



your partner in ICT

Company Profile

Welcome to HMC Technology, the one stop Call Center Service Provider. At HMC you will find professional call Agents, helpful and diligent individuals who specializes in ensuring quality Telemarketing and Customer Care services.



A Warm Welcome to HMC Technology

Welcome to HMC Technology, the one stop Call Center Service Provider. At HMC you will find professional call Agents, helpful and diligent individuals who specializes in ensuring quality Telemarketing and Customer Care services. We specialize in assisting offshore customer care

We specialize in assisting offshore customer care services. Our solutions and experience help you to ensure that your operational cost remains minimum, flexible, efficient and productive

Our range of services include -

- Outsourced Call Centre Support: With access to real-time extranet
- Development – including infrastructure, software & website design
- Consultancy – One stop services for IT'es.
- Flexible purchase/lease facilities

So if your Customer support, Telemarketing and IT issues are taking you away from your business or if it's simply time to outsource few operations and processes, get in touch with HMC Technology today!

Objective & Vision

At HMC Technology Ltd we offer personalized client relationship. It's the CRM team that drives these partnerships which create the difference. HMC Technology Ltd takes ownership of each project, dedicating us to understand the true requirements of our client. Our goal is to outperform these requirements in order to deliver added value beyond the agreed performance levels. Each solution we provide is tailor made to suit our customers' requirements

Objective:

HMC technology solely aims to provide technological services to support international companies with their outsourced call centre facilities at its superior standard.

Vision:

HMC being a technological services company will always keep our clients satisfaction on highest priority. We understand that on service industry accountability and round the clock reliability is the key to customer satisfaction.

HMC Technology will always abide by the all the governing regulation set forth by BTRC. We will always keep the best practices of IT and other administrative purposes.



Why HMC Technology?

- **Significant Cost Savings :**

Save up to 60% on your payroll.

- **Excellent English :**

Our agents go through continuous accent training .

- **High Quality Connections :**

We have direct phone line routes on IPLC lines. Voice quality is so clear you'll think we're in the next room.

- **Scalability :**

You save every time we invest in your growth.

- **Flexibility :**

We customize programs to suit your needs. We are able to bend according to your schedule.

- **Reliability :**

We are debt free with healthy cash flow. Although we're not cheapest, we're rock solid. We never compromise on quality.

- **Improved Service Levels :**

We give you advanced software, charts & graphs and remote monitoring capabilities to conduct your own quality assurance if you wish.

- **Local Agreements :**

We are a US Delaware corporation; all of our agreements are done according to US law





OVERVIEW OF PRODUCTS & SERVICES.

Our Products

Queue View Staffing Calculator

Queue View is a simple staffing calculator providing a range of data on staffing requirements based on the information you provide.

Easy Start Scheduling Software

Easy Start is a step-by-step interactive "wizard" for setting up a spreadsheet to schedule your call center agents to help meet your service level and response time objectives.

Agent Time Scheduler & Forecasting Software an Affordable Workforce Management Solution

Agent Time Scheduler lets you design and maintain your call center for optimum agent productivity and ideal customer service levels with an easy-to-use software program.

ACD Call Center Performance Reporting Software

QSD Help Desk Version is a turn-key automatic call distributor (ACD) performance reporting software solution. No dedicated servers are required.



Our Services



Inbound Call Center Services

As communication technology continues to evolve there is one fact that will never change. People will always need to speak to people. Companies now recognize that outsourcing their inbound call handling can be easier than having an in-house inbound call centre.

HMC Coverage:

- Skilled and professionally trained customer support and technical service representatives
- Improved market coverage
- Faster ramp-up, launch, and roll-out of new campaigns
- Cross-leverage experience across similar verticals
- Rapid response to market conditions
- Account management expertise
- Enhanced reporting capabilities
- Market testing capabilities
- Remote call monitoring

The call centers in the Worldwide Network offer a wide array of Inbound Services in

- Order taking
- Sales
- Lead Generation
- Customer Service
- Technical Support

The Outsourcing of Inbound Technical Support has been growing exponentially and is a very common activity handled by call centers in The Worldwide Network on behalf of our clients.

Our Services



Outbound Telemarketing Services

The success of any outbound campaign depends on three elements, the client offer, the client contact list and the skill of the call centre operators. All operators receive comprehensive training prior to the campaign commencing and function as if they were staff of the client company.

Call Centre Services expertise includes:

- Lead generation in the IT and telecommunication industries
- Improving attendances at seminars and product launches
- Distributing product information for a wide range of business
- Database content updating
- Customer surveys and questionnaires

“*Telemarketing is one of the most popular marketing strategy adapt by today successful companies. And HMC Technology Ltd is the name that can offer you with such advanced feature with its highly skilled sophisticated call centers. Our telemarketing services can help you in building leads, customer databases and also help you in finding new customers.*”

The most competitive features of HMC Technology Ltd include:

- Telemarketing lead management
- Lead Generation / Qualification of telemarketing lead lists
- Decision Maker Contacts
- Appointment Scheduling
- Debt Collection Services
- Hosted Database services
- Market Intelligence Services
- Product Promotion
- Research Surveys and Polling
- Customer Satisfaction
- Telephone and Web Based Business Development
- Up Sell/Cross Sell Campaigns
- Direct Mail Follow-up
- Seminar Population

Our Services

Our Services



Apart from telemarketing products, HMC also offer many other inter-related services such as:

- Tele banking
- Direct response television
- Customer service management for international banks, software firms, telecom service providers, credit card companies etc.
- Airline ticketing and reservations
- Database cleansing and updating
- Third party verification
- Record verification
- Fraud detection /prevention Calls
- Welcome / thank-you calls
- Continuity sales calls
- Any kind of message delivery

Technical Helpdesk Services

It is critical that organizations use quality cost-effective support services to assist their staff, customers, agents, partners, and consultants. Many organizations do not have the management, personnel, facilities, or capital resources to provide internal help desk services properly. Consequently, providing quality technical support can quickly become a budgeting headache and a business nightmare. HMC Technology Ltd provides a means to:

- Improve your customer service
- Lower your technical support costs
- Improve your business image
- Reduce your management headaches



Our Services

Our Services



HMC Technology Ltd Helpdesk currently operates a 24/7 help desk and call center, offering a variety of customer oriented services including:

- Helpdesk Services
- Call Center Outsourcing
- Medical Helpdesk Services
- Bank and Financial Helpdesk Services
- Helpdesk Services for Schools
- Customer Relationship Management - CRM
- Technical Support
- Website Login/Navigational Assistance
- Computer Helpdesk
- Hardware Helpdesk
- Software Helpdesk
- Online Computer Helpdesk
- IT Outsourcing
- Internet Helpdesk
- Computer Training
- Customer Service
- Website Design, Development and Maintenance
- Online Marketing, Search Engine Optimization and Keyword Targeting
- General Product Information Helpdesk



Our Services

Our Services



HMC Technology Ltd delivers a wide range of web-based market research solutions to clients belonging to finance public relations, transportation, healthcare and various other industries.

Chat support Services

Amazing is the ability of live support chat to give your website a human touch. It really helps any online business, to reach beyond your static webpage and make a constructive personal impression on your site visitors; to cultivate leads and increase sales too. Just the way customers like these days...

Live Chat Support: Reap its benefits

- Real-time answers to urgent queries
- Increased web site revenue
- Reduced customer support and sales costs
- Easily accessible customer service
- Efficient information exchange/communication
- Real-time history
- Increased customer retention and loyalty
- Reduced shopping cart abandonment rates



Our Services



Contact us

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