

# **Greeting form EIPK BPO PRVITE LIMITED**

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**POWERD BY PARTHA GROUPS**





## About Us ---

**At EIPK BPO, we've determined: to make you a satisfied customer.**

EIPK BPO is the business process operation entity that brings the right people, information and tools together to serve you better. From fortune 500 companies to small and medium enterprises around the world use our services to organize the information and make it universally accessible & useful. Our solution allows us to create such an atmosphere, so all the customers need to concentrate on, is their core strength of business.

# Our Services



# Call Center Services



Contemporary era of increased competition & empowered customers, businesses need to work harder than ever to deliver the best user/customer experiences. That's why it is vital that businesses keep a track of the experiences they've offered to their customers, it helps to discover opportunities to make improvements to the overall journey & that will result in increased customer satisfaction, acquisition & of course retention.

## Stay ahead with our advantages:

**Speed and assertiveness** - Serving customers over the phone is faster than serving them in person, since waiting times are shorter and employees are more objective when facing problems and addressing solution.

**Innovation** - Offering an immediate and effective service enhances businesses' image through a status of responsibility and commitment.

**Availability** - Providing a 24/7 & 365 specialized service in each department enables customer/clients to reach companies without delays or restrictions.

## Our Offerings:

- Inbound Call Center Services
- Outbound Call Center Services
- Order Management Services
- Customer Acquisition and Retention Services
- Customer Care Services
- Email Support
- Telemarketing Services
- Chat Support

# Debt Collection



EIPK BPO provides debt collection service with over 22 years' experience & we leave no stone unturned in our quest to collect debts for our clients. We have recognised quality assurance to ISO 9001: 2015 -27001:2013 & complying with the “Treating Customers Fairly” principles laid by the Ombudsman.

The most effective approach to collect the debt is to treat each case on its individual merits. We always tend to negotiate and liaise with your customers to help them find ways of paying you back. Our specialist team in place, know the appropriate ways to deal with vulnerable customers to ensure that they are always treated with the right level of care and attention and in full compliance with industry rules and standards. EIPK BPO ensures that all steps initiated will be proportionate to the circumstances of the case and any special needs of the customer.

We work 24/7 and keep you informed of progress at all times.

## Our Specialization:

- First Party Collection (Consumer & Commercial)
- Third Party Collection (Consumer & Commercial)

# Finance & Accounting



EIPK BPO provides the comprehensive range of finance & accounting services that help to streamline, organize, and integrate financial information that is crucial to the smooth and efficient running of a business. We help our clients to maintain the perfect balance in business transactions, maintain compliance, and optimize funds.

We utilize internationally acclaimed accounting software such as QuickBooks, SAP, Sage, Xero and Zoho Books. Our state-of-the-art finance accounting software, extensive experience, and in-depth expertise helps you stay a leader in your field.

## Our Offerings:

- Account Receivable Services
- Account Payable Services
- Account and Bookkeeping Services
- Payroll Processing Services
- Record to Report Services
- Mortgage Processing Services
- Insurance Claims Processing
- Financial Analysis & Reporting Services

# Data Management



EIPK BPO's Data Management Service offers an end-to-end solution that results in leaner resource requirements, optimized processes and enhanced customer focus. Beyond task optimization, we deliver cost optimization & enable end-to-end thinking for consolidated business outcomes. Our Data Management Service drives operational excellence of transactional processes and it helps our to focus on core business imperatives.

## **Our best-in-class team have achieved the following milestone:**

- Spend Reduction
- Reduced Cycle Times
- Enhanced Talent Pool
- Cash Flow Improvement

Our versatile and balanced delivery models of offshore deliver center provide tighter integration, the perfect blend of skill & cultural alignment to minimize risks.

## **Data Management Solutions:**

- Offline Data Entry Services
- Online Data Entry Services
- Copy Paste Data Entry
- Directory Keying Services

# Data Management

## Data Management Solutions:

- Manual Data Entry
- Data Capture
- Data Entry
- Image Data Entry
- Data Cleansing
- Document Data Entry
- Form Processing
- Data Scanning
- Real Estate Data Entry
- Legal Document Data Entry
- Insurance Claim Data Entry
- Manufacturing Data Entry
- Accounting Data Entry
- Invoice Data Entry



# Logistics BPO



For more than 2 decades, renowned air, rail, land & sea logistics providers trust EIPK BPO for logistics processing solutions that enable them to successfully overcome their day to day business challenges.

We exclusively work with trucking companies, 3PL providers, freight forwarders, rail lines, intermediaries, shippers, and carriers. We deal with their daily logistics support processes and mitigate the unexpected business interruptions.

**EIPK BPO is proud to be the extended logistics arm for leading businesses across the world.**

- Freight Bill Processing
- Invoice Processing
- Air Way Bill Processing
- Logistics Data Entry
- Bill of Lading Processing
- Freight Bill Auditing
- Purchase Order Entries
- Tracking & Tracing Status Updates
- Customer Support Services

# Healthcare BPO



EIPK BPO delivers a complete suite of healthcare BPO services for payers and providers help reduce costs and risk, improve their Net Promoter Scores, increase efficiencies and outcomes, and deliver competitive services cost-effectively.

Unlike other industries, healthcare has struggled in the past to use innovation to sustain productivity gains. However, over the years, EIPK BPO, with its perfect blend of resources and domain expertise has served as a catalyst for payers and providers to address their productivity challenge. Our commitment seeks to exceed world class standards in quality, accuracy, turnaround time and security with HIPPA compliance, resulting in extraordinary outcomes for our clients.

## Our comprehensive range starts with:

- Medical Data Entry
- Medical Coding
- Medical Billing Services
- Medical Charge Entry
- Medical Record Indexing
- Medical Collection Services

# E-commerce Catalog Management



A leading firm in E-commerce Catalog Management, EIPK BPO is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of E-commerce. Building on our 22-year deep industry-specific expertise & heritage EIPK BPO helps organizations to realize their business goals through an array of services from strategy to operations.

## Our Offerings:

### Product Information Management (PIM)

- Product Data Entry
- Catalogue Building, Indexing & Archiving
- Product Description Writing
- Product Categorization
- Product Data Cleansing
- Product Updating and Maintenance
- Product Upload
- Image Tagging

# E-commerce Catalog Management

## Order Management

- Order Entry
- Payment Processing
- Vendors Purchasing & Receiving
- Order Tracking & Reporting
- Return & Refund Order Management
- Inventory Management

## E-commerce Call Center Services

- 24/7 Help Desk
- Order Taking & Fulfilment
- Email & Chat Support
- Up-Sells and Cross Sells

## Photo Editing Services

- Image Editing
- Image Restoration
- Image Retouching & Enhancement
- Image Stitching
- Image Clipping
- Background Removal, Shadow Effect

# Digital Publishing



Electronic publishing is an editorial aspect, that consists of editing books, journals, newspaper or magazines that are mostly destined to be read on tablet, e-reader, desktop & smartphone. eBooks offers instant access, interactive features and search options for a great user experience. The ePublishing Industry is flourishing and essential parts of today's innovative business world. EIPK BPO is embedded with the experience of more than 2 decades to offer the cost-effective solution. We take advantage of our vast expertise to convert books, newspaper, magazines & journals into digital contents. Our customized solution helps to get the competitive advantage in the digital world.

During the span of more than 2 decades, we have successfully served schools, universities, libraries, authors and publishers.

## We have in-depth expertise in the following formats:

- EPUB 2.0.1
- EPUB 3.0 (HTML 5 with CSS3)
- Fixed Layout
- Mobi
- Word Formatting
- PDF
- HTML
- XML
- SGML