



Vortex Infosys

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Company Profile 2025

Company Overview

Vortex Infosys is a dynamic and globally connected Business Process Outsourcing company specializing in high-quality customer support, call center operations, and back-office services. With a strong team, modern infrastructure, and a commitment to excellence, we deliver scalable and efficient solutions to international clients across multiple industries.

Who We Are

We are an international call center based in Bangladesh, providing professional inbound, outbound, and administrative support to businesses seeking reliable, cost-effective outsourcing solutions.

Our Mission

To empower businesses with world-class customer support and process management through innovation, professionalism, and a client-first approach.

Our Vision

To become a global leader in outsourced customer experience solutions by consistently delivering quality, efficiency, and value to our partners.





History & Core Values

Vortex Infosys was founded with a simple goal: to bridge the gap between global businesses and high-quality customer support at an affordable cost. Over time, we expanded our team, enhanced our technical infrastructure, and diversified our services. Today, we proudly serve international clients with trust, transparency, and performance excellence.

Core Values

Professionalism: We maintain the highest standards in every task and interaction.

Transparency: We believe in open communication and honest results.

Security & Confidentiality: Client data is protected through strict compliance measures.

Innovation: We continuously upgrade our technology and processes for better performance.

People-Centric Culture: Our strength lies in our trained, motivated, and dedicated workforce.



Service & Capabilities

Call Center Solutions

Inbound & outbound support, customer care, sales calls, lead generation, retention, and survey services.

Technical Support

Multi-tier troubleshooting, device/system support, remote support integration

Analytics & Optimization

Performance metrics, KPI analysis, process refinement, cost optimization strategies.

Back-Office Services

Data entry, billing, documentation, reporting, admin support, email/chat assistance.

Clients & Market Position



Target Markets

USA, Canada, UK, Europe, Australia, and Asia — serving multiple industries with tailored outsourcing solutions.

Competitive Advantages

- Affordable pricing with premium quality
- Skilled English-proficient support agents
- Strong technology infrastructure and CRM systems
- Flexible customization and rapid onboarding
- Secure data handling and compliance
- Scalable teams for long-term projects



Future Plans

Future Roadmap

Expansion of AI-assisted support systems

Workforce enlargement and global operations

Adoption of automation and RPA technologies

Acquisition of ISO & SOC certifications

Setup of new delivery centers



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www.vortexinfo-sys.com