

EZYSOL | TECH

## Contact Us

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# ABOUT COMPANY

We are **EAZYSOL TECH**, an independent firm with **Pakistani roots and a global reach**

These days, companies all across the globe stand at a modulation point. Every new or existing enterprise that is on the path to reinvent itself finds digitization at its core. And as the demand for digitization is increasing, so are the companies pitching up to meet these cutting-edge technology demands.

Among such, comes the name of EAZYSOL TECH, a next-generation Business Process Outsourcing Company that has helped plenteous organizations so far to reinvent their businesses for the digital age. Eazysol Tech has grown rapidly to become one of the leading outsourcing companies in customer support Service.

# OUR CORE VALUES

- **COMMITTMENT**
- **EXCELLENCE**
- **PARTNERSHIPS**

# OUR VISION

Our vision is to be the star offshore byplay relation in the digital age, with excerpt bounds, progressive technologies, globular drive and round capabilities.

# OUR MISSION

A premier beguiler in acting touch outsourcing. At EAZYSOL TECH, our work is to consistently meliorate our clients change and be victorious spell providing sterling leading and consumer force.

# OUR SERVICES

**INBOUND CONTACT CENTER**

**DESIGN AND BRANDING SOLUTION**

**DIGITAL STRATEGY AND MARKETING**

**ADMINISTRATIVE TASKS**

**MARKETING CALLS**

**IT CONSULTANCY**

**SOFTWARE SOLUTION**

**PRODUCT DEVELOPMENT**

**BACK-OFFICE DEVELOPMENT**

EASY SOL

TECH

# WHY OFFSHORE BACKOFFICE IN PAKISTAN

First, why should any company in the west outsource its back-office operations? There are several reasons for this mentioned below.

## 02 ROUND THE CLOCK WORK

Because of the fact that the time zones of the West and Asia complement each other to ensure that work gets done in a 24/7 cycle. What we mean is that since the US and Asia are separated by almost a half day time zone differential, whenever it is night time in the US, it is daytime in Asia and vice versa meaning that the work can be done round the clock.

## 01 COST FACTOR

Since wages in Pakistan are cheap in Dollar terms which mean that for the same amount of money that the firms are paying their employees in the west, they can get a highly leveraged amount of work when they outsource to Pakistan.

## 03 BETTER WORKFORCE

Asian countries like Pakistan is proficient in English and with some training can be taught to talk in an American accent or a British Accent. This means that the end users or the consumers in the US and Europe can feel comfortable secure in the knowledge that they can make themselves understood as well as understand what the person at the end of the line is saying.

# BACK-OFFICE OPERATION TEAMS

## **Administrative Support**

We acknowledge the pivotal role of administrative support in the development and success of a business. Our expert team of skilled specialists renders effective administrative services with our in-place processes and tools needed to grow our partners' business.

## **Contact Center as a Service**

EAZYSOL TECH provides Contact Center as a Service (CCaaS) communications solutions to reduce costs and improve customer experience. Our powerful cloud-based platform allows agents to quickly and effectively address all our customers' omnichannel needs. Customer requests from all channels flow to one central hub, giving agents a complete picture of individual customers and order information. Customer service representatives respond more quickly and resolve problems at first contact.

## **Email and Live Chat**

Winning new customers is hard, but keeping and turning your existing customers into supporters and advocates need hard work and consistency. Our email and live chat operators have strong communication and customer care skills guaranteed to provide a superior consumer experience in every transaction.

## **Customer Service Virtual Assistants**

A growing business means that you are gaining customers and increasing demands on your business. We offer the best talents of customer service virtual assistants that can help unload your straightforward tasks to the most challenging assignments, meet your business requirements with high-quality output, and improve your customer service experience.

# OFFSHORE OUTSOURCING PROCESS

Offshoring your Back-office jobs will dramatically save on your labor and office costs by up to 80%. You will receive guaranteed equal, if not better, work performance. EAZYSOL TECH staff work the same business hours as you, and you can direct and coordinate with them as required. Find out more on why you should consider offshoring.

We are driven with our passion to constantly search for outstanding professionals, first-rate technology and efficient BPO solutions. This is the EAZYSOL TECH benefit.

- Understanding your business and your goals
- Map and detail the back-office jobs you wish to relocate
- Hire and train your offshore contracted staff
- Originate work

EAZYSOL TECH works hard to completely understand your requirements. We will then help you to refine your processes and look at ways in which we can save you time and money. We keep the process simple without compromising increased productivity and optimum customer satisfaction.

Here at EAZYSOL TECH, we aim for complete customer satisfaction.

**Eazysol Tech employs expert and experienced business analysts and together we can analyze current processes in your organization and look at new ways to improve:**

- **Company operations**
- **Customer service efficiency**
- **Sales performance**

**The main purpose behind Eazysol Tech's business process mapping is to assist organizations in becoming more efficient whilst reducing costs. A clear and detailed business process map allows us to observe how and where improvements can be made to the current process.**

**We then implement these as part of the overall offshore outsourcing process when relocating your jobs.**

- **Understanding your Business**
- **Mapping out the Process of Offshoring Work**
- **Hiring and Training Staff**
- **Execution of Offshoring Services**

# WHY US

We provide Offshore outsourcing and Insourcing in a viable way to remain competitive in an increasingly aggressive global environment.

- OUTSIDE BUSINESS OUTSOURCING EXPERTISE
- COST REDUCTIONS OF UP TO 80%
- INCREASE IN PRODUCTIVITY
- CONCENTRATION ON CORE BUSINESS
- CATER TO CHANGING CUSTOMER DEMANDS

# WE GUIDE OURSELVES TO

- HAVE INTEGRITY IN ALL WE DO.
- BE RESPECTFUL AND PROFESSIONAL AT ALL TIMES.
- HAVE CRITICISM AND GOOD WORK MORALS.
- BE OPEN AND TRUE IN COMMUNICATING.
- TREAT EVERYONE EQUALLY AND FAIRLY.
- MAINTAIN A FUN AND SAFE WORK ENVIRONMENT






# GET IN TOUCH WITH US

**EAZYSOL  
TECH** IS A LEADING PROVIDER  
OF BRANDING AND  
BUSINESS PROCESS  
OUTSOURCING SERVICES, TRUSTED FOR  
ITS CUTTING-EDGE SOLUTIONS.

Find out how EAZYSOL TECH can drive  
actionable insights besides streamlining  
workflows to deliver better results.

EAZYSOL TECH GIVES YOU THE  
CONFIDENCE YOU NEED 24/7. WE  
GIVE YOU FULL CONTROL OF YOUR  
REMOTE STAFF. CALL US TODAY AND  
HAVE QUALITY OFFSHORING WORK  
YOU CAN RELY AND TRUST UPON.

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