



Impel Service & Solutions Limited

Ensuring Better Customer Experience

www.isssl.com.bd
House#71, Road#7, Sector#4,
Uttara Model Town, Dhaka-1230



FOUNDED ON 2011

10 Years of Influential Experience



SERVICE & SOLUTIONS

BPO (Business Process Outsourcing) Service & Solutions

IT/ITES Services & Solutions



BUSINESS GROWTH

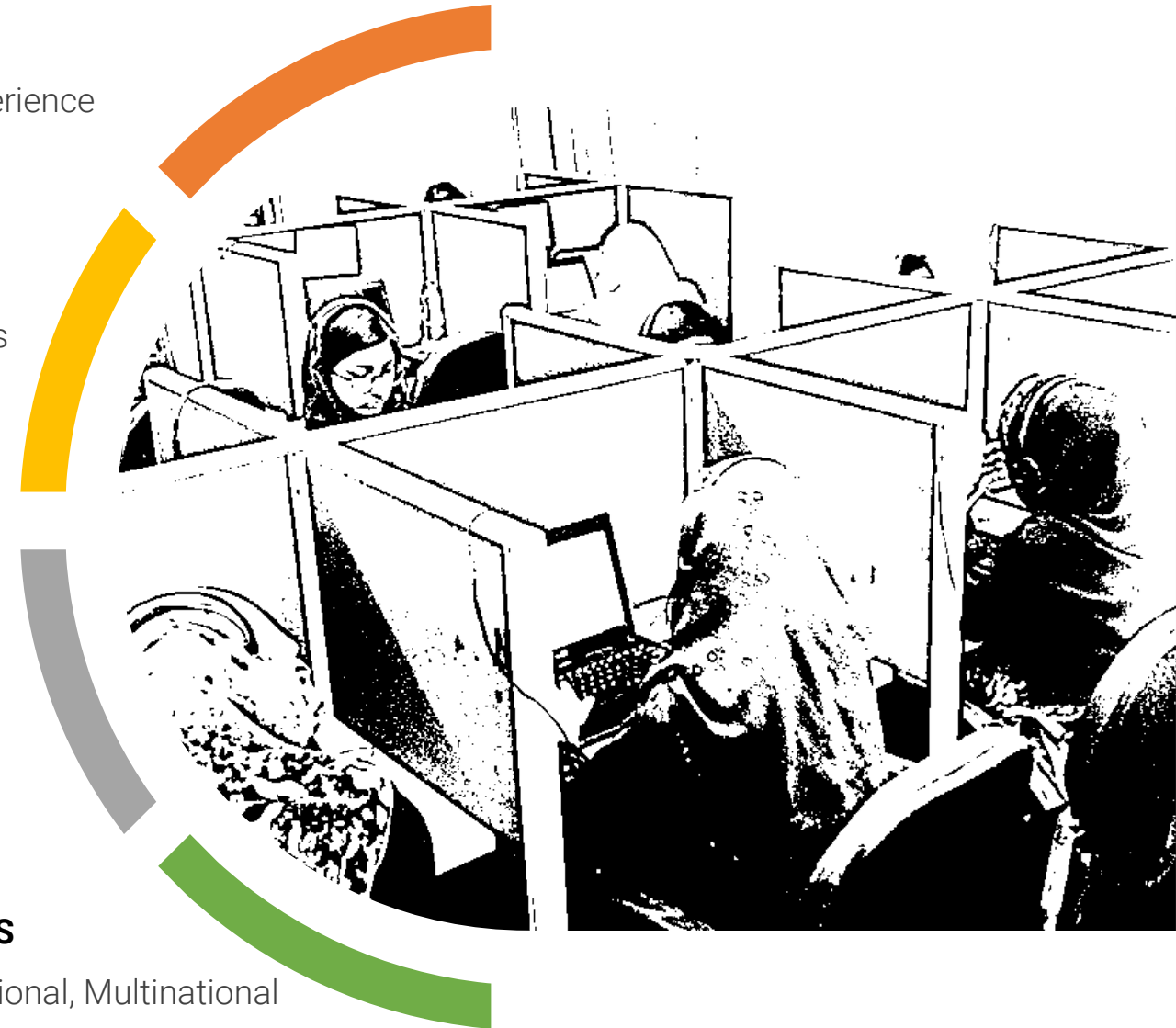
Fastest growing service provider with a 350+ robust employee base

200 Workstations for BPO support



SERVING 12 BUSINESS VERTICALS

More than 50 clients served in Local, International, Multinational and Government Sectors



MANAGING DIRECTOR



Md. Aminul Hoque

20 years in IT Business,
Successful Entrepreneur

Highly efficient in developing
new ideas and execution

Finance Secretary, Executive
Committee, BACCO.

CHAIRMAN



Md. Habibul Huq

Successful Entrepreneur, IT
Enthusiast since last 16 Years.

Call Center solutions expert

Efficiently handling ISSL
Technical and Financial

Responsible for ISSL technical
/ financial and regulatory part.

DIRECTOR



Md. Musfeq Us Saleheen

Responsible for ISSL
Commercial, Projects and BPO
Operation. 17 Years experience
in Customer Experience &
Service.

Worked for Leading
Telecommunications at CS
strategy development and lead
multiple team as a part of CS
Management team.

Prince 2® Practitioner Certified

DIRECTOR



Md. Ashiqur Rahman

Responsible for ISSL Market
communication, Branding and
Corporate Sales & Affairs.

17 years experience in Call
Center & BOI including Leading
Telecommunications in BD.

Able to manage large team and
deliver good result with proper
follow up.



CALL CENTER SERVICE & SOLUTIONS

- Inbound Services
- Outbound Services
- Call Center & IVR Solutions
- Missed Call Marketing Services



BACK OFFICE SERVICES

- Credit Recovery & Collection Operations
- Social Media Query Management
- Online Chat and Email Services
- Data Entry



DIRECT SALES & FIELD FORCE SUPPORT

- Direct Sales Team
- Document Management Team
- KYC Team
- Collection and Recovery Team



SOFTWARE & MOBILE APPLICATION

- Web Based Business Software Solutions
- Software Integration, Migration & Modernization
- Mobile Application Development
- Digital Services Integration



DIGITAL MARKETING & CONTENT MANAGEMENT

- Social Media Management
- Chat bot Integration
- Image Processing
- Video Editing
- 2D Animation
- Voice Over Content Production
- Bulk SMS Service
- Email Marketing Template Design
- Voice Broadcast Services



TRAINING & HR DEVELOPMENT

- Training & Development
- Skill Development Program
- HR Sourcing



INFRASTRUCTURE READINESS

- 160 Call Center Seats with state of the art infrastructure for call center and back office operations
- Own server setup
- IPTSP and ISP support
- Redundancy Management for smooth operations.



TECHNICAL READINESS

- Have own development team for operational software.
- Cloud based CRM platform which can be customized as per client requirement
- Online based reporting and data management facility
- End to End Call recording
- IVR integration



RESOURCE READINESS

- 350+ skilled resources with a pool of 100 more for call center operations
- Separate Quality Control & Training team for maintaining service excellence.
- Dedicated MIS team for reporting and analysis .



DATA DRIVEN LEADERSHIP

- ✓ 15 Years Of Leadership Experience
- ✓ Continuous Process Improvement Through Innovation & Consultation
- ✓ Strong MIS Management With Decision Making Analytics for our clients



COST OPTIMIZATION

- ✓ Leveraging up to 60% operational cost
- ✓ Optimized resource and infrastructure management strategies
- ✓ A very minimal team engagement for partner management from mother organization.
- ✓ Can scale up as well as shrink as per situation based on forecasting with a 24/7 support



CUSTOMER EXPERIENCE

- ✓ Ensure 80% customer satisfaction index
- ✓ Ensure customer experience through Net Promoter Score (NPS)
- ✓ Through proper customer insight management, we can help City Bank to deliver better on customer demands.
- ✓ Customer Satisfaction Surveys

INDUSTRY VERTICALS WE ARE SERVING



**GOVERNMENT
ORGANIZATIONS**



TELECOMMUNICATIONS



**BANK & FINANCIAL
INSTITUTIONS**



**SERVICE
PROVIDERS**



FMCG



E-COMMERCE



**MOBILE HEALTH
SERVICES**



EDUCATION & LEARNING



**MOBILE FINANCIAL
SERVICES**



**GLOBAL
ORGANIZATIONS**



**EVENTS & SOCIAL
SERVICES**



MANUFACTURERS

MEMBERSHIP – AFFILIATIONS - CERTIFICATIONS

MEMBERSHIP



BUSINESS PARTNER



AFFILIATION



CERTIFICATION





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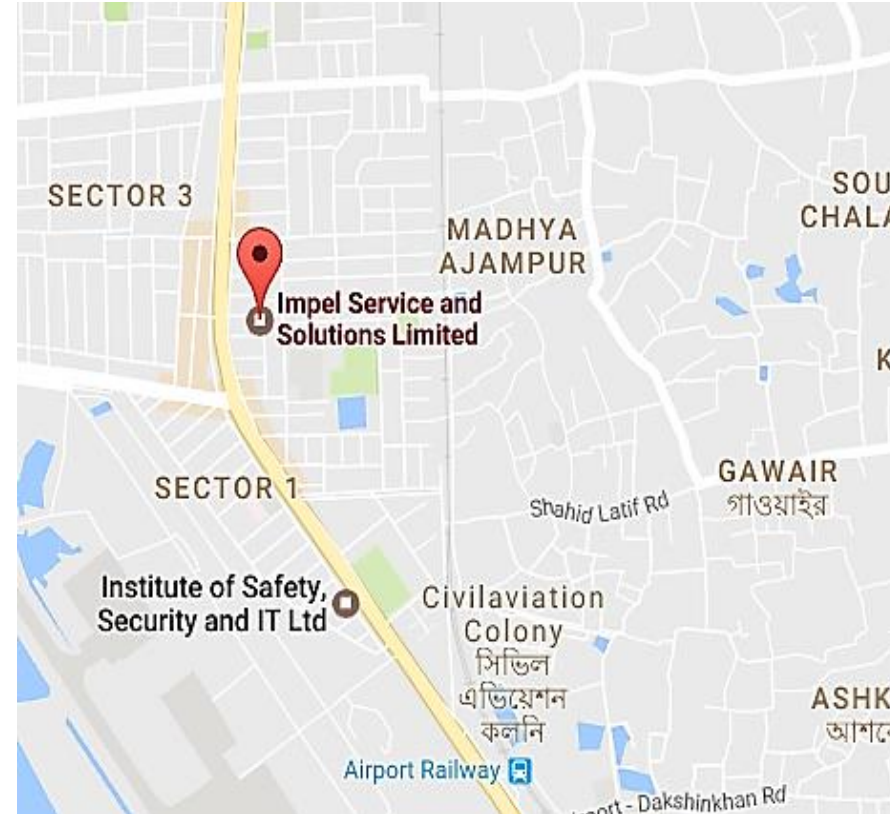
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TOGETHER WE CAN BEAT CORONAVIRUS



GET VACCINATED



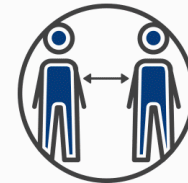
WEAR A FACE MASK



CLEAN AND DISINFECT



WASH YOUR HANDS
FREQUENTLY



KEEP THE DISTANCE
WITH OTHER PERSON



DO NOT TOUCH FACE
WITH YOUR HAND

AWARENESS FROM

ISSSL
Impel Service & Solutions Limited

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THANK YOU

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