SKYtech GLOBAL

Taking Customer
Satisfaction
Beyond Limits

ISO 27001: 2013 CERTIFIED COMPANY

ISO 9001:2015 CERTIFIED COMPANY
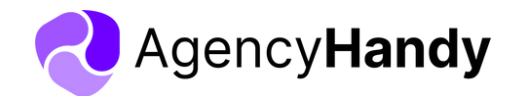
SkyTech Global Ltd.

Active Clients 200+

Total Clients 900+

People of Strong Teams 600+

Last Annual Revenue 10 Million

Our Sister Concerns

Codezzi

SYNERGY BUSINESS SOLUTION

webkooker

AgencyHandy

techmart

Marketorr

TOP BACK OFFICE
Clutch
BPO SERVICES
2021

TOP 06 BPO COMPANIES
THE MANIFEST
• 2021 •
LOS ANGELES

TOP BPO COMPANY
goodfirms.co

Proud Member of

BTRC

জাতীয় দক্ষতা উন্নয়ন কর্তৃপক্ষ বাংলাদেশ
NATIONAL SKILLS DEVELOPMENT AUTHORITY BANGLADESH

e-CAB
e-Commerce Association of Bangladesh

BASIS
Bangladesh Association of Software & Information Services

BACCO
Bangladesh Association of Call Center & Outsourcing

SkyTech **Global Reach**

138+ Clients

Canada

157+ Clients

USA

UK

28+ Clients

China

Bangladesh

1+ Client

10+ Clients

Australia

181+ Clients

Our Commitment

Reducing Operating Cost

Performance Efficiency Enhancement

Business Transformation
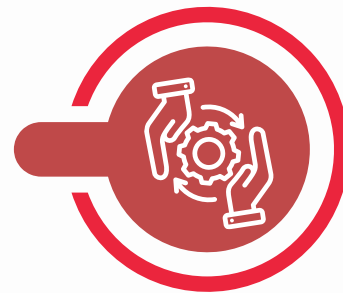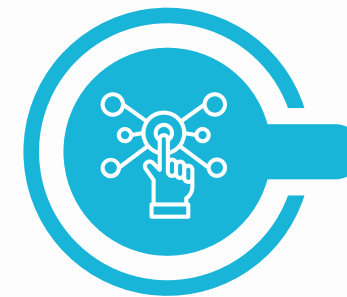
In-Depth Market Research
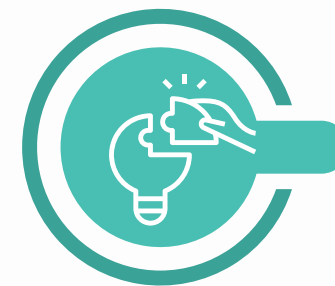
Return On Investment

Guaranteed Quality & Customer Experience

Digitalization

Complexity Solution

Key Industries We're Serving
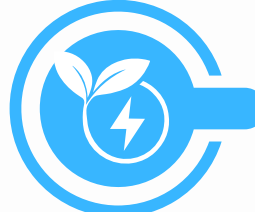
Business Process Outsourcing (BPO)
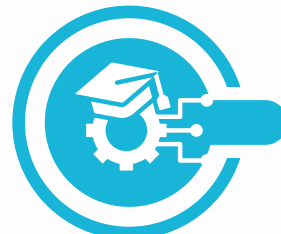
E-Commerce

Banking & Finance

Renewable Energy & Utilities

Real Estate

EdTech

HVAC (Heating, Ventilation, and Air Conditioning)

Commercial & Residential Cleaning

Information & Communication Technology

Healthcare & Fitness

SKYtech GLOBAL

Our BPM Solutions

Contact Center Solutions

- Inbound and Outbound Customer Support Service
- Non-Voice, Social Media and Chat Support
- Email Support
- IVR Integration
- Customer Management
- Service Provisioning & Adjustments
- Analytics & Insights
- Complaint Management

Revenue Generation

- Telesales
- In-Call Sales
- Appointment Setting
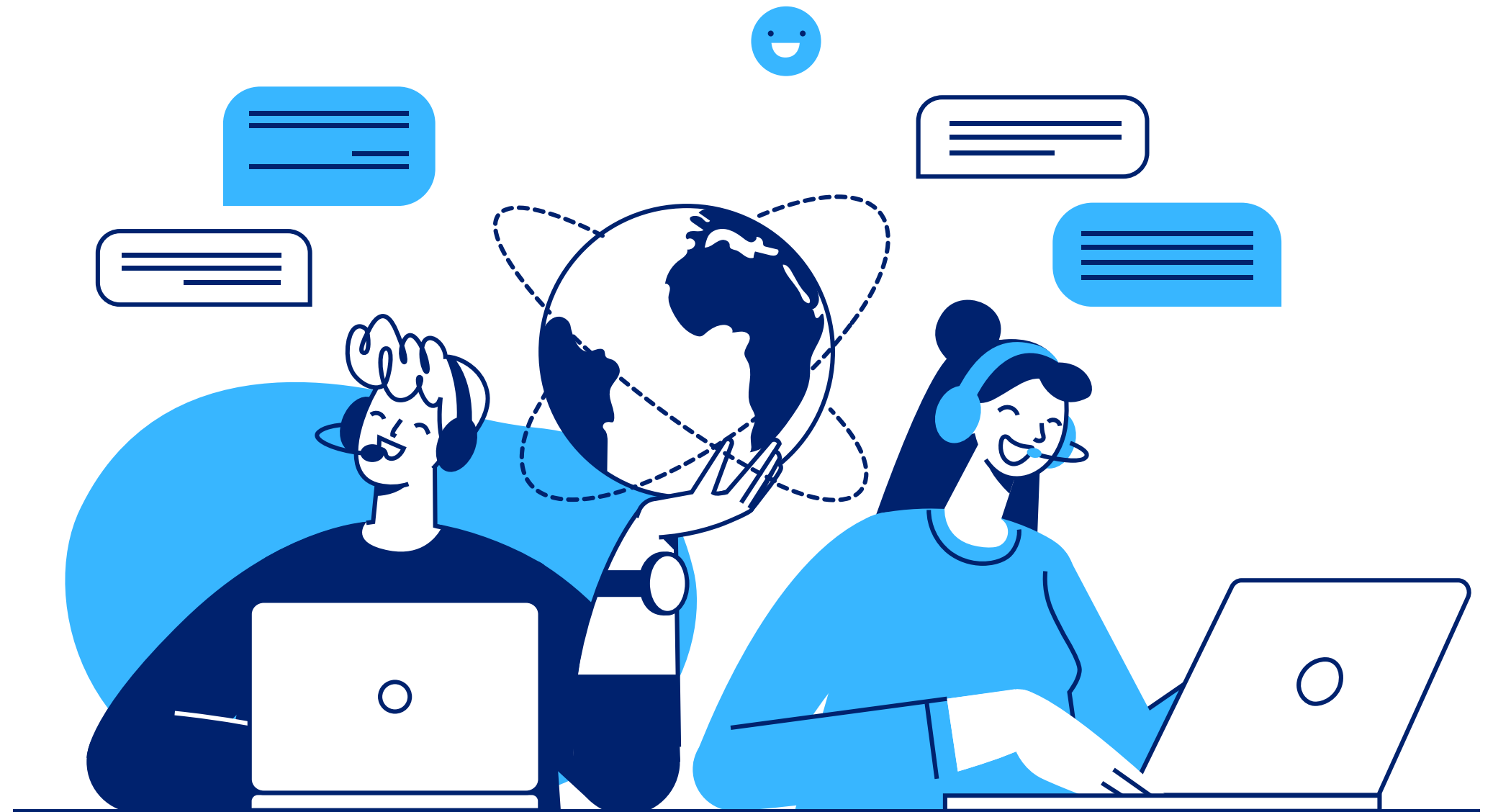- Lead Generation
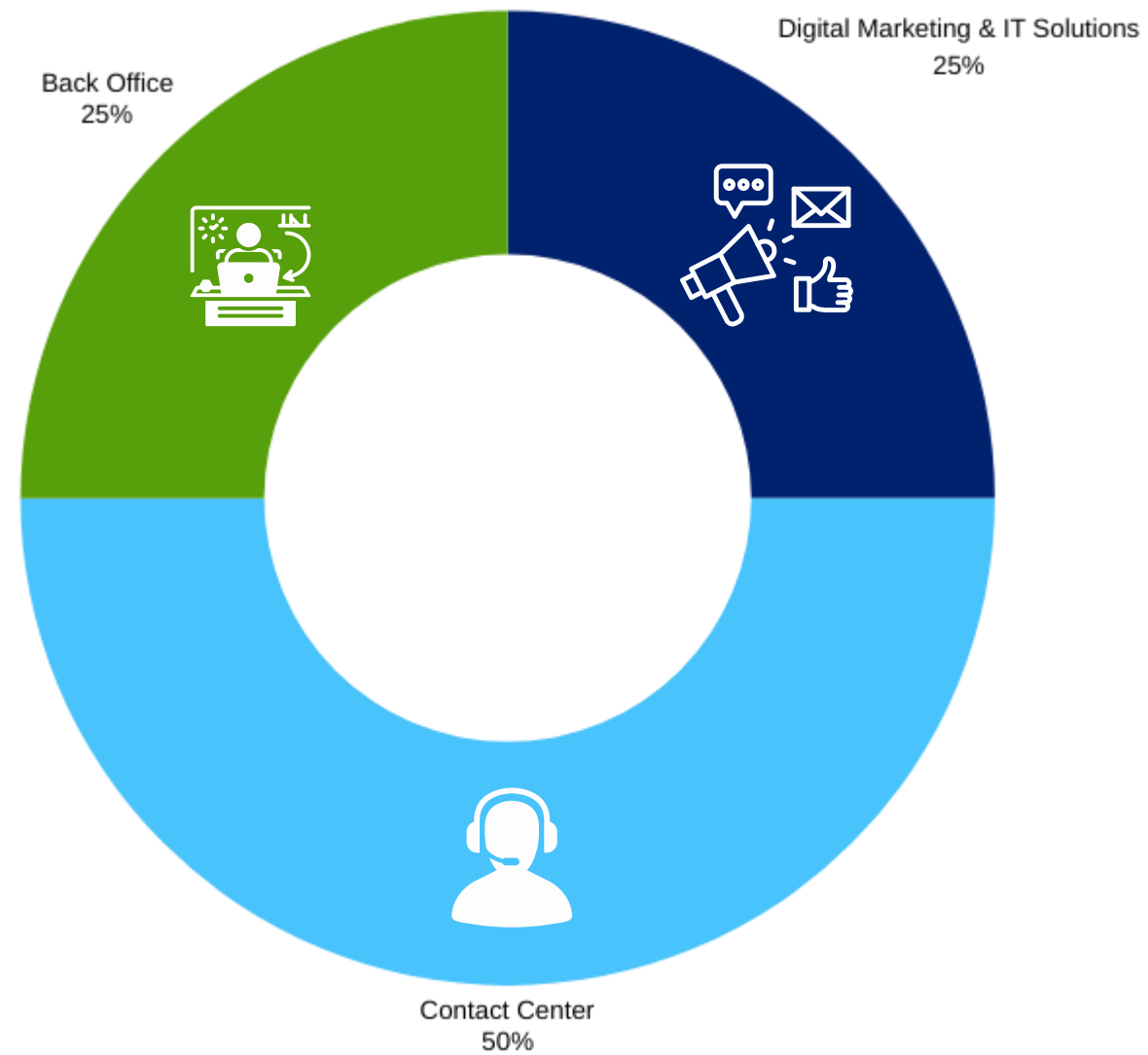- Payment Follow-up and Reminder

Back-Office Support

- CRM Services
- Efficient Freight Solutions
- Property Search Assistance
- Google Maps Optimization
- Data Entry Solutions
- Big Data Analysis

BPM Services

- Customer Support

- Telesales Support

- Upselling & Cross-Selling

- Appointment Setting

- Lead Generation

- Voice Support

- Chat Support

- Email Support

- Social Media Support

- Back-Office Support

Our Talent Demography

Digital Marketing & IT Solutions
25%

Back Office
25%

Contact Center
50%

Team Lead
7%

Managment Level
11%

Staff
35%

Senior
47%

- CONTACT CENTER 50%
- BACK OFFICE 25%
- SOFTWARE DEVELOPMENT & DIGITAL MARKETING 25%
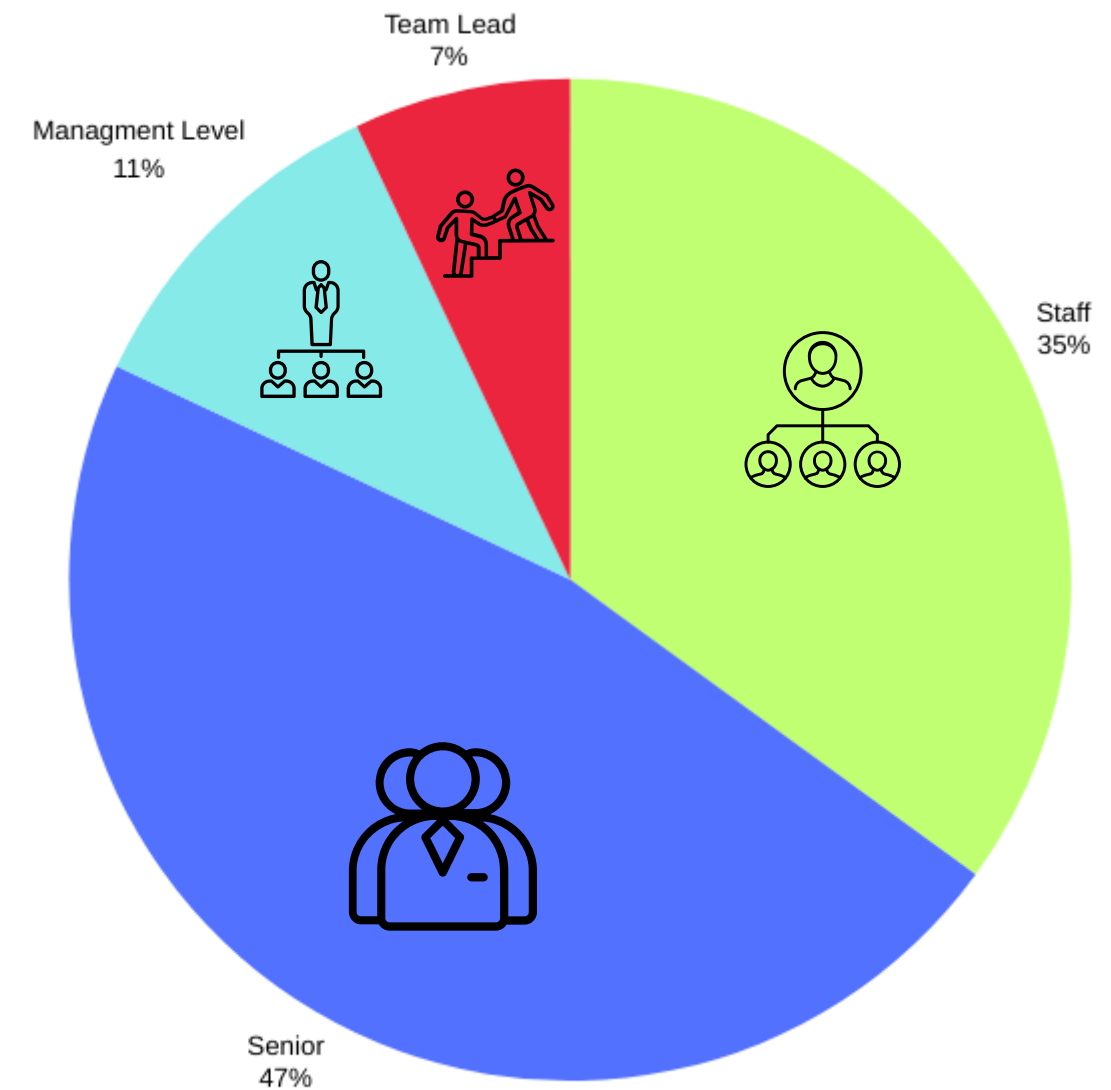
- LEVEL-1 RESOURCE: 35%
- LEVEL-2 RESOURCE: 47%
- MANAGEMENT LEVEL: 11%
- TEAM LEAD: 7%

Software Solution

Our expertise includes web and mobile app development, ensuring a seamless user experience across platforms. We specialize in custom software development and maintenance, creating tailored solutions that evolve with your business. Our team excels in developing enterprise applications, software re-engineering, and robust software testing, ensuring high-quality performance and reliability. Additionally, we provide database design and development, along with data warehousing and security services, helping organizations manage and protect their data effectively. With SkyTech Global Ltd, you gain a partner committed to delivering innovative and secure software solutions. Our key offerings include:

- Web Application & Mobile App Development

- Custom Software Development & maintenance

- Enterprise Applications

- Software Re-engineering

- Software Testing, WA & Migration

- Database Design & Development

- Data Warehouse & Security
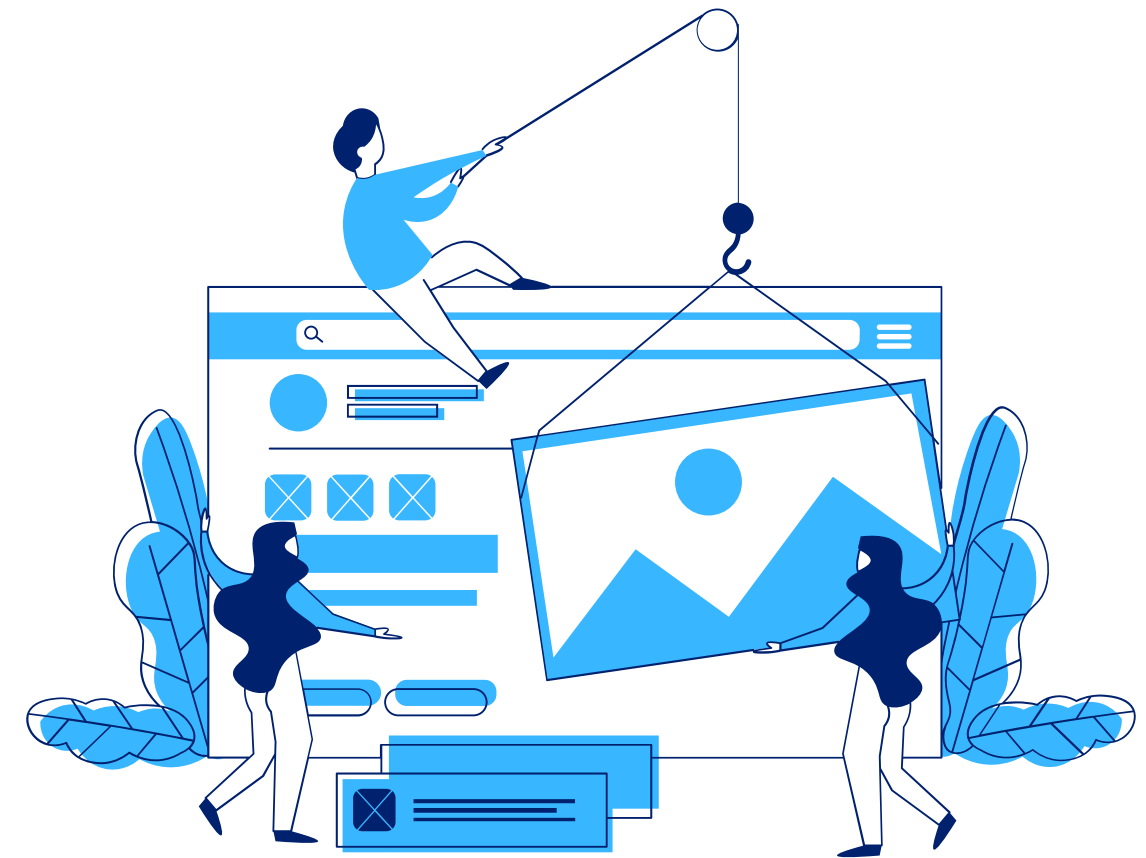
Enterprise Systems & Solutions

- Courier and Logistic ERP

- BPO Industry CRM

- Custom Software Development

- Workflow Automation

- Data Organization And Analysis

- Application Integration

- Cloud Solutions Deployment

- Mobile App Development

- Business Intelligence Tools

- Ongoing Support And Maintenance

Website Development & Digital Marketing Solution

- Website Design & Development

- E-commerce

- SEO Analysis and Strategy

- Content Creation and Marketing

- Social Media Management

- PPC Advertising Campaigns

- Email Marketing

- Analytics and Reporting

- Conversion Rate Optimization (CRO)

- Online Reputation Management

Network Infrastructure Services

SkyTech Global Ltd. offers comprehensive network infrastructure services designed to empower organizations with reliable and efficient IT environments. Our key offerings include:

1.**Office Network Implementation**: We specialize in setting up robust local area networks (LANs) tailored to your office needs.

2.**Network Architecture Design**: We assess your current infrastructure and create customized layouts that enhance performance, security, and future growth.

3.**Data Center (DC)**: SkyTech Global Ltd. provides end-to-end data center services, focusing on the design, deployment, and management of high-performance facilities.

4.**Disaster Recovery (DR)**: We implement robust disaster recovery solutions that protect your business continuity. Our strategies include backup systems, failover protocols, and comprehensive recovery plans to safeguard your data and minimize disruption in the event of an incident.

5.**Video Conferencing System**: Our video conferencing solutions enhance communication and collaboration within your organization. We provide the necessary hardware and software, ensuring optimal network performance for smooth, high-quality virtual meetings, whether in-office or remote.
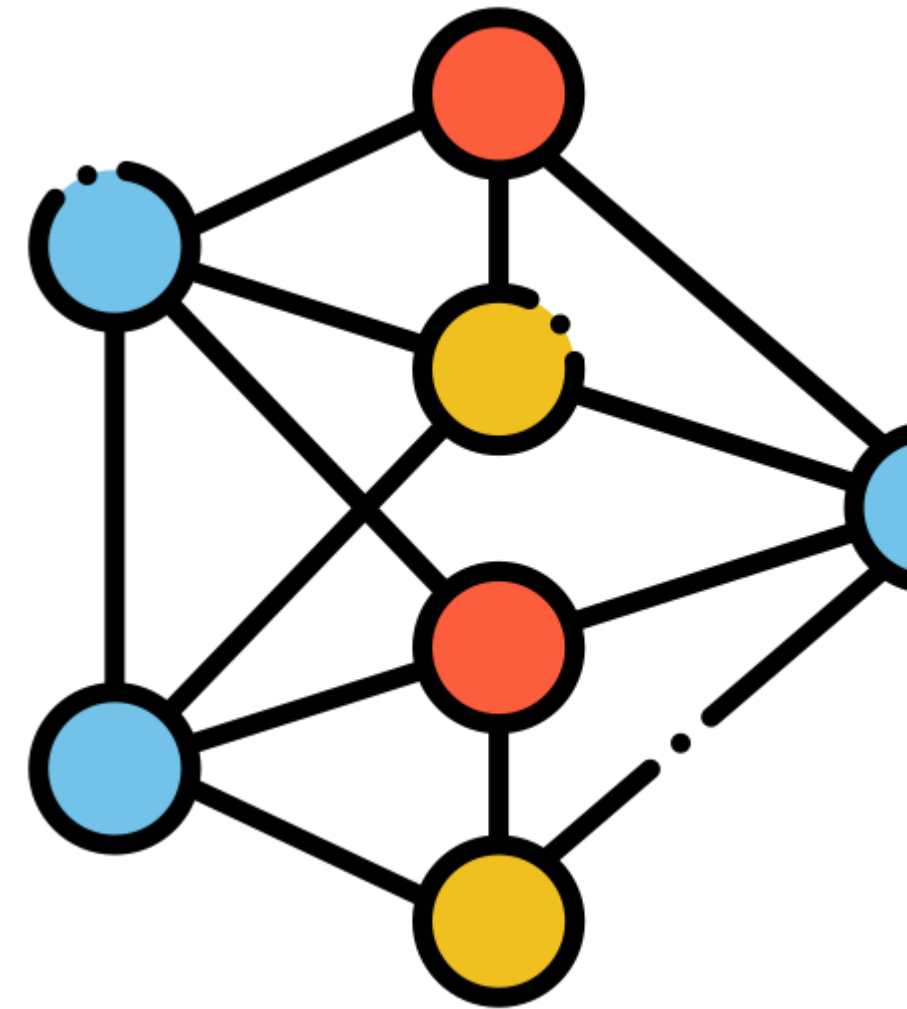
Cyber Security Services

SkyTech Global Ltd. offers comprehensive cyber security services designed to protect your organization from evolving threats. Our Vulnerability Assessment and Penetration Testing (VAPT) services identify weaknesses in your systems before attackers can exploit them. We utilize Security Information and Event Management (SIEM) tools to provide real-time monitoring and analysis of security alerts, ensuring swift responses to potential threats. Our Endpoint Detection and Response (EDR) solutions enhance the security of individual devices by detecting and responding to suspicious activities. For a more integrated approach, our Extended Detection and Response (XDR) services provide comprehensive visibility across various security layers. Additionally, our Security Operations Center (SOC) offers 24/7 monitoring and incident response, ensuring that your organization is safeguarded against cyber threats at all times. Our Solutions:

- **Vulnerability Assessment and Penetration Testing (VAPT)**
- **Security Information and Event Management (SIEM)**
- **Endpoint Detection and Response (EDR)**
- **Extended Detection and Response (XDR)**
- **Security operations center (SOC)**

Hardware Sales & Support

SkyTech Global Ltd. provides a wide array of hardware sales and support services designed to empower your business. We specialize in server setup and maintenance, ensuring your IT infrastructure operates smoothly. Our offerings include media gateways and HLR systems for effective communication, as well as robust firewalls and Net Engine routers that bolster your network security.

- Server setup & maintenance
- Media Gateway, HLR
- Firewall, Net Engine Router
- LAN Switch, Router
- PC Hardware and Accessories
- Desktops, Laptops, Tablets
- Printers, Scanners, Photocopiers
- Surveillance Solution etc.

Our Offered BPM Services

Voice

- Call Center Solutions
- Inbound/Outbound
- Customer Services
- Complaint Management
- Technical Support Services
- Telesales & Marketing Services
- Appointment Setting
- Sales & Lead Generation

Non-Voice

- E-mail Support Services
- Live Chat Support Services
- Data Input & Management Services
- Back Office Operation
- Social Media Management
- Human Resource Services
- Payment Processing Servicesl
- Complaint Management

E-commerce

- Catalog Management Services
- Content Management Services
- Product Management Services
- Buyer & Seller Management Services
- E-commerce benchmarking Services
- Custom E-Commerce Development
- Order Management Services

We Ensure Data Security & Protection
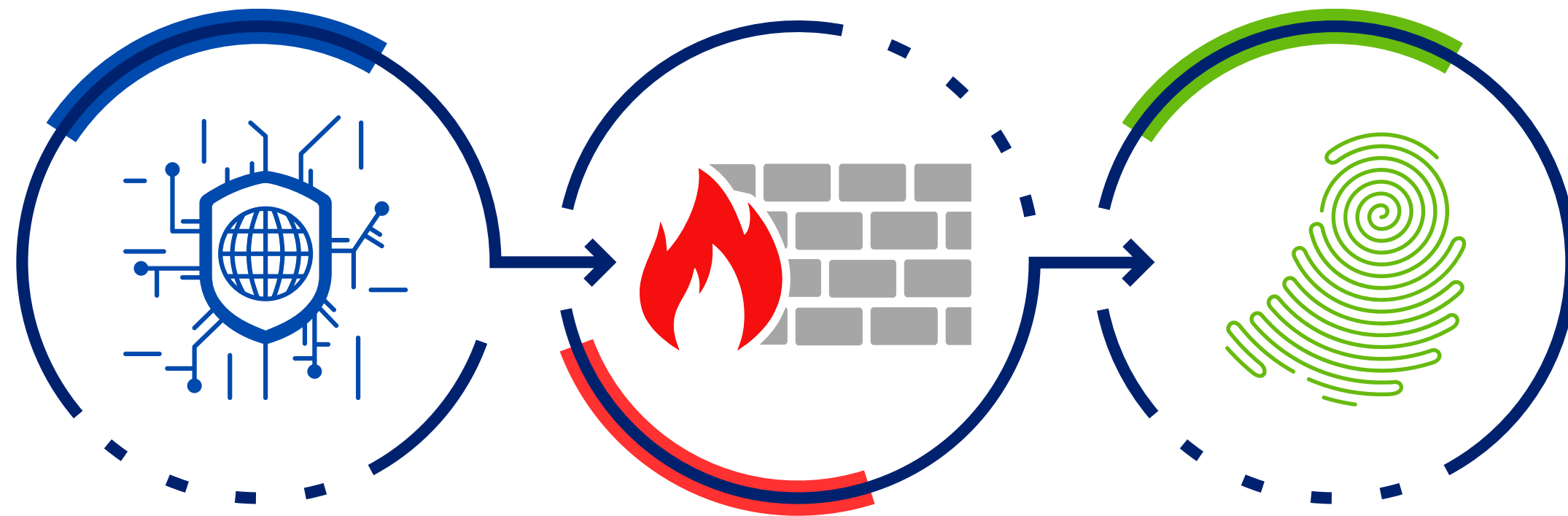
Global security standards.

Advanced firewall protection.
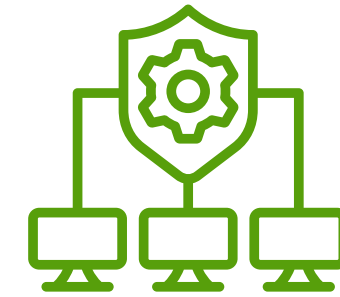
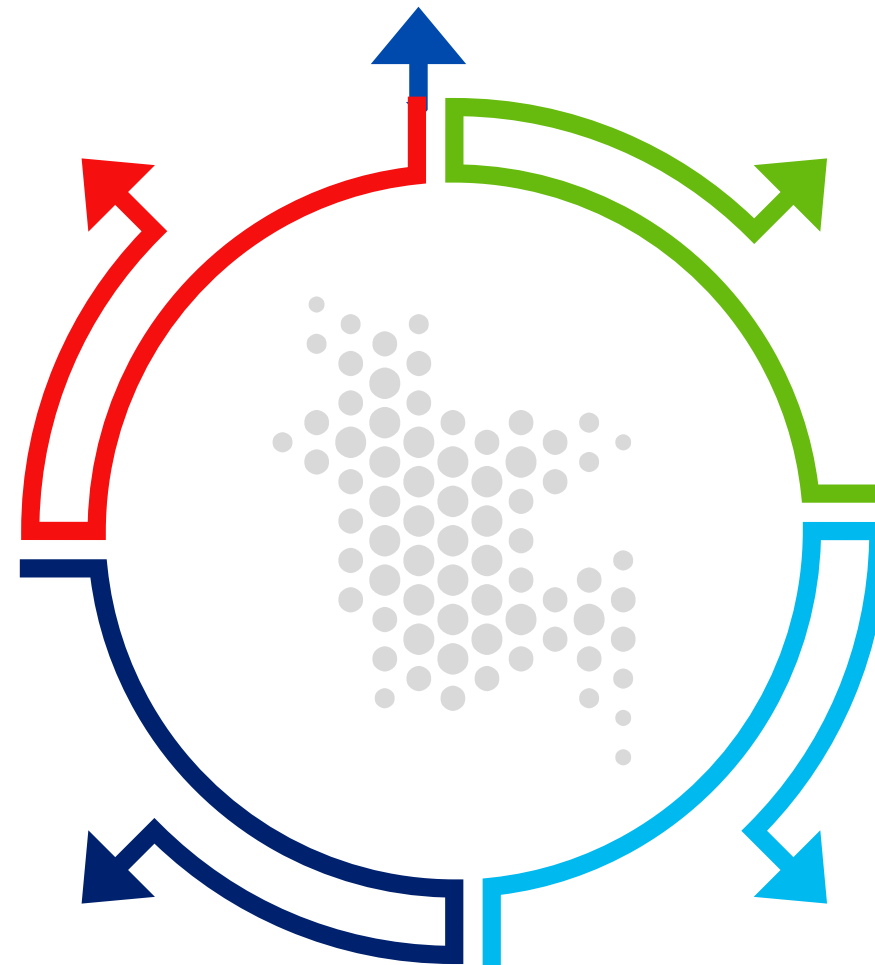**Biometric access control.**

Restricted PC Access

Strict device policy.

24/7 surveillance

Network Segmentation

Enterprise-grade Solutions
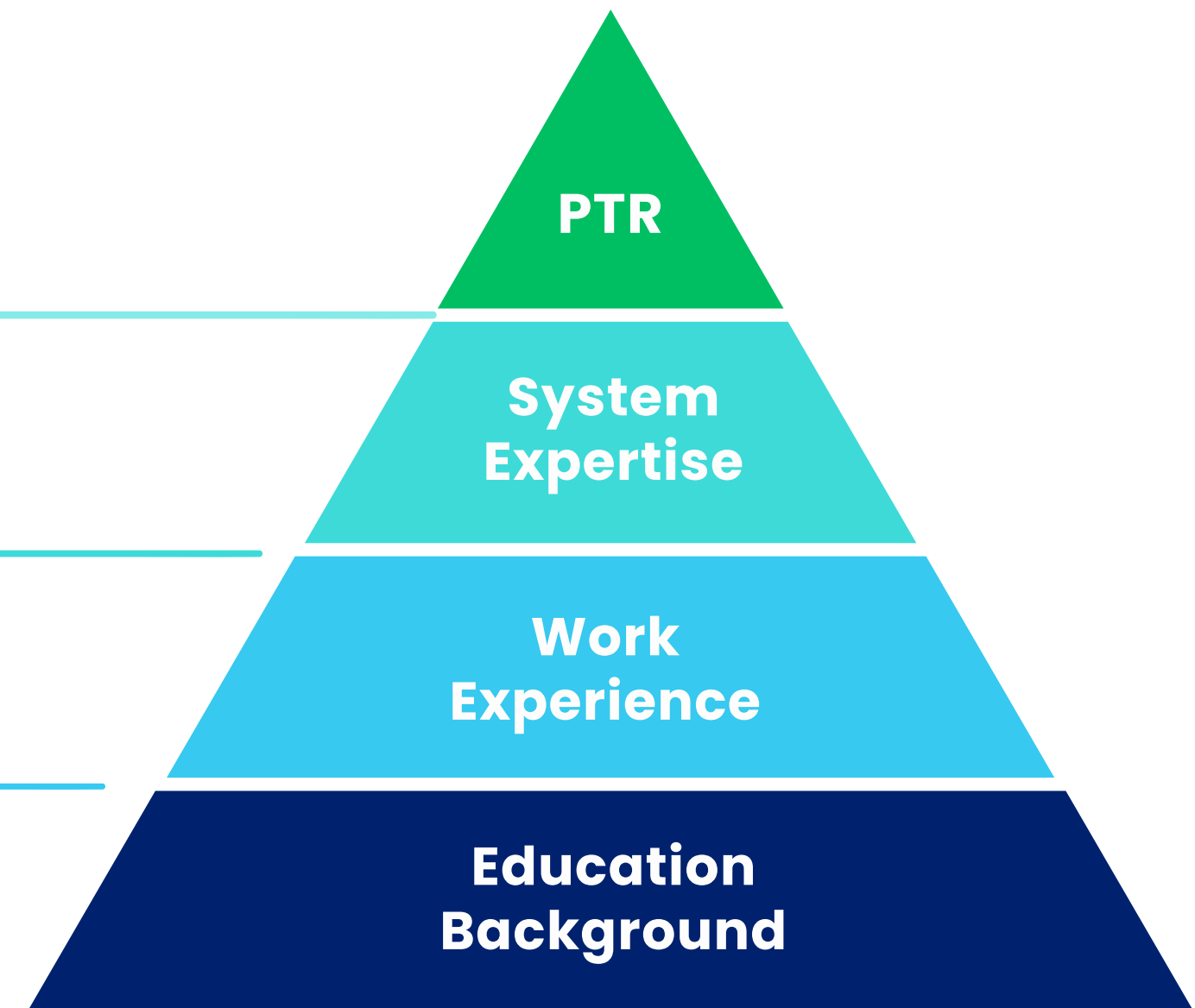
Our Talent Demography

① Proven Track Record

② ERP, CRM, Cloud-Based Applications, CTI, Dialers, Office Applications etc.

③ Up to 13 Years

④ Business, Marketing, Accounting, Finance etc.

PTR

System Expertise

Work Experience

Education Background

IVR

- **Automated Order Processing:** Customers can place or reorder groceries through the IVR system without human assistance.
- **Order Status and Tracking:** Provides real-time updates on the status of orders, including expected delivery times.
- **Product Availability Information:** Allows customers to check stock availability of specific items via the IVR system.
- **Personalized Call Menus:** Offers tailored menu options based on customer purchase history or preferences.
- **Loyalty Program Access:** Enables customers to check their loyalty points or redeem rewards using the IVR.
- **Delivery Scheduling:** Allows customers to schedule or reschedule delivery times for their orders.
- **Multi-Language Support:** Supports multiple languages, catering to a diverse customer base.
- **Self-Service Support:** Provides assistance with frequently asked questions, such as account management, payment methods, and store policies.
- **Call Routing to Customer Support:** Directs customers to live agents for complex issues, such as payment disputes or delivery problems.
- **Payment Processing:** Allows customers to make payments or update payment details through a secure automated system.
- **Feedback and Survey Collection:** Collects customer feedback on service and product quality via automated post-call surveys.
- **24/7 Accessibility:** Ensures round-the-clock service, allowing customers to interact with the system at any time.
- **Promotions and Offers Notification:** Notifies customers about ongoing promotions, discounts, and special offers during calls.

CRM

- **Customer Data Management:** Centralized storage of customer profiles, purchase history, and preferences for personalized service.
- **Order Tracking and History:** Tracks previous orders, enabling customers to easily reorder favorite items.
- **Targeted Marketing Campaigns:** Allows segmentation of customers based on shopping behavior for personalized promotions and email campaigns.
- **Customer Support Integration:** Provides quick access to customer support via chat, phone, or email, all managed within the CRM.
- **Loyalty Programs:** Tracks customer participation in rewards and loyalty programs, offering points and discounts based on purchases.
- **Inventory and Restock Alerts:** Integrated with inventory systems to notify customers when out-of-stock items are available again.
- **Automated Communication:** Sends automated messages for order confirmations, delivery updates, and promotional offers.
- **Customer Feedback Management:** Collects and analyzes customer reviews and feedback to improve service and product offerings.
- **Data Analytics and Reporting:** Provides insights on customer behavior, buying patterns, and sales trends to inform business decisions.
- **Mobile-Friendly Access:** Allows customers to manage their profiles, orders, and communications via mobile apps.
- **Discounts and Coupon Management:** Tracks customer eligibility for discounts, vouchers, and special offers based on purchasing activity.

Flexible Commercial Model

FTE MODEL

We're able to deploy resources on your behalf with the best in industry service delivery assurance and ROI-based FTE billing model offered. We are open to negotiation and closure with a win-win for both you and us

FIXED + VARIABLE

We also offer a Fixed + Variable model to ensure operating cost is covered by fixed billing and margin is earned out of variable by deploying excellence in service delivery and ensuring ROI

TRANSACTION BILLING

We are open for billing per with transaction minimum guarantee on volume transactions to secure our commitment to employees with the best-in-class quality assurance.

VARIABLE MODEL

We are ready to take up challenges and move to a fully variable model based on performance & historical analytics and over a period of 3 months to ensure ROI for both of us.
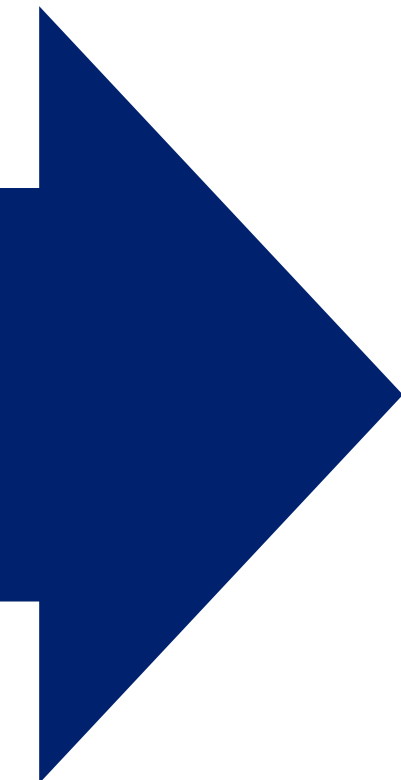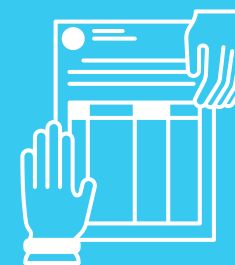
Recruitment Model

Start

Screening | 01
Our selection process considers qualifications, relevant experience, and interpersonal skills to ensure the right fit for your needs.

02 | Customized Test
Our personalized tests assess practical skills and writing abilities, ensuring candidates possess the necessary expertise for their roles.

Reference Check | 03
We conduct thorough background checks, verifying candidate profiles through criminal record checks, employment history, and education verification.

04 | Training
Our comprehensive training program equips new hires with the knowledge and skills needed to excel in their roles.

Goals

Quality Control of Service

Quality Control Practices

- **Consistent Service:** We maintain uniform service quality across all industries.
- **Meeting SLAs:** We prioritize fulfilling Service Level Agreements to ensure client satisfaction.
- **Clear Metrics:** We establish measurable performance indicators for effective evaluation.
- **Tailored Solutions:** We customize our services to meet each client's unique needs.
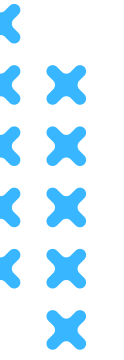- **Industry Expertise:** We guarantee high-quality service regardless of your industry.

KPI Control & Backup Solutions

- **KPI Management:** We proactively monitor key performance indicators to track progress and continuously improve.
- **Backup Solutions:** We implement robust backup solutions to ensure service continuity and data integrity.
- **Client Focus:** We are dedicated to meeting and exceeding client expectations.
- Performance Excellence: We strive for excellence in performance delivery.
- **Service Fulfillment:** We commit to fulfilling client requirements with high-performance standards.

Our Domestic Clientele

10 MINUTE SCHOOL

shikho
শিখবো, জিতবো

MENTORS'
education • study abroad

light of Hope

STEMZ
keeping you healthy

Payoneer
BANGLADESH

SNV
Bangladesh

PRIMO
CLOUD CALL CENTRE SOLUTION

Price
Wholesale

Our Global Clientele

Why Partnering With SkyTech Global Ltd. ?

Proven Track Record

SkyTech team has developed and delivered big projects that they have taken upon and our work defines the quality we can provide.

Better ROI

We provide extremely cost efficient service with best possible cutting edge technology. Sometimes its even 1/4th of the development cost you are already paying.

Contract Eligibility

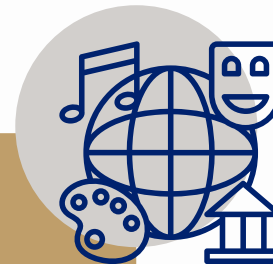No more wastage of resources or money, you will only have to pay for the work you need.

Data Security & Confidentiality

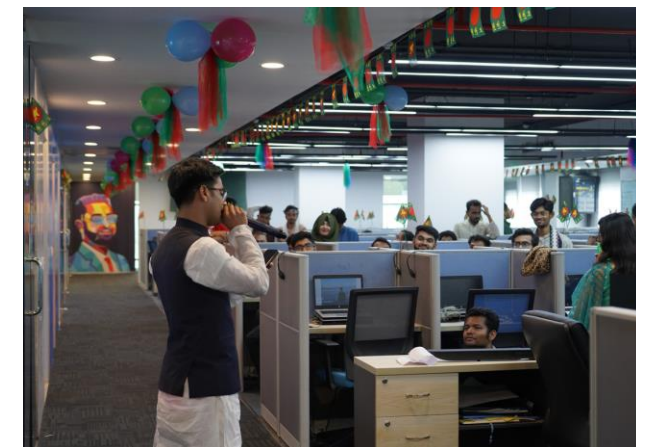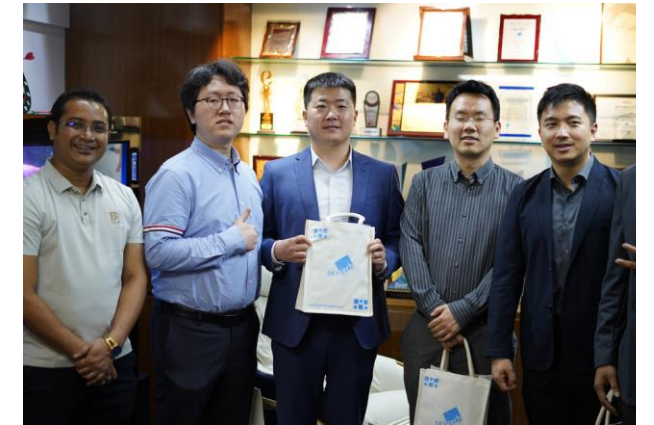We ensure the data security and confidentiality of our client's work in the best possible manner.

Culture

We always have a perfection oriented culture which makes us different than others.
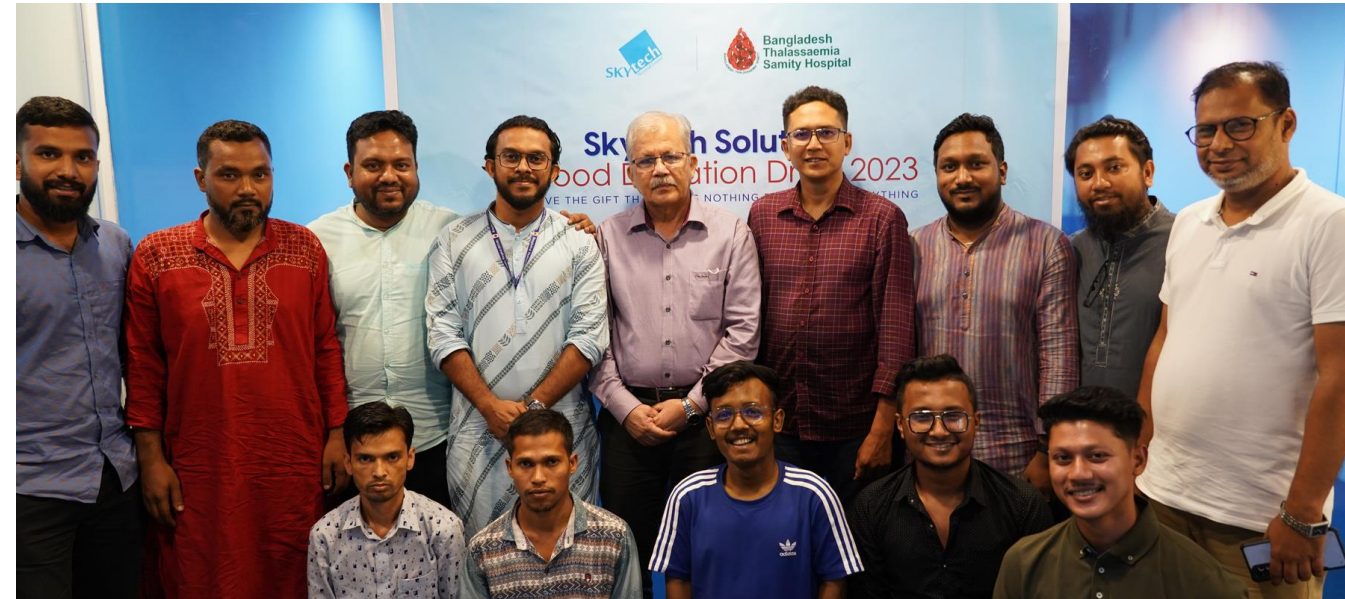
Glimpses Of Our Office

Employee Engagement & Events

World Blood Donor Day

Employee Engagements & Events

Awards & Recognition

Contact Us

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GLOBAL