



Vortex Infosys

Company Profile 2026



Vortex Infosys

Company Overview

Vortex Infosys is a dynamic and globally connected Business Process Outsourcing company specializing in high-quality customer support, call center operations, and back-office services. With a strong team, modern infrastructure, and a commitment to excellence, we deliver scalable and efficient solutions to international clients across multiple industries.



Tanvir Hasan
CEO

WELCOME!



Mehedi Hasan Faysal
COO



Who We Are

We are an international call center based in Bangladesh, providing professional inbound, outbound, and administrative support to businesses seeking reliable, cost-effective outsourcing solutions.



Our Mission

To empower businesses with world-class customer support and process management through innovation, professionalism, and a client-first approach.



Our Vision

To become a global leader in outsourced customer experience solutions by consistently delivering quality, efficiency, and value to our partners.





Core Values



Vortex Infosys was founded with a simple goal: to bridge the gap between global businesses and high-quality customer support at an affordable cost. Over time, we expanded our team, enhanced our technical infrastructure, and diversified our services. Today, we proudly serve international clients with trust, transparency, and performance excellence.



Professionalism

We maintain the highest standards in every task and interaction.

Transparency

We believe in open communication and honest results.

Security & Confidentiality

Client data is protected through strict compliance measures.

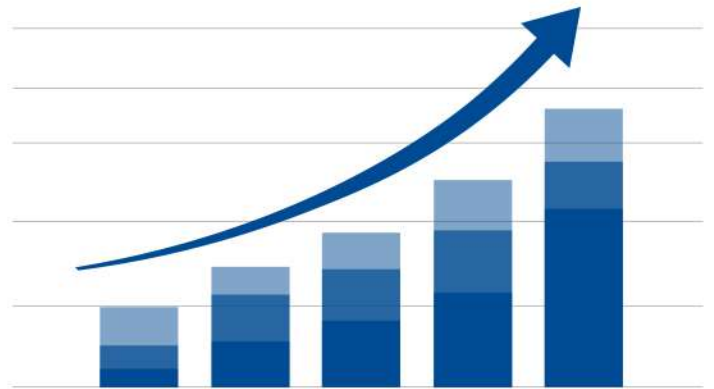
Innovation

We continuously upgrade our technology and processes for better performance.

People-Centric Culture

Our strength lies in our trained, motivated, and dedicated workforce.

Service & Capabilities



Call Center Solutions

Inbound & outbound support, customer care, sales calls, lead generation, retention, and survey services.





Technical Support

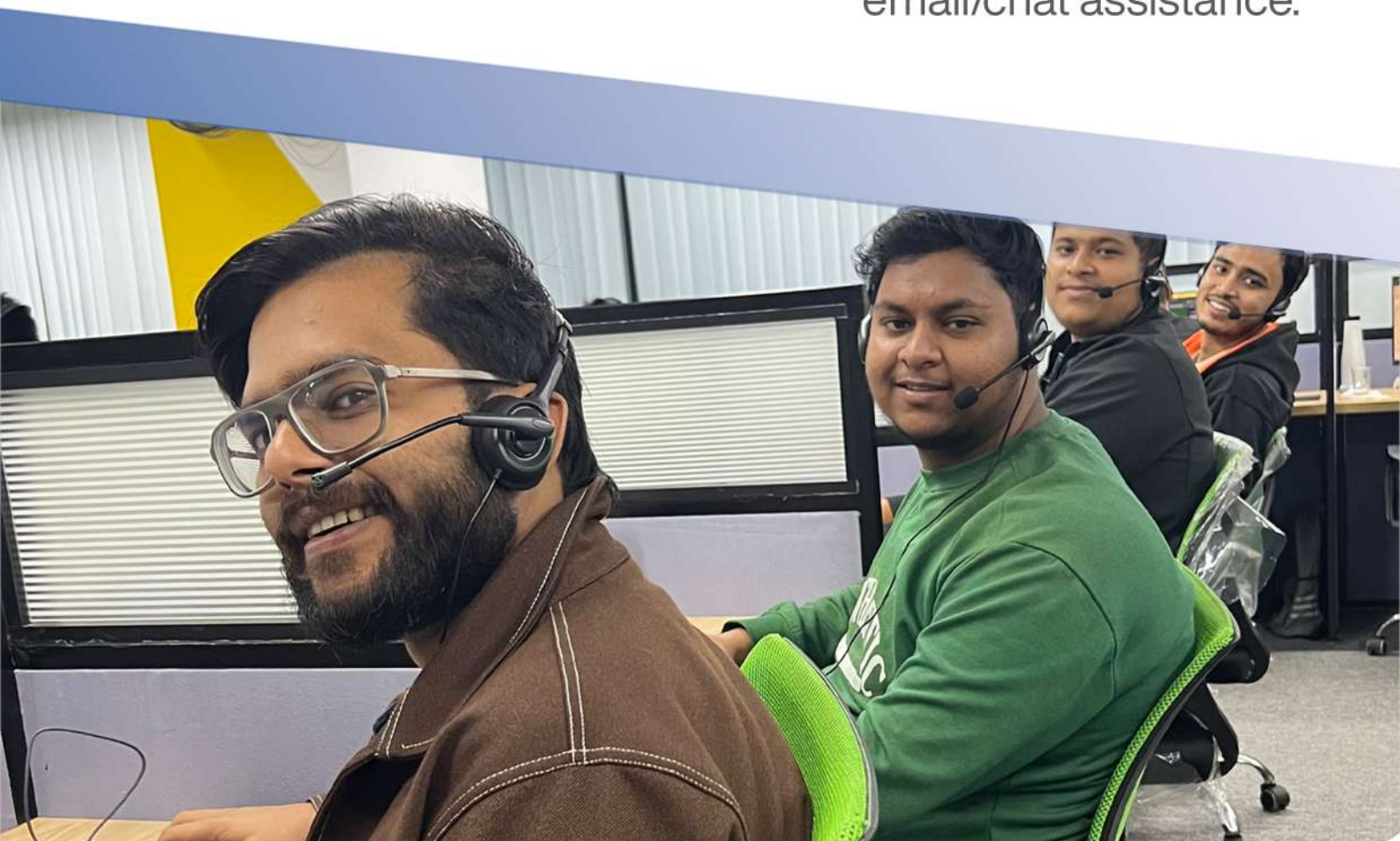
Multi-tier troubleshooting, device/system support, remote support integration

Analytics & Optimization

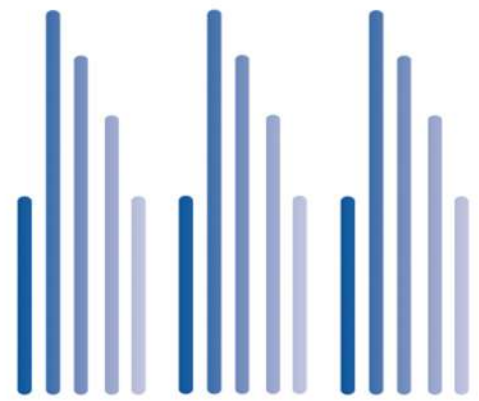
Performance metrics, KPI analysis, process refinement, cost optimization strategies.

Back-Office Services

Data entry, billing, documentation, reporting, admin support, email/chat assistance.



Clients & Market Position



Target Markets “

USA, Canada, UK, Europe, Australia, and Asia — **serving multiple industries** with tailored outsourcing solutions.

“ Competitive Advantages

- Affordable pricing with premium quality
- Skilled English-proficient support agents
- Strong technology infrastructure and CRM systems
- Flexible customization and rapid onboarding
- Secure data handling and compliance
- Scalable teams for long-term projects



Future Plans

Future Roadmap

Expansion of AI-assisted support systems. Workforce enlargement and global operations. Adoption of automation and RPA technologies. Acquisition of ISO & SOC certifications. Setup of new delivery centers



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www.vortexinfo-sys.com