Helinix

Company Profile

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About Helinix Limited

Helinix Limited is an IT/ITES company that provides web and application development, internet marketing, web application development services combining world class Technology, Process Skills and Expertise to meet the client's requirements round the clock guaranteeing business asusual.

Helinix Limited located at the north side of Dhanmondi, Dhaka started its operations from October 2020. Helinix Limited is a fully Bangladeshi owned company offering best of IT Enabled Services.

Helinix Limited takes up outsourcing of processes that are enabled by Information Technology. These services span over diverse areas like finance, HR, administration, health care, telecommunication, manufacturing, etc. and are provided from e-enabled locations. Helinix Limited aims to provide B2B e-commerce solutions.

Helinix Limited is a pioneer in managing business processes for companies around the world. The company blends process expertise, information technology and analytical capabilities in diverse industries to provide a broad range of services using its global deliveryplatform.

Helinix Limited in an IT-enabled and Business Process Outsourcing services provider, which provides integrated solutions, Customer Lifecycle, Back-office Lifecycle Management, IT outsourcing services and outsourcing solutions to many of the local and international companies in a wide range of industries including retail, insurance, mortgage, banking and financial services, healthcare, telecommunications, technology, travel and hospitality.

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IT Enabled Services

Helinix Limited started with non-voice operations for local clients and grew up its competencies to handle voice, F&A, KPO and IT enabled services in a faster pace. Today Helinix Limited supports Clients' from US, South America, UK, India, Canada & Local clients across Bangladesh in the fields of Finance & Accounts Services (F&A), Customer & Technical Service, Digitization, Market Research & Survey (KPO), Data Transcription & many more for the esteemed clients

IT Enabled Services has radically increased over years. It is more being recognized not merely as a tool of cost reduction but is also being considered as a management tool for achieving higher organizational effectiveness.

IT Enabled Services is a revolutionary IT offshoot which can look after all outsourcing needs whether it's Customer Relationship Management (CRM), Finance & Accounting services, Transcription/Translation services,

Data Processing, Document Handling or Call Centers. Outsourcing helps organization to focus on developing its core business. Outsourcing integrates all the tasks that are not part of the organization's main line activity or core process and streamlines business processes by improving effective performance, increase efficiency, productivity and control cost in order to help management better focus on increasing sales and market share, developing new and improved products and enhancing customer service andsatisfaction.

An organization can undergo the following benefits by outsourcing their processes:

- Gain a competitive superiority
- Increase flexibility & capacity
- Enhance overall performance
- Improve customer gratification
- Manage security, privacy & risk
- Increase market share & revenues
- Improve productivity & operating efficiency
- Control cost through significant reductions
- Better process maturity & resource flexibility

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Outsourcing to Helinix Limited

Helinix Limited has a capacity of 50 seats which can host a maximum of 100 operational seats in a day and is available with modern infrastructure capable of operating continuously meeting 24x7 operations necessities.

Helinix Limited offers a wide spectrum of high quality, time bound & cost-effective IT enabled services to organizations globally through the offshore facilities available in Bangladesh. Outsourcing to Helinix Limited completely eradicates the costs of recruiting, hiring, training and payroll taxes. You don't have to deal with the stress of finding and hiring new people or reducing your work force when they aren't needed. Additionally, our decade old strong foothold in IT Solutions and Training enables us to offer end-to-end solutions to our clients across the globe.

As an ITES customized solution provider,

Helinix Limited brings a wealth of experience to both local as well as global clients. We offer a variety of voice and non-voice IT enabled services that are specifically tailored to meet the needs of the outsourcing industry. After establishing Helinix Limited as one of the forerunners in the outsourcing industry in Bangladesh, we are positioning ourselves to be the ITES Service Provider of choice in the region.

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Core Values & Differentiators

Helinix Limited has a capacity of 50 seats which can host a maximum of 100 operational seats in a day and is available with modern infrastructure capable of operating continuously meeting 24x7 operations requirements.

* Strives for brilliance
* Shows transparency in all dealings
* Does not compromise on ethical values
* Constantly exceeds the client's expectations
* Endeavors to improve by seeking feedback from others
* Leads by example through personal accountability & credibility
* Makes objective decisions that are impartial & unprejudiced
* Recognizes its employees as the foundation of its success
* Reflects upon own experiences for continuous learning & growth
* Actively nurtures the vision, mission & values of the organization

Helinix Limited has built its value proposition as a client partner rather than a service provider with the ability to provide customized delivery solutions based on the client's requirements and enabling process improvements using industry benchmarks and standard quality processes. Listed below are few differentiators.

* Integrated IT & BPO delivery model
* The management team at Helinix Limited has a vast extensive experience of transitioning global business processes to Bangladesh and running effective service operations for global organizations.
* Bangladesh has one of the best education systems in Asia and enjoys over 73.91% of literacy. Helinix Limited recruits from a rich pool of talented, energetic and ambitious who are keen to be part of the growing success of Helinix Limited.
* We have one of the best learning and training facilities in the industry to train our work force.
* We are the FIRST pure play BPO/ITES Company in Bangladesh to grow organically and reach the present size.

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BPO Portfolio

We provide hybrid services to unlock business value by applying proven process methodologies and business excellence frameworks to significantly reduce costs, enhance effectiveness and optimize business processes.

Helinix Limited is an end-to-end outsourcing provider with an extensive portfolio of services to offer.

Customer Care

- Inbound Customer Service & Technical Support
- Banking
- Payments, Loans & Mortgage
- Billing Helpdesk
- HR Services
- Sales Support
- E-Commerce Support
- Collections
- Internal Services Helpdesk
- Sales Promote/Appointment Setting
- Chat, emailing, Fax Services

Finance & Accounting

- Billing Generation & Maintenance
- Accounts Payable
- Accounts Receivable
- Collections
- Balance Sheet Tracking & Maintenance
- Quick Book Accounting
- Banking

Human Resources

- Payroll Processing
- Employee Database Management
- NSSF Management / Fund Management

Knowledge Services

- Market Research / Survey
- Market & Demand Analysis
- Data Mining
- Research
- ITES Consulting
- Lead Generation

Order Management

- Order & Lead Generation
- Order Acceptance & Maintenance
- Order Processing

Procurement

- Vendor Authorization
- Procurement, Purchasing & Payment Services

Data Related Services

- Data Entry, Verification & Validation
- Data Scrapping
- Data Conversion

Web Services

- Web Designing
- Online Sales & Marketing
- Supporting e-Commerce Transactions

Others

- Digitization Services
- Scanning & Indexing Services
- Legal Services

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Physical & Data Security

Helinix Limited ensures high physical security for its premises, employees and also for the intellectual business solely be the property of client. Non-Disclosure agreement will be signed to protect client data by all employees & will be followed with all due regards.

Pre-crisis security measures taken at different levels in the organization:

System based security measures:

❖ All systems will be password protected

❖ USB ports will be disabled on all machines

❖ Restricted internet access to protect the confidential data from sending out of the office

❖ Employees will be working on a secluded section so as to enforce that all these measures are implemented

❖ Agents who handle financial information will be placed closer to the supervisor work stations for constant monitoring

Physical & premises security measures:

❖ CCTV Cameras with remote access monitoring

❖ Security check for all employees at the entrance

❖ Mobile phones, PDAs, Bags, Pens & Papers not allowed inside the office

❖ World class fire & alarm services connected to our vendor central security desk

❖ Security enabled premises with biometric fingerprint access control for production area, Tech & Server rooms

Post-crisis security measures:

❖ Client SLA followed – Contracts signed with clauses on ensuring data security

❖ Insurance on data security considered to be taken based on work volume

❖ HR driven is investigation done & details are submitted to client on action points

❖ Recommendations also sent to management for further action

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Operational Procedure

At Helinix Limited we are continually expanding upon our knowledge and services to support clients with successfully implementing of their "Business Solutions" across the Globe.

In order to meet the individual needs of clients, Helinix Limited maintains a wide range of

qualifications. We excel in our BPO / KPO / ITES Operational & Quality skills. Our extensive knowledge base entails us in planning and executing 24 X 7 Operations effectively. Moreover, our functional and technical

experience extends to interfacing our CRM with our Clients Applications and various call based

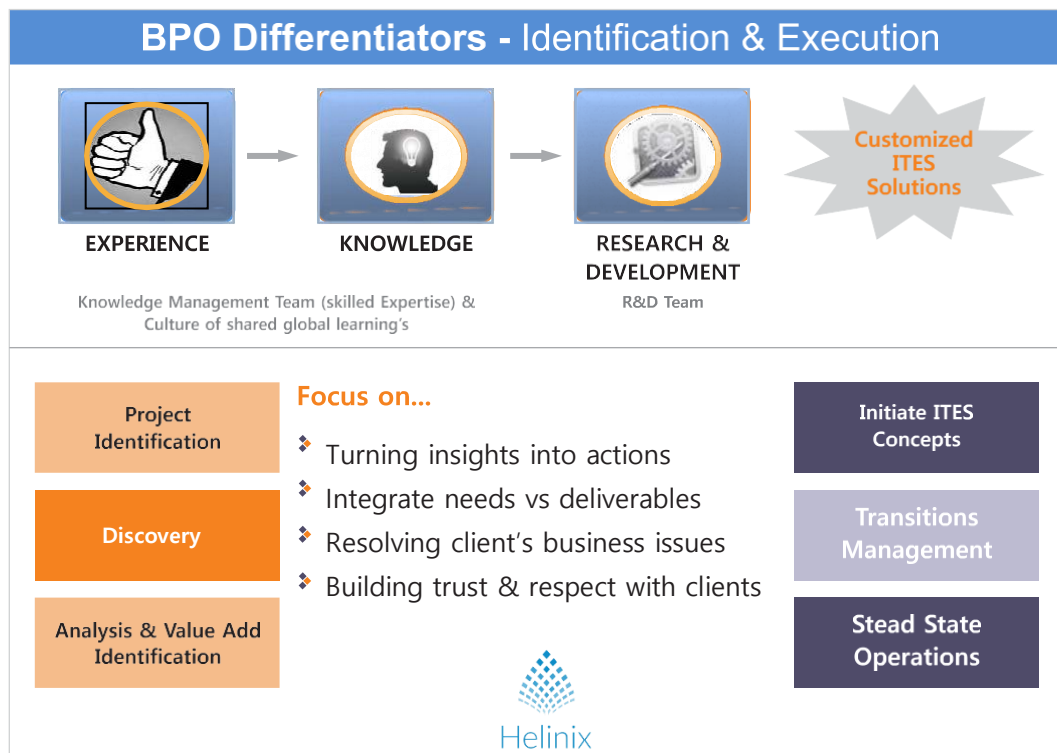functions. At Helinix Limited we are continually expanding upon our knowledge and services to assist clients with successfully implementing of their "Business Solutions" across the Globe.

BPO Differentiators - Identification & Execution

EXPERIENCE → KNOWLEDGE → RESEARCH & DEVELOPMENT

Customized ITES Solutions

Knowledge Management Team (skilled Expertise) & Culture of shared global learning's

R&D Team

Project Identification

Discovery

Analysis & Value Add Identification

Focus on...

- Turning insights into actions
- Integrate needs vs deliverables
- Resolving client's business issues
- Building trust & respect with clients

Initiate ITES Concepts

Transitions Management

Stead State Operations

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We at Helinix Limited follow a robustly defined operational procedure to ensure process integrity and minimize inherent outsourcing risks. We help clients establish the right outsourcing strategy, and help them in devising a plan to implement the strategy and de-risking the plan to ensure success.

Discovery: At this stage, we try and understand clients' business, identify outsource opportunities, assess requirements, review environment and confirm validity.

Analysis: For analyzing, we gather documentation, identify solution and costing,

confirm and validate with client and prepare the process implementation plan.

Transition Management & Implementation: At this juncture, we adapt process plan, emulate client process, document operating plan, and confirm performance requirements.

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Client Partnership

> Helinix Limited an IT Enabled Service provider is about partnership and value creation, much about recognizing opportunities that the new economic climate provides.

Helinix Limited is an organization with strong fundamentals, business & financial, governance models, increased appetite for risk, flexibility will continue to grow and thrive. Further, we also have a full-service capability across BPO, IT and consulting in order to have a greater ability to impact client organizations.

Further, we have invested in building a world class outsourcing capability center to support our strong technology and BPO credentials backed by global delivery. We will continue to make investments in all its strategic focus areas.

The BPO/ITES engagement model like any other business imperative is based on trust, relationship, proven domain and above all a mutual desire to grow business and achieve gains and efficiencies in the system. It is not an anathema for poorly thought-out business decisions or an alternative to ad hoc cost cutting business measures. Our clients and us recognize this and work with each other to make this a win all.

Helinix Limited an IT Enabled Service provider is about partnership and value creation, much about recognizing opportunities that the new economic climate provides. Please be assured that we extend service to international standards with the state of the art facility that we have. Further it is empowered by internationally recognized methodology and operating procedures. Hence, our clients are always provided with the best service that is possible.

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"We thank you for taking time to go through our profile and would be highly interested to work with your esteemed Organization. Feel free to contact us for detailed requirements. Customer Reference will be provided on request."

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