leading provider of IT and BPO services, headquartered in Pakistan with a significant international footprint. Leveraging nearly five decades of industry experience, the company offers a comprehensive range of digital solutions, including ERP systems, software development, data analytics, and cloud-based services. Systems Limited caters to various sectors, including telecommunications, banking, healthcare, and retail, focusing on digital transformation and modernization strategies for its global client base. Its services are designed to support businesses through scalable, customized technology solutions that address unique operational needs and enable continuous growth.

Through strong partnerships and a commitment to innovation, Systems Limited has established itself as a significant player in the IT and BPO industry. In recognition of its contributions to IT and outsourcing, Systems Limited has received numerous awards, such as the Forbes Asia's Best Under a Billion award and the Microsoft Partner of the Year Award. The company has been repeatedly honored as Pakistan's top IT services exporter by the Pakistan Software Houses Association (P@SHA). Through its partnerships with major technology firms like Microsoft, Systems Limited continues to deliver innovative solutions and gain recognition for its excellence in implementing Microsoft technologies across industries. Systems Limited operates in over 16 countries, employing over 7,000 professionals and serving

more than 600 clients worldwide. With consistent double-digit revenue growth and a client roster that includes Fortune 500 companies, the company has expanded its reach across North America, Europe, the Middle East, and Asia. Its robust international presence allows it to deliver end-to-end IT services, including digital infrastructure, advanced analytics, and AI-based solutions. This global approach supports clients in achieving competitive advantages through streamlined processes and enhanced data-driven decision-making.

Among its core offerings, Systems Limited provides digital consulting and strategy, ERP implementation, and cloud solutions. Its BPO services cover areas like digital infrastructure management, security, and business process automation, which help clients optimize operations and reduce costs. The company's expertise in data and AI enables clients to harness the power of machine learning and predictive analytics, transforming raw data into actionable insights. By integrating these technologies, Systems Limited assists clients in navigating the complexities of digital transformation and maintaining resilience in a rapidly changing market.

With a focus on empowering businesses to leverage digital tools, the company continues to expand its service offerings and global reach, meeting the evolving needs of its clients and driving operational efficiency in diverse sectors.

itribesolutions
FUEL YOUR SALES FUNNEL

Itribe solutions

iTribe Solutions, founded in 2014, specializes in B2B sales research and provides a suite of on-demand prospect list development, lead generation, and end-to-end marketing services to global clients. The company operates with a skilled team of data scientists, expert researchers, and web crawlers, leveraging platforms like LinkedIn Sales Navigator, Zoominfo, Hoovers, and Crunchbase to deliver targeted and efficient lead generation solutions. iTribe Solutions emphasizes customized data strategies tailored to each client's sales and marketing objectives, catering to industries including technology, finance, and healthcare.

The company's core services include lead generation, marketing data analytics, and business intelligence tools, which support clients in identifying and reaching high-value prospects. iTribe Solutions offers highly customized prospect list development, focusing on data accuracy and relevance. Utilizing data compliance measures like GDPR and CCPA, the company ensures that clients receive ethically sourced and compliant business information. Lists are delivered in the clients' preferred format, often directly integrated into CRMs, making iTribe's solutions highly adaptable and easy to implement for sales and marketing teams.

Since its inception, iTribe Solutions has achieved steady growth, broadening its services across various regions and

establishing itself as a reliable BPO provider for B2B sales research. The company has built a robust database of over one million records, completed more than 1,000 successful projects, and maintained a customer retention rate of over 90%. By focusing on data accuracy and client-specific marketing strategies, iTribe Solutions has cultivated a loyal client base that includes both established enterprises and emerging businesses seeking targeted lead generation.

In addition to list development, iTribe Solutions provides business intelligence and digital marketing services, designed to increase visibility and enhance the effectiveness of client outreach. The company's business intelligence tools analyze data trends and patterns, helping clients make data-driven decisions that align with their sales objectives. iTribe also offers phone lead verification services to enhance the quality of data and ensure client campaigns target the right contacts.

JBS

Jaffer Business Systems

Jaffer Business Systems (JBS) is a prominent IT solutions provider in Pakistan, delivering a comprehensive range of services, including IT infrastructure, cloud services, and digital transformation solutions. Established partnerships with technology leaders like Microsoft, Huawei, and HP enable JBS to offer cutting-edge solutions tailored to diverse client needs. From data center services to cybersecurity and software development, JBS provides scalable, customized services that cater to various industries, supporting clients' strategic goals for operational efficiency and technological advancement.

JBS has earned recognition through numerous awards, underscoring its role in the advancement of Pakistan's IT landscape. Distinctions include the VMware NASCENT Award, the HPE Platinum Partnership, and multiple awards from Oracle and Microsoft, marking JBS as a critical player in promoting innovation and excellence in IT services. Its achievements in the region are further highlighted by exclusive partnerships and certifications, such as the VMware Principal Level in Data Center Virtualization and the Oracle Apps Partner Award, affirming JBS's commitment to quality and expertise in enterprise technology.

The company continues to strengthen its market presence in Pakistan and the Middle East, with consistent growth in revenue and clientele. JBS serves over 900 clients, supported by a team of more than 800 professionals. With a focus on long-term partnerships, JBS delivers value by adapting to clients' evolving business needs and ensuring seamless integration of technology solutions. The company's comprehensive portfolio includes cloud computing services, IT infrastructure management, digital transformation consulting, and cybersecurity solutions, each designed to enhance agility and resilience in client operations.

Key offerings include cloud services, with SaaS, Platform as a Service (PaaS), and Infrastructure as a Service (IaaS) options that enable organizations to scale while reducing IT complexity and costs. JBS's cybersecurity portfolio provides proactive solutions that address emerging security threats, ensuring robust data protection. The virtualization and infrastructure solutions are strengthened through partnerships with VMware and HPE, providing high-level support for data center optimization. Additionally, JBS offers ERP licensing, connectivity, and multi-vendor support services, helping clients streamline operations with reliable technology integration and maintenance.

KAISPE

Kaispe

Kaispe, an international BPO provider, focuses on delivering digital transformation solutions leveraging Microsoft Azure, Dynamics 365, Power Platform, and Oracle NetSuite. Their services span cloud infrastructure management, IoT solutions, AI and machine learning integration, and business productivity applications. Kaispe's extensive portfolio of cloud-based and IoT solutions has gained traction worldwide, especially among mid-sized enterprises. The company also operates as an ISV, consistently expanding its product line with applications such as TherapyCare, FlexPayroll, and KPoD (Proof of Delivery app), facilitating industry-specific needs across healthcare, manufacturing, and distribution.

Kaispe is recognized as a certified Microsoft partner and maintains a strong presence in Microsoft's AppSource and Azure Marketplace, validating its capabilities in Microsoft solutions. The company's Azure IoT applications, including Air Compressor Remote Monitoring and IoT Device Management, have positioned it as a significant player in industrial IoT, particularly in predictive maintenance and real-time analytics. With certifications and partnerships that extend across Oracle NetSuite and AI-driven business applications, Kaispe's industry expertise continues to gain accolades, supported by a 20% increase in client acquisition over recent years.

The company's statistics illustrate growth and consistent client interest, underscoring Kaispe's scalability and adaptability. They provide comprehensive solutions in ERP and CRM, using Dynamics 365 to support enterprises in sectors like professional services, manufacturing, and retail. Kaispe's products are designed to optimize business processes; for example, their Expense Report and Vendor Portal applications streamline financial management, while Sales Field Automation and HR Recruitment Automation facilitate workflow efficiencies. Additionally, Kaispe's Employee Loan Management and Field Inspection add-ons support targeted functionalities within Microsoft Power Platform.

Kaispe's strategic partnerships amplify its service reach and reliability, with dedicated teams in the US and Pakistan. The company offers support through services like custom development, integration, application health checks, and mobile and web app development, catering to complex business requirements in diverse markets across North America, Europe, and Asia. Their offshore development expertise is further enhanced through adherence to industry best practices via Azure DevOps. Through these avenues, Kaispe ensures clients maximize their technology investments, strengthening operational resilience and efficiency.

Microlinks

Microlinks Pvt Ltd is a Pakistan-based technology and BPO company providing a comprehensive range of IT solutions and services to businesses across various sectors. With a focus on helping clients achieve operational efficiency, Microlinks offers expertise in software development, IT consulting, digital transformation, and business process automation.

The company's services are designed to enhance business performance, streamline workflows, and support digital transformation initiatives. Its specialized solutions cater to industries such as education, finance, healthcare, and e-commerce, with products that include enterprise resource planning, payment gateway integration, and learning management systems.

Microlinks' commitment to quality and innovation has been recognized by clients and industry bodies alike.

The company has established strong partnerships with firms across Pakistan and beyond, who rely on its expertise in digital solutions and IT services. With a team of skilled consultants, developers, designers, and QA engineers, Microlinks maintains high standards for client data security and service reliability. Its certifications and compliance with industry standards ensure the company upholds best practices, safeguarding sensitive data and consistently delivering high-quality results.

Microlinks' product suite is tailored to meet the unique demands of each sector it serves. For educational institutions, the company offers tools like the Learning Management System (LMS) and Edu Smart, designed to manage digital learning and automate administrative workflows. The Pharm Suite caters to the healthcare and pharmaceutical sectors, providing a streamlined system for inventory and patient management. For finance and trade, Microlinks offers Tradelinks, a solution that supports real-time trading activities, and Seams, an ERP software tailored for manufacturing. Its Human Resource Management

System (HRMS) and e-document library also enhance operational efficiency by digitalizing document handling and HR processes across various sectors.

With clients spanning sectors such as education, finance, and e-commerce, Microlinks' offerings provide flexibility and scalability to meet diverse business needs. Its BPO services include back-office support, customer service, and virtual assistance, allowing businesses to focus on strategic goals while reducing operational overhead. These services are supported by the company's state-of-the-art IT infrastructure and a commitment to cultural affinity, ensuring effective collaboration and service customization.

Microlinks continues to expand its footprint across industries and regions, aiming to be a reliable partner for businesses navigating digital transformation. Its dedication to developing premium IT products and services supports clients in their efforts to stay competitive in a rapidly evolving market.

Matech Consulting and Outsourcing

Matech Consulting & Outsourcing specializes in IT consulting, system integration, and BPO services, supporting businesses across diverse industries to optimize their technology processes and back-office operations. Their service offerings include custom website and mobile application development, eCommerce solutions, CRM and CMS systems, cloud infrastructure, and custom software development. Over the past decade, the company has built a reputation for crafting digital experiences that enhance efficiency, accelerate operations, and reduce costs, with a focus on delivering tailored solutions for complex business challenges.

The company's service suite includes robust mobile app development, software solutions, and cloud infrastructure management, tailored to meet the specific needs of each client. Their products, such as Trackify, a field and fleet management application, and 3PL Next, a warehouse management system designed for scalable eCommerce fulfillment, are geared toward enhancing operational control and streamlining logistics. Matech also offers advanced eCommerce platforms, like the Colorshow 360° solution, which provides businesses with a comprehensive digital storefront

experience, including inventory and order management capabilities.

Matech Consulting's technical expertise spans a broad range of industry sectors, with dedicated solutions for logistics, retail, and on-demand delivery. Hum Mart, an online order and delivery system, exemplifies their proficiency in creating agile, scalable platforms that facilitate seamless transactions for end-users. For logistics and supply chain management, Tactical Logistic Solutions integrates Amazon-compatible inventory management features, demonstrating Matech's commitment to adapting to evolving market demands and client requirements.

Operating from locations in the United States, Pakistan, and the UAE, Matech Consulting serves a global client base, with a focus on scalable growth. The company has experienced steady expansion over the years, leveraging cloud and IT security solutions to enhance clients' technological infrastructures. Their strategic partnerships and industry expertise underscore their commitment to quality and innovation, with a vision of creating meaningful, measurable impacts on business operations.

![Abacus logo]

Abacus

Since 1987, Abacus has been a leader in business transformation services, helping organizations in Pakistan and across global markets to adapt and thrive in an evolving business landscape. With a focus on BPO, digital transformation, and human resource management, Abacus offers tailored solutions that streamline operations and foster growth. By leveraging expertise in technology, consulting, and outsourcing, the company partners with clients to implement strategies that enhance efficiency and scale operations.

Abacus has received numerous awards and accolades for its commitment to corporate governance and inclusivity. A signatory of both the UN Global Compact and UN Women's Empowerment Principles, the company maintains a high female employment ratio, with women holding various leadership roles, including that of CEO. Recognized by the Global Diversity, Equity & Inclusion Benchmarks (GDEIB), Abacus has set standards in governance and sustainability practices in Pakistan, ensuring these values are central to its operations and client partnerships.

With a client base of over 1,000 businesses worldwide, Abacus helps companies optimize processes and reduce operational costs. The firm's digital transformation and SAP enterprise solutions support clients in

sectors such as utilities, telecommunications, and consumer goods, while its cloud computing and sustainability consulting services offer avenues for clients to minimize their carbon footprints. The company's BPO solutions, including customer service, finance, and HR outsourcing, are designed to enable organizations to focus on core business areas by entrusting Abacus with critical support functions.

Abacus offers an extensive range of products and services, including SAP enterprise and SME solutions, cloud and emerging technology platforms, and human capital solutions. These services are complemented by utility transformation offerings, providing energy and utility companies with customized digital strategies to modernize infrastructure and improve service delivery. By blending technology and industry-specific expertise, Abacus addresses the unique challenges faced by its diverse clientele, fostering business growth through scalable, sustainable solutions.

The company's work with clients such as Talal Group in the UAE demonstrates its capability to drive digital transformation in retail, hospitality, and financial services, delivering measurable improvements in customer experience and operational efficiency. With nearly four decades of experience, Abacus continues to be a trusted partner for organizations seeking innovative solutions to navigate the challenges of an increasingly digital world.

Aimstech

AimsTech, founded in 2009, is a Pakistan-based BPO company specializing in outsourced customer support solutions for clients across diverse industries. The company offers a range of customer communication services, including inbound and outbound phone support, live chat, and email assistance, supported by advanced technology infrastructure and a flexible work-from-home model. AimsTech's approach is rooted in delivering customized support options that help clients improve customer satisfaction and achieve higher profitability. Known for its adaptability and reliability, the company's round-the-clock customer engagement services aim to boost lead conversions and provide uninterrupted client support.

Over the years, AimsTech has earned industry recognition for its contribution to BPO services, celebrated for its robust client management practices and innovative

customer service models. The company has garnered a reputation for reliability and operational excellence. Its awards and accolades reflect its commitment to quality, which includes a consistent focus on employee development and professional growth, resulting in an industry-leading workforce skilled in meeting the precise needs of its global clientele. This focus on service quality has made AimsTech a trusted outsourcing partner for several high-profile businesses.

AimsTech has a significant operational footprint, serving over 100,000 customers globally with a dedicated workforce of more than 5,000 employees. Its consistent growth is underpinned by a client-centric approach and a track record of handling more than 300 successful training batches. Operating a 24/7/365 support model, AimsTech ensures no customer query is left unanswered and that clients benefit from seamless communication channels, adaptable to various service needs. This scalability is instrumental for businesses looking to maintain a strong customer service presence without the associated infrastructure or staffing burdens.

Central to AimsTech's service suite are its customer support solutions, tailored to specific client

requirements and ranging from high-volume call handling to personalized live chat support. The company leverages its work-from-home workforce model, which provides operational flexibility and ensures continuous service delivery. Additionally, AimsTech's advanced technology infrastructure enables efficient call routing, tracking, and data analytics, allowing for an improved client experience and actionable insights into customer interactions. These solutions make it possible for AimsTech to handle complex customer engagement projects, reinforcing its role as a strategic partner in the BPO sector.

AimsTech's continued success is driven by strategic partnerships and expansions, including its recent offices in Lahore and Islamabad, which support the company's nationwide and global outreach. As the company extends its services, it also collaborates with local institutions like The

University of Faisalabad to attract and train talent for BPO roles. By maintaining a high standard of operational efficiency and fostering a culture of professional growth, AimsTech remains a vital player in the BPO industry, offering solutions that help clients stay competitive in a fast-evolving market.

Ascend BPO

Ascend BPO is a versatile business process outsourcing provider specializing in Healthcare BPO, Database Management and Administration, Business Intelligence, Application Development for desktop, web, and mobile platforms, and SEO. Established to manage complex operational processes, Ascend BPO focuses on revenue cycle management (RCM), medical billing, and claims processing for healthcare providers. Its services allow healthcare practitioners to concentrate on patient care while Ascend BPO handles critical billing functions and database management, aiming to streamline processes and reduce administrative burdens.

Ascend BPO has established itself as a reliable partner in BPO services, gaining industry recognition for its commitment to accuracy and operational efficiency. It employs a proprietary internal audit system to enhance billing accuracy and reimbursement rates, which has proven particularly beneficial for healthcare clients. With a seasoned team experienced in medical billing and revenue cycle management, Ascend BPO's approach has been credited with helping healthcare practices improve account receivables and manage patient records effectively. The company has also cultivated strategic partnerships with technology providers to further refine its solutions and extend its service capabilities.

The company's success is highlighted by its handling of over thousands of claims, with a consistent record in reducing billing errors through its RCM services. Ascend BPO's client-centric workflow captures every patient event, from intake to payment, ensuring that billing is comprehensive and timely. Its RCM services incorporate billing audits to evaluate and correct inefficiencies in existing systems, and its advanced medical billing software is compatible with state-of-the-art applications, allowing for smooth integration with healthcare providers' operational setups. These services have led to measurable improvements in claim approval rates, enabling clients to maximize revenue capture.

The RCM service provides complete oversight of billing processes, from patient registration to final payment, helping reduce revenue leakage. Additionally, the company's medical billing software and auditing capabilities enable a streamlined, end-to-end billing process that identifies inefficiencies and improves claim accuracy. These offerings ensure that healthcare clients experience minimal delays in reimbursements, a critical factor in maintaining a stable cash flow for medical practices.
Ascend BPO continues to enhance its service quality by investing in technological advancements and expanding its service portfolio to address a wider range of client needs. Its recently opened offices in New Jersey serve as a hub for expanded U.S.-based services, supporting clients with a focus on regulatory compliance and healthcare standards. The company's workforce management and quality monitoring tools ensure that its teams operate efficiently and maintain high service standards, making Ascend BPO a preferred choice for outsourcing needs in the healthcare and IT sectors.
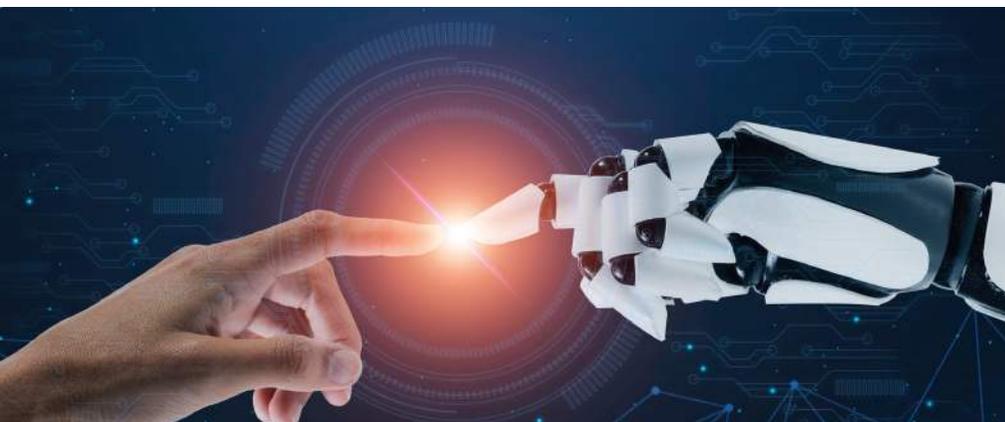

BPOXperts

BPO Xperts is a comprehensive provider of BPO solutions, specializing in a range of services that include call center management, digital marketing, virtual assistance, back-office operations, and custom workforce solutions. With a focus on improving operational efficiency, BPO Xperts tailors services to meet specific client needs, helping businesses streamline processes, reduce costs, and enhance customer service. Through specialized offerings like quality assurance, workforce management, and recovery solutions, the company supports diverse industries, enabling clients to focus on core competencies while benefiting from expert-driven outsourcing services.

BPO Xperts has earned industry recognition for its commitment to service excellence and innovation. Accredited by international quality standards, the company has built a reputation for delivering reliable BPO solutions and has been awarded for its customer service performance and operational transparency. Additionally, BPO Xperts has formed strategic

partnerships with leading technology providers, ensuring access to the latest tools and platforms for its clients. These partnerships enhance BPO Xperts' ability to deliver robust solutions in areas such as customer engagement and digital transformation.

With over two decades of experience, BPO Xperts operates with a team of more than 700 skilled employees, maintaining a high staff retention rate of 95%. The firm has processed over 3,500 successful candidate placements and managed thousands of customer interactions across multiple channels. Leveraging advanced analytics and customized reporting, BPO Xperts provides clients with insights into service performance, helping them identify areas for improvement and achieve up to 70% savings in operational costs. These outcomes demonstrate the company's ability to adapt its services to both small and large organizations.

BPO Xperts' primary service offerings include call center support, which provides clients with a dedicated customer service team; digital marketing, enabling businesses to improve their online presence; and back-office support, ensuring that administrative tasks are handled efficiently. Additional services such as email and chat support allow clients to enhance customer communication, while quality assurance programs monitor and optimize service delivery standards. Custom workforce management provides clients with flexible staffing solutions, offering options tailored to individual business requirements, including skills-based selection and variable workspace configurations.

As a trusted BPO provider, BPO Xperts delivers scalable solutions that enhance productivity and support business growth. By integrating customer support, digital solutions, and analytics, the company provides a comprehensive BPO framework that meets the demands of today's dynamic business environment. BPO Xperts continues to expand its service offerings, adapting to industry trends and incorporating feedback from clients to improve service delivery and maintain its position as a leading outsourcing partner.

CENIT
Cenit

Since its founding in 2014, Cenit Inc. has established itself as a key provider of BPO, technology, and marketing services, supporting companies by offering skilled remote professionals and specialized solutions. The company has grown to over 200 employees, catering primarily to small and medium-sized businesses looking to streamline operations and scale efficiently. Cenit's services encompass a broad range of operational needs, including customer support, virtual assistance, and technical support, enabling clients to focus on core activities while optimizing their operational costs.

Cenit Inc. has received industry accolades, including being recognized as the leading BPO company in Pakistan by Clutch in 2024. This recognition reflects the company's strong commitment to service quality and sustainable growth for its clients. Cenit's emphasis on high standards and reliable performance has earned the trust of businesses across various sectors, highlighting its capability in delivering effective BPO and tech-driven solutions. The company also partners with prominent technology providers, enhancing its offerings with access to cutting-edge tools for customer engagement, data security, and digital transformation.

Cenit Inc. has delivered effective results for a wide array of business functions. Its BPO services span customer service, live chat support, data management, and virtual assistance, structured to offer cost-effective and flexible solutions. In the technology domain, Cenit provides services such as program design, cloud hosting, and cybersecurity, supporting businesses to stay secure and innovative in a dynamic digital environment. The company's marketing solutions, including brand strategy and content creation, help businesses enhance their market presence and engage effectively with target audiences.

Cenit's primary service offerings are structured into three main areas: BPO, technology, and marketing. The BPO services cover a range of administrative and customer support functions, from virtual assistance to live chat and data entry, designed to enhance productivity and customer satisfaction. The technology solutions provided by Cenit include program design, cloud solutions, and cybersecurity, aimed at maintaining secure and efficient digital infrastructures. On the marketing side, Cenit develops tailored strategies and engaging content that drive brand growth and customer loyalty, ensuring clients can reach and resonate with their audiences in competitive markets.

They still maintain high quality in their main duties while being versatile..
- Sean Keating, Retail Supervisor, TVape

Express Solutions

Express Solutions Group is a BPO provider with a strong focus on the drainage and hydro solutions sectors, offering specialized services to both commercial and domestic clients throughout the UK. The company's diverse portfolio includes drainage inspection, repair, hydro cutting, and precision drilling services, with additional support for complex commercial drainage infrastructure and planned preventative maintenance (PPM) programs. Express Solutions Group combines advanced technology and a highly trained workforce to deliver efficient, reliable, and cost-effective solutions that address the unique needs of each client. With nationwide coverage and a 24/7/365 support system, the group has positioned itself as a valuable partner for clients ranging from homeowners to large-scale, blue-chip organizations.

The company has received numerous accolades for its services, particularly in drainage and hydro solutions. Subsidiaries such as Express Drainage Solutions and Express Drainage Surveys have gained recognition for their expertise in drain inspection and maintenance across London and the South East of England. Express Commercial Solutions is celebrated for its comprehensive drainage support services, while Express Eco Solutions has been recognized for its managed hire solutions, which are popular

among multi-site operators. Express Hydro Solutions and Pitch Fibre Solutions are known for their work in hydro cutting and pitch fibre pipe repair, respectively, with each division noted for its contributions to the sector's best practices and client satisfaction. These awards reflect Express Solutions Group's commitment to quality and reliability across its extensive service offerings.

Express Solutions Group offers a robust suite of services that cater to various aspects of drainage and infrastructure management. The company's drainage inspection and repair services include CCTV surveys and jetting, addressing both emergency situations and routine maintenance requirements. Hydro cutting services are essential for handling hard-to-clear blockages, while precision drilling supports construction and civil engineering projects requiring accuracy and efficiency. Express Solutions Group also offers commercial drainage infrastructure solutions, PPM services, and emergency response for crises, ensuring clients can maintain business continuity under challenging

conditions. This range of services allows the group to deliver tailored solutions that meet diverse client needs.

In addition to core drainage and hydro services, Express Solutions Group provides pump and tanker solutions, major disruption management, and energy division drilling for specialized projects. Its PPM services are designed to prevent business interruptions and reduce long-term repair costs through regular inspections and maintenance. By employing environmentally conscious methods and equipment, the company aims to minimize its impact on the environment, adhering to rigorous standards set by the UK Environment Agency. Express Solutions Group's approach reflects its dedication to both operational excellence and environmental responsibility, supporting clients with sustainable solutions that align with modern regulatory requirements.

Express Solutions Group's commitment to technical innovation and customer-focused service has made it a key player in the drainage and hydro sectors. With locations

across the UK, including a headquarters in Staines-upon-Thames and a Northern hub in Doncaster, the company is well-positioned to respond to the needs of clients nationwide. Its combination of extensive industry experience, environmental stewardship, and customized solutions has reinforced its reputation as a reliable choice for businesses and households alike, ensuring consistent service that aligns with both immediate and long-term client objectives.

OsolTech

Osol operates as a leading global provider of technology and consulting services, delivering business solutions that emphasize digital transformation, cloud migration, and modernization for its diverse client base. With official partnerships with Oracle, Microsoft, and Salesforce, the company leverages these relationships to offer tailored end-to-end services. Its cloud and digital transformation solutions help clients transition from traditional IT frameworks to modern, scalable platforms, aligning technology strategy with business objectives. Additionally, Osol's managed services assist organizations in maintaining efficient IT environments through dedicated support and optimization services.

The company specializes in advisory services designed to shape the technology vision and IT strategies of its clients. By developing comprehensive roadmaps that align with client goals,

Osol supports organizations in planning sustainable IT growth. Its advisory team conducts in-depth assessments of client environments, enabling the creation of strategic frameworks that drive value and enhance operational agility. Osol's expertise includes ERP, Customer relationship management (CRM), Human capital management (HCM), Supply chain management (SCM), and IT service management (ITSM), focusing on optimizing enterprise-wide processes and enhancing customer relationship management through data-driven insights.

Osol's enterprise solutions are built around its comprehensive offerings in data analytics and AI, providing clients with actionable insights and predictive capabilities. These solutions empower businesses to harness data for enhanced decision-making, improved customer engagement, and operational efficiency. Osol's custom software development and mobile application services cater to industry-specific needs, delivering secure, scalable applications that address the unique requirements of each client. These custom-built solutions enhance organizational

productivity and improve user experience across digital platforms.

In partnership with Hewlett Packard Enterprise (HPE), Osol provides robust infrastructure solutions, including cloud computing, virtualization, and server management. These hybrid solutions integrate on-premises and cloud environments, ensuring seamless transitions and sustainable data management frameworks. Osol's team of certified engineers specializes in server and storage migration, offering end-to-end support from planning to deployment and testing. Their expertise in server and storage management further ensures system reliability and security, positioning clients for continuous operational stability.

At Fatima Fertilizer, safety is our top priority. Partnering with Osol, we developed a flexible and user-friendly Safety Management Information System (SMIS) that significantly improved our safety protocol management. This system gave us crucial risk visibility, enhanced stewardship, compliance, and powerful analytics. Thanks to SMIS, we achieved top rankings in both DuPont and CCPS external audits. A big thank you to Osol's professionalism, innovative approach, and dedication throughout the entire process, from consultation to deployment.
- M Ahsan Sarfraz, Manager-HSEQT Fatima Fertilizer

We embarked on a digitalization journey two years ago to enhance customer service and gain visibility across our value chain. Fatima Fertilizer became the first Pakistani company to successfully implement Oracle Transportation Management and the first in our industry to adopt the Oracle Demand Management tool. This ground-breaking achievement would not have been possible without the exceptional Osol Team. Thank you for your invaluable contribution!
- Zeeshan Maan, National Sales Manager, Fatima Fertilizer

We faced challenges with timely and accurate operator logs, which resulted in production loss due to delayed cleaning incidents. Looking for solutions, we discovered Osol's Operator Rounds Automation to be cost-effective and customizable. Their solution met our needs and exceeded expectations by reducing downtime and significantly increasing operational efficiency.
- Muhammad Hashim, Unit Manager, Fatima Fertilizer

Global BPO

Global BPO, headquartered in the UK, specializes in providing tailored legal and business process outsourcing services for firms across the globe. With a primary focus on cost-efficiency, flexibility, and scalability, the company supports clients in enhancing productivity and optimizing operations. Global BPO's core offerings include legal document review, compliance management, human resources, accounting, and IT support services. The company collaborates closely with its clients to develop customized solutions that uphold high standards of confidentiality, quality, and long-term strategic partnership, making it a trusted partner for legal firms and businesses worldwide.

The company's credentials are underscored by industry accolades from leading global law firms, which commend Global BPO's expertise in managing complex document review projects under stringent timelines and its proficiency in regulatory compliance. Global BPO is ISO 27001-certified and compliant with the Solicitors Regulation Authority (SRA) guidelines, attesting to its dedication to data security and confidentiality.

These credentials have solidified its reputation, especially in high-stakes cases such as a 60,000-document eDiscovery review for a major law firm and streamlining compliance processes for UK Top 200 firms. Recognized for quality and adherence to industry standards, Global BPO has become a valuable asset to clients looking for secure and reliable outsourcing solutions.

Global BPO's services are further distinguished by its Cape Town-based team, which delivers specialized document checking and production support, including grammar and formatting reviews, transcription, cross-referencing, and editing. The company leverages advanced IT and reporting systems to ensure high service quality, and its flexible work schedules effectively manage clients' fluctuating workloads. Through this culturally attuned and technically adept team, Global BPO provides bespoke services tailored to meet the unique needs of each client, ensuring seamless integration with their operational workflows.

Among Global BPO's key service lines are document checking and production, comprehensive eDiscovery and due diligence reviews, and conveyancing support. The company's legal process services extend to data subject access requests, internal investigations, and bundle preparation. In business process outsourcing, Global BPO offers risk and compliance management, HR support, accountancy, and credit control, as well as creative and IT services that assist businesses in maintaining both regulatory compliance and operational efficiency. These services provide law firms and corporations with significant resource savings while delivering results that meet rigorous industry standards.

The company's long-term partnerships with top law firms and businesses around the world reflect

Global BPO's strategic approach to client service, characterized by flexible, quality-driven support that adapts to the evolving needs of each organization. With operations in London, Cape Town, and Sydney, Global BPO continues to expand its footprint, enabling clients to reduce in-house costs while accessing specialized expertise that enhances productivity and operational stability.

Knowledge BPO

Knowledge BPO is a Pakistan-based business process outsourcing provider specializing in data management, customer support, and financial services for industries such as finance, healthcare, and retail. Established in 2007 and headquartered in Islamabad, the company employs approximately 1,000 trained professionals. Knowledge BPO serves as a trusted partner for businesses seeking to streamline operations and reduce costs, offering a range of customized services that help clients manage complex data, maintain high-quality customer support, and oversee financial processes. As an equal opportunity employer, Knowledge BPO emphasizes a diverse, inclusive workplace that fosters innovation and dynamic solutions.

The company has earned recognition for its high-quality service and consistency, particularly in supporting small and medium-sized businesses. Knowledge BPO has received accolades within the BPO sector for its commitment to client satisfaction, with partnerships that reflect its standing in the market. Its adherence to best practices has contributed to its reputation, and the company's ISO certifications reinforce its dedication to quality management and data security. Over the years, Knowledge BPO has built strategic partnerships with several global companies, enabling it to expand its reach and diversify its service offerings.

Knowledge BPO's key services include data management, customer support, financial process outsourcing, and human resource management. Its data management services cover everything from data entry to comprehensive data processing and analysis, supporting clients' needs for accurate and secure data handling. The customer support division provides multichannel assistance to improve customer satisfaction, using advanced contact center technology to manage high volumes of inquiries. In financial process outsourcing, Knowledge BPO assists clients with tasks such as bookkeeping, accounts payable, and payroll processing, helping businesses maintain compliance and control costs. Additionally, the company offers human resource management services to streamline hiring, onboarding, and employee records management.

Since its inception, Knowledge BPO has consistently demonstrated its ability to reduce client costs while maintaining service quality. Its outsourcing solutions have helped clients save an estimated 20% on operational expenses, a significant figure that highlights the efficiency and cost-effectiveness of its services. The company's scalable model allows businesses to expand or contract service levels in response to market demands, making it a valuable partner in industries with fluctuating needs.

Decibel HRMS

Decibel HRMS is a secure and modern enterprise platform designed to streamline HR operations through innovative automation and artificial intelligence capabilities. Supporting businesses of all sizes, from startups with fewer than five employees to conglomerates with over 15,000 staff, Decibel empowers companies to scale effortlessly while staying ahead of the competition.

Currently managing over 300,000 employees on its enterprise cloud, Decibel HRMS processes an average of 3 million+ pay slips annually. Its services ensure seamless scalability, delivering exceptional results for businesses seeking optimized performance and robust data security. The platform offers unparalleled flexibility, including a BPO tool operated by either the client's team or Decibel's globally experienced project management experts.

With a robust commitment to security and compliance and the highest international standards, Decibel HRMS is GDPR compliant, ISO 27001 certified, SOC 1 and 2 audited. It has gained the trust of over 200 clients across nine countries, including global leaders like Philip Morris, RedBull Pakistan, and Mondelez International. Among various accolades received by the company, co-founder and CEO, Faisal Qamar, was once again recently awarded the Entrepreneur of the Year 2025 title by the prestigious CxO Global Forum.

Primary Products

▶ **Payroll & Tax Compliance**
▶ **Attendance Management**
▶ **Employee Data Management**
▶ **End-of-Service Benefits**
▶ **Recruitment and Performance Management**
▶ **Onboarding, Offboarding, and Exit Management**

HR Ways (Private) Limited

HR Ways is a distinguished technical recruitment agency operating in multiple international regions, including Dubai, Saudi Arabia, India, Portugal, Brazil, the United Kingdom, Pakistan, and the United States. Specializing in connecting top-tier talent with leading startups and established enterprises, HR Ways has facilitated over 2,500 successful placements worldwide, particularly in Asia, the Middle East, and European regions.

The agency has earned the trust of more than 300 companies as their recruitment partner, underscoring its commitment to excellence in talent acquisition. HR Ways offers a comprehensive suite of services, including technical recruitment, HR outsourcing, payroll management, background checks, and assistance in establishing physical entities. This holistic approach enables organizations to streamline operations and focus on growth.

In a significant milestone, HR Ways was acquired by S4 Digital, enhancing its global reach and capabilities. The agency's routine participation in renowned events like Gitex, Websummit, and LEAP further exemplifies its commitment to international expansion and industry engagement.

Primary Products
▸ **Technical Recruitment Services**
▸ **HR Outsourcing**
▸ **Payroll Management**
▸ **Background Verification Services**
▸ **Assistance in Establishing Physical Entities**

Tangent Technologies [BPO and CRM/ERP]

Tangent Technologies is a leading IT company which delivers technology-driven digital solutions. Their expertise spans development, digital marketing, and enterprise solutions, tailored to diverse industry needs. They specialize in crafting user-centric designs, scalable software, and effective digital marketing strategies that ensure impactful and lasting results. Headquartered in the US, with offices in Pakistan and Malaysia, Tangent Technologies is globally positioned to provide scalable and impactful digital solutions.

With over 10 years of experience, the company has established itself as a trusted partner for enterprises and high-growth startups worldwide. Their commitment to delivering quality solutions has earned them a 98% customer satisfaction rate and the trust of 60+ global clients.

Backed by a proven track record of 112+ completed projects, Tangent Technologies has expertise in ERP and CRM (NetSuite, SAP, Acumatica), mobile app development, and Google-driven digital marketing strategies. Their global partners include organizations such as DHL, Wow Health, and the Human Relief Fund, testifying to the diversity of their services.

Primary Products

Experience Design
▸ User Experience (UX) Design
▸ Interaction Design
▸ User Interface (UI) Design
▸ Design Systems

Development
▸ Front-End Development
▸ Back-End Development
▸ Mobile App Development
▸ DevOps
▸ Software Quality Assurance (SQA)

Digital Marketing
▸ Google Advertisements
▸ Google Analytics
▸ Search Engine Optimization (SEO)
▸ Content Writing

Enterprise Solutions (ERP & CRM)
▸ NetSuite
▸ SAP Business One
▸ SAGA Intact
▸ Acumatica

Vision Plus

Vision Plus, established in 2003 in Lahore, Pakistan, specializes in IT solutions focusing on Enterprise Resource Planning (ERP) systems tailored for diverse industries and enhances business processes, while enabling informed decision-making through integrated systems. For pharmaceutical manufacturers, the system manages production processes, ensuring regulatory compliance and operational efficiency. The HR Management module streamlines employee data handling, payroll, and performance evaluations, while the Point of Sale (POS) system simplifies daily sales activities, inventory tracking, and customer interactions. The Trading System supports order processing, inventory management, and supplier coordination, and the Real Estate Management System (REMS) assists real estate agents in managing properties, customers, and transactions.

The company's clientele spans multiple industries, including engineering, textiles, pharmaceuticals, healthcare, construction, oil and gas, packaging, and NGOs. Prominent clients include DWP Group, Tyre Point, Jalal Sons, Wärtsilä Pakistan, Chughtai's Lahore Lab, and Lucky Plastic Industries. Vision Plus has also catered to educational institutions, hospitals, and real estate firms.

In engineering, clients like ST Engineering and National Automotive Components Ltd. use Vision Plus's systems to improve operations. Textile companies such as Crescent Dyeing have implemented ERP solutions for supply chain and manufacturing optimization. Pharmaceutical companies, including Skim Pharma and GT Pharma, benefit from systems managing production and distribution. Hospitals like Mughal Eye Hospital and Iqra Medical Complex streamline patient and administrative management using Vision Plus's tools. Vision Plus has also developed solutions for construction firms, including Premium Construction, to manage project workflows, while oil and gas companies like Sitara Petroleum utilize its systems for operational oversight. Key products include ERP systems for pharmaceutical manufacturing, HR management, trading, and real estate management, along with customized POS solutions.

Vision Plus also offers web design and development services, creating responsive websites tailored to client needs, and mobile development services, delivering user-focused applications compatible across platforms. The company also provides search engine optimization, and social media marketing to support clients' digital presence.

Virtuous BPO

Established in Pakistan in 2016 under the name Redwood Global Services, this company rebranded to Virtuous BPO in 2024 to better reflect their mission of delivering comprehensive business process outsourcing solutions. With a presence in Karachi, Toronto, and Calcutta, Virtuous BPO bridges global operations seamlessly. As a proud member of the Pakistan Software Export Board (PSEB) for the past three years, they bring world-class expertise to clients across industries, fostering innovation and efficiency.

Virtuous BPO provides a wide range of specialized services through its subsidiaries. These include Virtuous Bookkeeping Services, offering scalable financial management solutions and Virtuous Accountants, streamlining operations for accounting firms. G Web Pro Marketing drives digital growth with expert marketing strategies, while Sourcedesk Global connects businesses with pre-vetted tech talent. Ingenium Biz enhances compliance and skills development through cutting-edge training programs. Their integrated approach ensures operational excellence and strategic growth for clients.

With over 60 skilled professionals and a global revenue exceeding USD 1 million, Virtuous BPO is committed to delivering measurable results. Their client-centric approach optimizes operations, reducing costs, and driving growth. By combining years of expertise with innovative solutions, Virtuous BPO empowers organizations to achieve their objectives with confidence.

Primary Products

Virtuous Bookkeeping Services
- Scalable and efficient bookkeeping solutions for small and medium-sized Canadian businesses.
- Focuses on reducing operational costs and improving financial integrity.

Virtuous Accountants
- Outsourced accounting and bookkeeping services for firms, providing skilled overseas professionals to streamline operations.
- Tailored to reduce costs and enhance efficiency for financial growth strategies.

G Web Pro Marketing
- Comprehensive digital marketing services, website development, and mobile app solutions.
- Specializes in traffic optimization, lead generation, and ROI improvement.

Sourcedesk Global
- AI-driven hiring platform for connecting businesses with pre-vetted tech talent, including developers and IT professionals.
- Focuses on cost-efficiency and ensuring cultural and technical matches.

Ingenium Biz
- Advanced finance, compliance, and talent development solutions.
- Provides customized e-learning, in-person training, and advisory services to boost skills and ensure regulatory compliance.

COVID-19 SOP Compliance Solutions
- Real-time analytics and monitoring tools to ensure workplace safety by managing
- compliance with pandemic SOPs.

Retail Analytics and Smart Surveyor
- Tools to analyze footfall, customer behavior, and demographics for retail businesses.
- Smart survey management systems to gather real-time feedback and improve customer satisfaction.

IJ TECHNOLOGIES

IJ TECHNOLOGIES PRIVATE LIMITED

IJ Technologies Private Limited is a trusted partner in providing innovative and comprehensive business solutions across diverse industries. Headquartered in Jhelum, with over nine years of experience, a team of more than 25 industry experts, and a strong track record of 100+ successful projects, 30+ satisfied clients, the company drives excellence through efficiency and result-oriented practices.

The company offers a diverse range of services tailored to meet evolving business needs. These include regulatory services, financial services, outbound telemarketing, customer support, training services, social media management, marketing and advertising, network management, and a wide range of HR consultation and advisory services. Each service is meticulously designed to enhance operational efficiency, boost customer engagement, and foster sustainable growth.

By prioritizing customer satisfaction, leveraging expert insights, and a steadfast focus on innovation, IJ Technologies is a one-stop destination for transforming business challenges into opportunities.

Working with IJ Technologies has been a game-changer for our business. Their outbound services not only increased our lead generation but also brought a new level of efficiency to our operations. Their commitment to quality and cost-effectiveness is unmatched.
- Cynthia Assini

IJ Technologies is more than an outsourcing partner; they are a strategic asset. Their expertise in Finance and Information Technology significantly streamlined our processes, allowing us to focus on core business activities. The results have been exceptional, and we look forward to a continued partnership.
- Mr. Wahid

IJ Technologies played a crucial role in our Information Technology initiatives. Their skilled professionals and state-of-the-art solutions elevated our technological capabilities. Their commitment to excellence and adaptability make them an ideal partner for any tech-driven enterprise.
- Mr. Kayani

Primary Products
- **Regulatory Services**
- **Financial Services**
- **Outbound Services**
- **Customer Service**
- **Training Services and Skill Development**
- **HR Consultation and Advisory Services**

TALK TO US

Do you run a business in the Business Process Outsourcing industry?

Get in touch with your details now at

mkt@pseb.org.pk

and we'll take it from there.

Also email us for any comments, suggestions or errors in this whitepaper.

For more information on registered companies, please visit

https://techdestination.com

About this Industry Roundup

Pakistan Software Export Board developed this paper by hiring services of independent consulting firms to prepare this roundup on Pakistan's Business Process Outsourcing sector. The paper focuses on Pakistan-based companies in this vertical and apprises the reader of the expertise available in this domain.

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