



Synergy BPO<sup>®</sup>

COMPANY  
PROFILE

**GROW YOUR BUSINESS WITH US!**

# ABOUT SYNERGY



SYNERGY BPO PROVIDES FULL-SERVICE INBOUND, OUTBOUND, ELECTRONIC AND BUSINESS PROCESS OUTSOURCING (BPO) CALL CENTER SERVICES.

WE OFFER CUSTOMIZED CONTACT CENTER SOLUTIONS FOR YOUR BUSINESS THAT GO FAR BEYOND THE TYPICAL CALL CENTER AND ANSWERING SERVICE.

The Synergy team is comprised of experienced and knowledgeable individuals incorporating executive leadership, operations, IT, and client services. Every member of the team provides something unique and each individual contributes to the success of the whole.

When you engage Synergy, you connect with a partner who understands that success comes when you intentionally integrate individual talents to build teams. Our team becomes a part of yours, respecting past and current efforts, building on successes and filling needs where they appear.

Our call center software can handle any size campaign while our highly trained BPO call center management team can offer your business a proven method of expanding or staying in contact with your current customers without the stress and added time needed by you in order to hire and train call center agents by yourself.

# WHY USE SYNERGY?



OUTSOURCING HAS BECOME A MAINSTREAM ACTIVITY OF ALMOST ALL GLOBAL CORPORATIONS AND IS NOW CONSIDERED AS AN ESSENTIAL BUSINESS STRATEGY.

RAPID GLOBALIZATION HAS FORCED COMPANIES TO RELOCATE ENTIRE SALES, MARKETING, CUSTOMER SUPPORT AND IT DEPARTMENTS OVERSEAS.

### **FOR SMALL & MEDIUM SIZE BUSINESS**

Outsourcing is not a very new technique. It grows parallel with a well organized business process. It is not that easy for a single person to handle the whole operations of a business concern. It comprises of many difficult task to be done.

Outsourcing is done in such cases to handle certain function of the business operations. If these tasks are done efficiently and effectively then without any doubts the business will surely reach the path of success.

Some of the benefits that associated with Outsourcing are: focusing on core activities, getting connected with skilled expertise, increasing in-house efficiency with better risk management, run the business very smoothly (24X7), improves services thus making a happy customer, operational control, staffing flexibility, controls capital cost etc.

# SERVICES OFFERED FROM SYNERGY



REGARDLESS OF YOUR SPECIFIC CUSTOMER INTERACTION NEEDS AND METRICS, THE GOAL OF SYNERGY SOLUTIONS IS ALWAYS TO GET YOU IN SYNC WITH THOSE WHO MATTER MOST. WE ARE HERE TO HELP YOU ENGAGE WITH CUSTOMERS. THIS IS WHAT WE DO AND WE DO IT ALL DAY, EVERY DAY, OFFERING SCALABLE, HIGH QUALITY, AND COST EFFECTIVE SOLUTIONS.

## **B2B SOLUTIONS**

- Lead Generation
- Appointment Setting
- B2B Sales
- Inside Sales Support
- Account Management
- Voice mail Response
- Customer Support

## **B2C SOLUTIONS**

- B2C Sales
- Customer Service
- Customer Retention
- Lead Generation/Qualification
- Up-sells/Cross Sells
- Surveys
- Activation/Welcome Calls
- Technical Support

## **NON VOICE SERVICE**

- Virtual Assistance
- Chat Support
- Email Marketing
- SEO
- Social Media Marketing

# TECHNOLOGY & MANAGEMENT OF SYNERGY



## OUR CLIENTS BENEFITS FROM:

- Established team of 85 Staff - most 3+ Years & many 7+ Years.
- State of the art infrastructure in 4,500 SQ FT operational floor.
- In BPO service operations since 2013
- A registered USA company & cost effective overseas operations from Dhaka, Bangladesh

## OWNERSHIP & MANAGEMENT

Synergy BPO is a private company. Founded in the 2013s by Arman Kabir & Mirza Jewel, the company is registered as Synergy BPO LLC in Texas, USA. Arman is the Founder & CEO and Mirza is the Co-Founder & CHRO of the company. In Bangladesh it has been expanding most of its overseas operations since its inception.

To manage its day to day operations Synergy BPO has its internal organogram. This organogram comprise with 15 managements staff in different divisions as below:

- Call Center Operations - 5 Staff
- Call Center Quality Assurance - 2 Staff
- Training & Development - 1 Staff
- Account Management - 1 Staff
- Marketing - 1 Staff
- Accounts & Procurement - 1 Staff
- HR - 2 Staff
- Office Support - 2 Staff

# CONTACT WITH SYNERGY



Our pedigree as part of a pioneering communications company means that we have knowledge, experience, and skills that help us achieve our goal that many newer companies haven't developed yet. We know what works, what doesn't, and how to help other businesses succeed as we have.

### **USA Office Address:**

- 804 Kinwest Pkwy, Irving, TX 75063 USA
- Phone# +1(214) 613-9248

### **FOR GENERAL QUERIES**

- Please email to [info@synergybpo.biz](mailto:info@synergybpo.biz)
- Phone# +1(214) 613-9248
- Fax# +1(888) 218-6129
- [WWW.SYNERGYBPO.BIZ](http://WWW.SYNERGYBPO.BIZ)

### **Bangladesh Office Address:**

- Commercial Plot# 28 (2nd & 3rd Floor), Senpara Parbata, Mirpur- 10, Dhaka- 1216
- Phone# +8802-9033044