

Company Profile



ZayneTech Limited
empowering tomorrow

ZayneTech Limited is a registered company under the Registrar of Joint Stock Companies (RJSC) in Bangladesh. Certificate of Incorporation No. C-186879/2023

About Our Company

A Brief Story About ZayneTech Limited

ZayneTech Limited aims to be the one of Bangladesh's leading BPO service providers. We offer a comprehensive selection of IT/ITES services with client satisfaction in mind. Our experienced Business Process Outsourcing Solutions enhance the client's business process and company benefits.

We provide superior BPO services by leveraging our industry knowledge and offshore connections. Offshore and onshore, we ensure maximum value, high quality, and low-cost Business Processing.

ZayneTech began operations in 2023, and within a short amount of time, we partnered with several US business entities with a mission to aid in the expansion of businesses.

Our Business Process Outsourcing portfolio covers end-to-end, customer-friendly, and tailor-made solutions. With its world-class infrastructure, ZayneTech is able to provide 24/7 service throughout the entire year.

Offshore Outsourcing and Cloud Computing are specializations of ZayneTech Limited. We are devoted to delivering the most effective solutions to our clients through a combination of cutting-edge technology and highly skilled staff.

Vision

To support our clients in expanding their businesses by providing world-class, yet cost-effective, business process outsourcing services through the combined efforts of our workers, suppliers, and partners.

Our focus is on establishing long-term client relationships and delivering a high return on investment on a consistent basis, allowing our company significant and sustainable growth opportunities.

Mission

Excellence

The level of work quality does not stop at competence but rather exceeds the expectations of the client.

Commitment

Our team is committed to the well-being of our customers, as well as their achievements, by providing them with the necessary resources and the information they need to achieve their goals.

Integrity

ZayneTech Limited always believes in performing work with the proper attitude and enthusiasm.

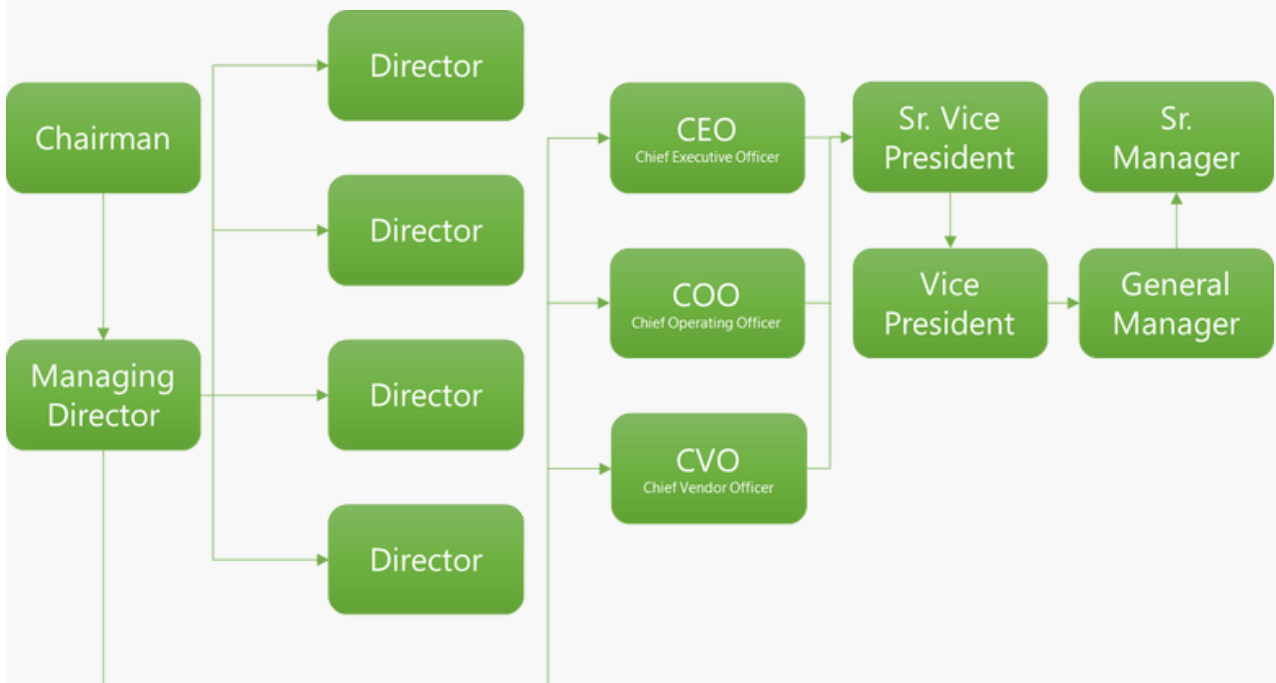
Leadership

We appreciate leadership through a never-ending process of self-reflection, education, training, and experience. In doing so, we would be equipped to act as leaders by example, encouraging high-performance and excellence through the good use of influence.

Company Management Structure

The chain of command within ZayneTech Limited, beginning with senior management and executives and extending to general staff, is a hierarchical structure.

This power structure guarantees that management levels comprehend their interrelationships and enables businesses to make effective decisions.



Our Services

**NON-VOICE &
BACK-OFFICE
SUPPORT**

**DATA
MANAGEMENT
SOLUTIONS**

**CONTACT
CENTER
SERVICES**

**DIGITAL MARKETING
& CONTENT
MANAGEMENT**

**MANAGED
SERVICES**

**VALUE ADDED
SERVICES**



NON-VOICE & BACK-OFFICE SUPPORT



ZayneTech Limited provides Non-Voice and Back-office services so that our clients have a smooth experience and our business becomes more productive and effective.

Back-Office Services are a crucial component of every organization, according to ZayneTech. With the appropriate Back-Office support services, a business may become efficient and cost-effective. We provide comprehensive Back-Office Services with tight deadline commitment. By managing company back office, ZayneTech will eliminate client headaches, save business time, and increase the quality of your business.

Non-voice procedures include email marketing, report generation, document processing, and a variety of other duties in which agents are not required to speak with clients/customers. In order to prepare our representatives for non-voice operations, we cultivate their other capabilities in addition to their speech skills at ZayneTech.

Back Office support allows business to outsource to an offshore team non-standard jobs like email and chat support, documentation, data mining, research and report writing, presentation preparation, bookkeeping, financial analysis, website construction and support, etc.



DATA MANAGEMENT SOLUTIONS



Database Management Solutions offers in-depth performance monitoring and Database construction & Storage for 500+ people located in a single location or remotely across the nation.

In addition, it tracks consumer experience with the product or service, followed by complete consumer profiling that can be readily filtered and sorted by the marketing team in order to target consumers for different marketing and promotion activities.

The performance of the data input field force can also be examined using the database generated and populated by the Database management solution.

More than 5000 enterprises throughout the world utilize this type of solution to immediately discover, isolate, and fix business performance issues, properly plan capacity & and target every specific set of consumers/customers from the database, and guarantee optimal application performance.

Depending on the client's preference, this solution can be hosted on a physical server or a server in the cloud.



CONTACT CENTER SERVICES



Contact Center Services are an effective means of communicating with and engaging customers.

ZayneTech Limited designs its Contact Center Procedure as per our client's requirements.

We offer Multilingual (Bengali, English) Call Center Services while keeping in mind the brand value of the customer.

In providing our services, our adaptability and flexibility make us client-focused and results-driven.

- Customer Support
- Technical/Help Desk Support
- Order Management Fulfillment
- Upselling/Cross-Selling
- Complaints Resolution Handling
- Customer Surveys and Market Research
- Live Chat Support
- E-Commerce Support
- SMS Support/Email Support
- Appointment Scheduling
- Lead Generation
- Customer Retention



DIGITAL MARKETING & CONTENT MANAGEMENT











The Digital Marketing Services of ZayneTech Limited will assist your business connect with its intended audience.

Our significantly experienced Digital Marketing team will improve your business's performance to your advantage.

We provide our effective Digital Marketing Services with a money-back guarantee in order to increase the profitability of your business.



The following services fall under this window:

- | | |
|--|---|
|  Search Engine Optimization (SEO) |  Audience Research & Segmentation |
|  Social Media Management |  Content Creation & Management |
|  Marketing Strategy |  Google Analytics |
|  Content Marketing |  Advertising & Campaign Management |



MANAGED SERVICES



A STEP IN THE RIGHT DIRECTION WITH MANAGED SERVICES

Outsourcing managed services is the practice of outsourcing the responsibility for sustaining and anticipating the demand for a variety of operations and functions in order to increase productivity and minimize costs.

Depending on the requirements of each client, managed services can differ. To meet the specific demands and expectations of clients, managed services are planned and structured.

ZayneTech Limited is one of Bangladesh's managed service companies. We collaborate with diverse local and international enterprises and organizations, implementing strategically planned solutions to fulfill their needs.

Being one of the leading managed service providers, our services are developed, planned, and executed to maximize client output and benefit. Our comprehensive management services allow you to focus on your main business without interruption.

VALUE ADDED SERVICES

Business Process Outsourcing (BPO) is a management technique that helps businesses achieve operational excellence and obtain a competitive edge by outsourcing business processes to an external company that handles, improves, and manages processes based on set goals and requirements.



Our Added-Value Services Among the most often outsourced value-added services are the following:



Customer Support



Back Office Services



Phone Based



Data Research & Integration



Thank You

Because, we're here to help

ZayneTech Limited aims to be one of Bangladesh's leading BPO & IT/ITES service providers. We want to thank all the stakeholders of the company for the opportunity and your support to our growth.



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