



INTERNATIONAL BPO · GLOBAL BUSINESS SUPPORT

**YOUR BUSINESS.
OUR EXPERTISE.
ONE SEAMLESS OPERATION.**

BUSINESS PROCESS OUTSOURCING · REMOTE STAFFING · CUSTOMER EXPERIENCE
FINANCE & ACCOUNTING · BACK-OFFICE OPERATIONS · IT SUPPORT

COMPANY PROFILE | 2026

WHO WE ARE

Renegades Limited is a Bangladesh-based Business Process Outsourcing and Global Business Support company. We operate as a true extension of our clients' teams—combining skilled people, disciplined processes and technology-enabled delivery so organizations can scale efficiently while focusing on growth.

SPECIALIZED SUPPORT FOR PROPERTY MAINTENANCE OPERATIONS

We serve as the dedicated remote operations and night-shift support partner for Milestone Maintenance Services LLC, enabling multi-state property repair, vendor coordination and back-office excellence across the United States.

OUR VISION

To become a trusted global BPO partner from Bangladesh, recognized for quality, reliability, technology enablement and long-term client relationships.

OUR MISSION

To deliver scalable, secure and cost-effective outsourcing solutions that reduce operational complexity and provide reliable access to skilled talent.

OUR PROMISE

Outsourcing should never feel like handing work to a distant third party. Our objective is to become a dependable operational extension of the client's own organization—integrated, accountable and aligned to the same standards of quality and responsiveness.

BUILT FOR GLOBAL OPERATIONS

24/7 Support Model	GLOBAL Delivery Mindset	SCALABLE Team Structure	SECURE Data Handling
Night-shift coverage aligned to U.S. business hours plus flexible daytime capacity	United States focus with capability across UK, Canada, Australia, Europe & Middle East	Dedicated teams or flexible shared resources that grow or contract with demand	Role-based access, confidentiality protocols and client-aligned security controls

GLOBAL MARKET FOCUS

United States · United Kingdom · Canada · Australia · Europe · Middle East

CLIENT PROFILE

Property Maintenance & Real Estate Service Companies · Property Management Firms · Accounting & Tax Firms · E-commerce · Technology · Professional Services · Healthcare · Logistics · Retail · Startups & SMEs

OUR DIFFERENCE

- Skilled offshore talent with process discipline
- Flexible dedicated or shared staffing models
- Night-shift operations synchronized with U.S. time zones
- Deep experience supporting multi-trade property repair workflows
- Cost efficiency without sacrificing quality or accountability
- Quality monitoring, KPI tracking and continuous improvement
- Secure, technology-enabled delivery and reporting

SERVICE PORTFOLIO

01

CUSTOMER EXPERIENCE

Inbound/outbound support, email, live chat, help desk, complaint handling, appointment scheduling and tenant/property manager communications.

02

BACK-OFFICE OPERATIONS

Data entry, work-order processing, document management, vendor coordination support, order processing, database updates and operational reporting.

03

FINANCE & ACCOUNTING

Bookkeeping, AP/AR support, bank reconciliation, invoice processing, expense management, job-cost tracking and payroll support.

04

UK & USA TAX SUPPORT

Tax-document organization, data preparation, bookkeeping support, workpaper support and administration under client-approved workflows.

05

REMOTE STAFFING

Virtual assistants, customer service representatives, bookkeepers, accounting assistants, administrative professionals and sales-support roles.

06

LEAD GENERATION

Prospect research, property-management company list building, data verification, CRM updates, appointment setting and follow-up.

07

IT & TECHNICAL SUPPORT

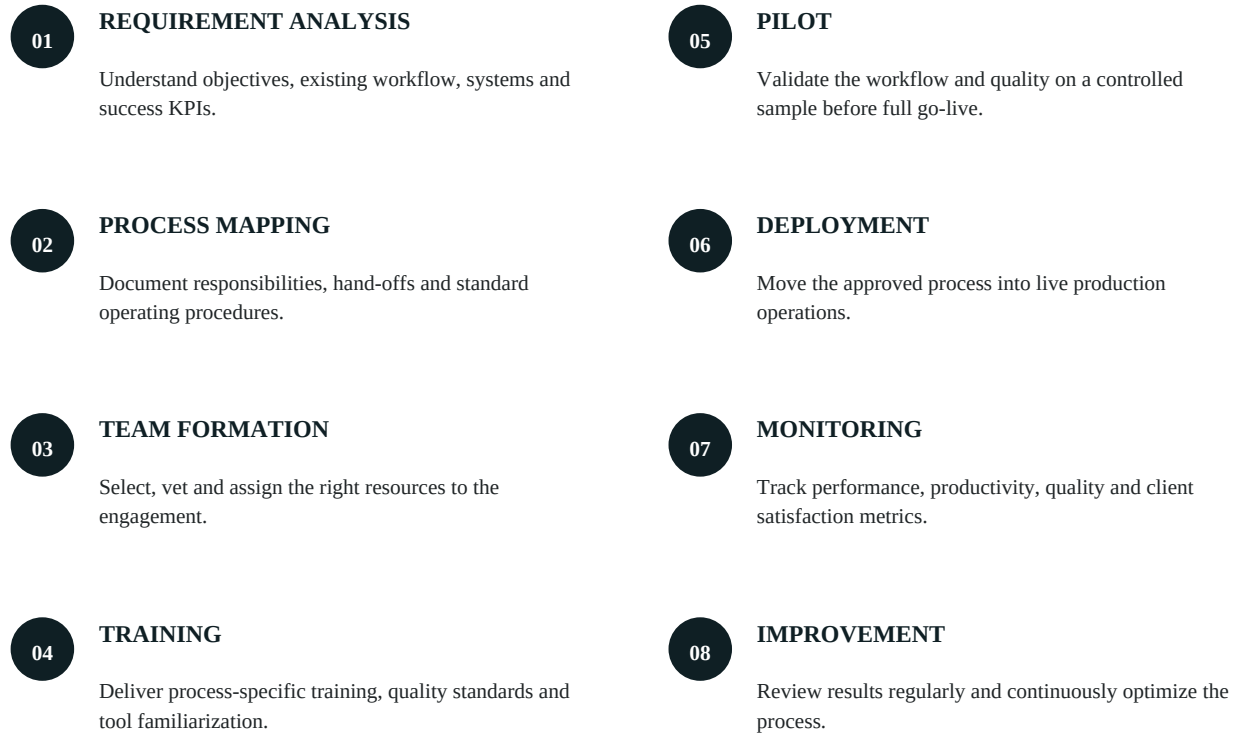
First-level help desk, user support, troubleshooting, system monitoring and basic technical administration for operational platforms.

08

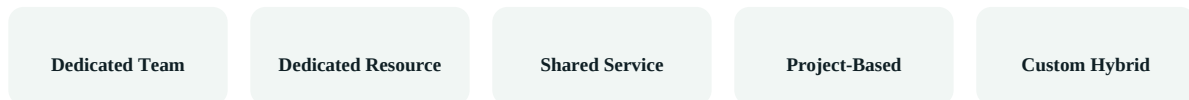
VIRTUAL ASSISTANCE

Email and calendar management, research, CRM updates, document preparation, bid/SOW administrative support and business administration.

DELIVERY EXCELLENCE



ENGAGEMENT MODELS



Every engagement is designed for transparency, measurable outcomes and seamless integration with the client's existing tools, portals and communication rhythms—whether supporting a single dedicated resource or a full multi-function remote operations team.

TECHNOLOGY, SECURITY & QUALITY

TECHNOLOGY

Cloud-based applications, CRM systems, accounting platforms, collaboration tools, operational dashboards, vendor portals and secure connectivity.

DATA SECURITY

Controlled access, role-based permissions, confidentiality practices, secure document handling, activity monitoring and backup/recovery protocols.

QUALITY ASSURANCE

Accuracy, productivity, turnaround time, response time, customer satisfaction, compliance adherence and systematic error reduction.

BUSINESS CONTINUITY

Backup connectivity, documented processes, cross-training, resource redundancy and continuous operational monitoring.

SECURITY-FIRST DELIVERY

Client confidentiality and information protection are built into every engagement. Security controls can be aligned with client-defined contractual, regulatory and industry requirements. We treat every client's data with the same care we would expect for our own.

NIGHT-SHIFT ADVANTAGE

Our core Bangladesh team operates on a night-shift model aligned to U.S. daytime and evening hours. This enables real-time support, same-day processing and continuous coverage for property maintenance operations without requiring clients to maintain expensive overnight domestic staffing.

WHY RENEGADES LIMITED

PEOPLE

Rigorous recruitment, structured training and performance-focused teams that treat client work as their own.

PROCESS

Documented workflows, clear ownership, measurable KPIs and continuous process discipline.

TECHNOLOGY

Modern tools, secure collaboration systems and transparent operational reporting.

FLEXIBILITY

Ability to scale dedicated or shared resources up or down as business demand changes.

PARTNERSHIP

Transparent communication, proactive issue resolution and a genuine long-term partnership mindset.

INDUSTRIES WE SERVE

Property Maintenance & Repair · Real Estate & Property Management · Accounting & Finance · E-commerce · Healthcare · Logistics · Technology · Retail · Professional Services · Travel & Hospitality · Education · Startups & SMEs

FLAGSHIP PARTNERSHIP

Renegades Limited currently serves as the dedicated offshore operations partner for Milestone Maintenance Services LLC—a multi-state U.S. property maintenance, repair and preservation company. We provide remote staffing, back-office processing, vendor coordination support and night-shift coverage that help Milestone deliver consistent, high-quality service across California, Washington, Texas and beyond.

LET'S BUILD YOUR REMOTE OPERATIONS

Whether you need a dedicated remote team, customer support operation, finance and accounting support, back-office processing, vendor coordination capacity or a fully customized BPO model, Renegades Limited is ready to design an outsourcing solution around your business.



Business Process Outsourcing & Global Business Support Services

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QUALITY · RELIABILITY · CONFIDENTIALITY · FLEXIBILITY · PARTNERSHIP

Ready to explore how a structured remote operations partner can reduce cost, increase capacity and improve consistency for your property maintenance or professional services business? We look forward to the conversation.