

AUQUALL

AGILE | PERFORMANCE | QUALITY



A photograph of a desk setup. In the foreground, there is a laptop with a dark cover. To its right is an open notebook with a pen resting on it. In the background, there are two small potted plants on a windowsill. The scene is lit with natural light from a window.

EXECUTIVE SUMMARY

- **International** – Proven experience in launching and running operations for global customers.
- **Team** - Access to loyal and experienced individuals in all capacities and varied Industries like Travel, Telecom, RPO, B2B Lead Generation, Conventional BPO, Customer Service, Customer Support, Collections and much more.
- **Experience** – Management team 30+ years experience in running Call Center's and executing Profitable Operations.
- **Position** - The company focused on building and able to fully deliver personalized service as per client expectations to ensure vision of the client is achieved.

AUQUALL

THE DIFFERENTIATORS

Focus on fundamentals of Call Center Practices

- Getting into the shoes of the clients and understanding the problem that they are trying to solve.
- Helping in featurizing and modularizing the solution for the problem.
- Adding value in process improvement keeping in mind the vision, the scale and the brand.

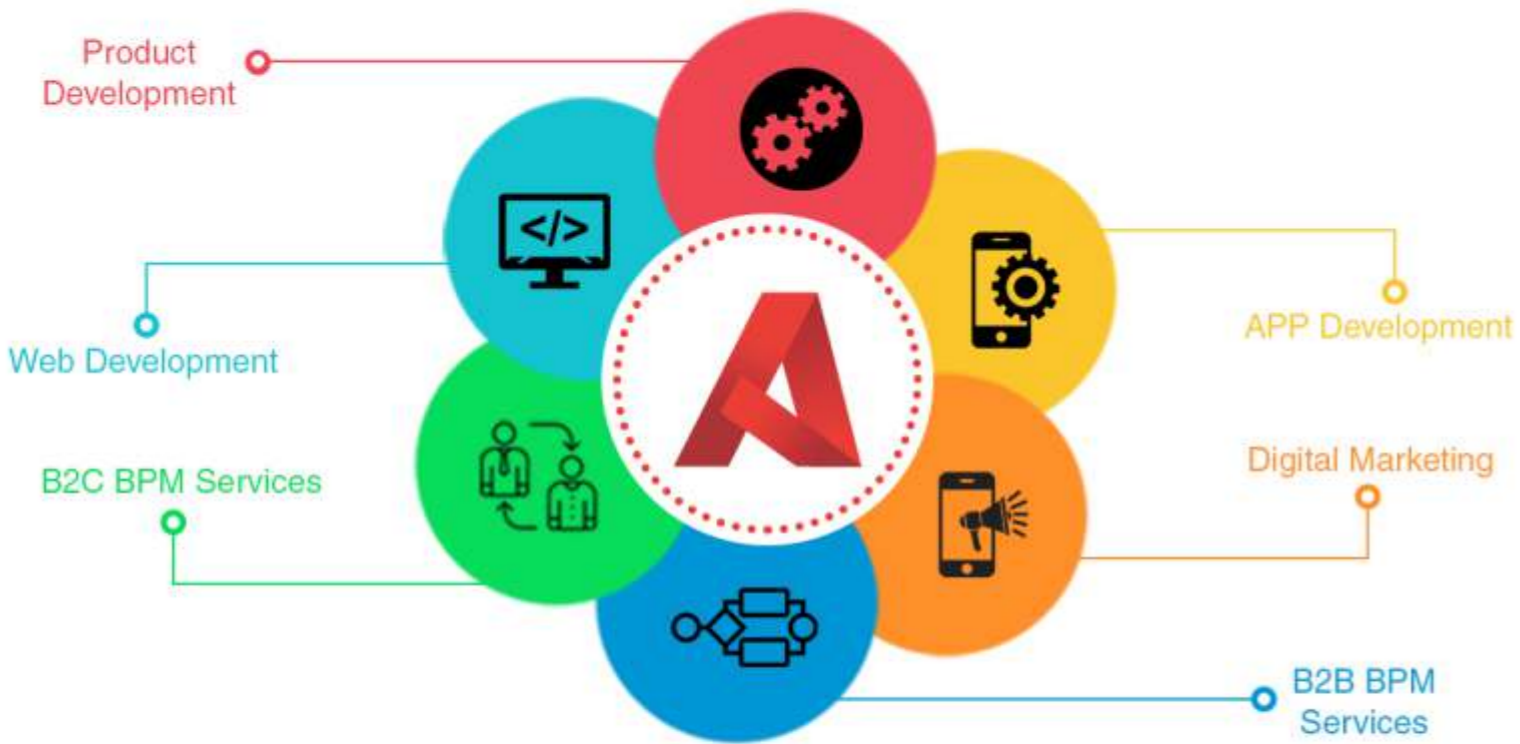
Being agile & nimble throughout the process

- Project management that has been built with an agile approach have succeeded more and we are totally agile in the approach.
- Being open to changes and flexible enough to understand the pivots are our strengths.

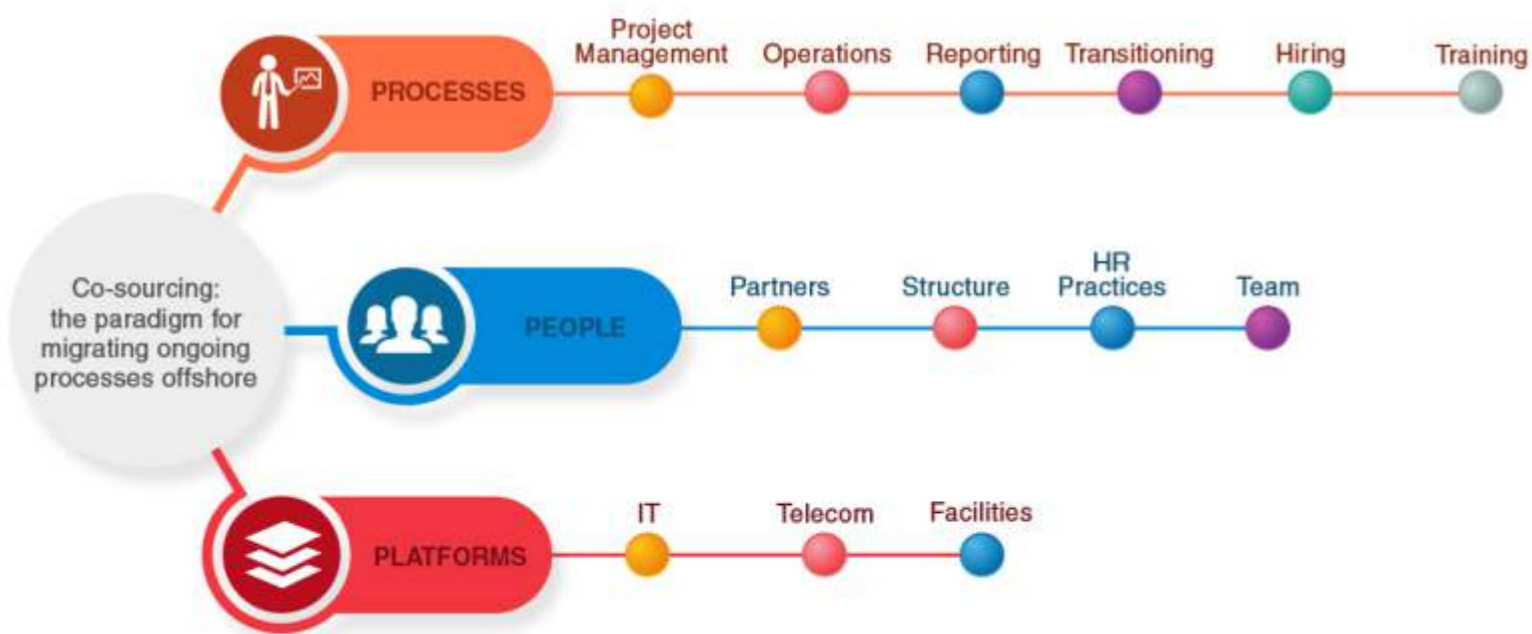
Technology mix compliments the overall business

- Automation – you name it, we will execute it.
- The mix of technology blend sets up a larger canvas in contributing to the overall business of the clients.

AUQUALL - SERVICES



Auquall 3P Capabilities - Unique Co-sourcing Model



WHY AUQUALL ?

- Highest quality of service, ethics and client care
- Reports on Activity, Success and expanded Customer Knowledge to our clients
- Security and Services driven organizational culture
- Partnership Model to drive process improvements
- Measurable Performance, Exceeding expectations
- Domain Knowledge to Enable Complex Interactions
- Robust process that captures new information and Institutionalizes it, within the Enterprise

Partnership Approach

At Auquall, we understand that no two clients are like, and truly focus on working with the client the way that client must work in order to successfully change their operating model.

People and Culture

Integrated leadership | Shared Ownership | Joint hiring of key people
 Common rewards and recognition | Engagement at all levels | Employee rotation | Teamwork

AUQUALL SOFTWARE SERVICES

Product engineering forms the bedrock of your online business, the underlying fundamental layer that has to be solid enough for everything else—business, marketing, design, sales, communication and more—to flourish. This requires great minds at work to choose the right technology stack, the right platforms, thinking scale right at the scratch and building at a pace that beats the market. This is precisely what we do.

Product Development

- Getting into the shoes of the entrepreneurs and understanding the problem that they are trying to solve.
- Helping in featurizing and modularizing the solution for the problem.
- Adding value in architecting keeping in mind the vision, the scale and the brand.

Agile Expertise

- Products that have been built with an agile approach have succeeded more and we are totally agile in the approach.
- Being open to changes and flexible enough to understand the pivots are our strengths.

BLIS

- Being entrepreneurs ourselves, we understand the importance of quick wins – to build & launch quickly before scaling.
- Understanding the business and the pivots required at critical junctures to enable scale.

Technologies

- Java, Ruby on Rails, Node JS, React JS, Angular JS, Python, Mobile apps – you name it, we have it.
- The mix of technology expertise sets up a larger canvas in contributing to the overall business of the clients.

Ideas
Success
Management

Solution



FEEL FREE TO REACH OUT FOR A QUICK DISCUSSION

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