



**GITA ALLIED
TECHNOLOGIES**

CORPORATE **PROFILE**

Call Center Outsourcing IT Technology



<https://www.gitaalliedtech.com>

ABOUT **US**

Gita Allied Technologies Limited is a dynamic and innovative company specializing in providing comprehensive call center solutions and cutting-edge IT technology services. Established in 2021, we have rapidly grown into a trusted partner for businesses seeking to enhance their customer engagement and streamline their IT infrastructure.

Supporting your workforce
anytime and anywhere

SERVICE DESK

We all desire a great digital experience when we work, from fast access to services to the quick resolution of issues if and when they occur.





WHAT IS SERVICE DESK

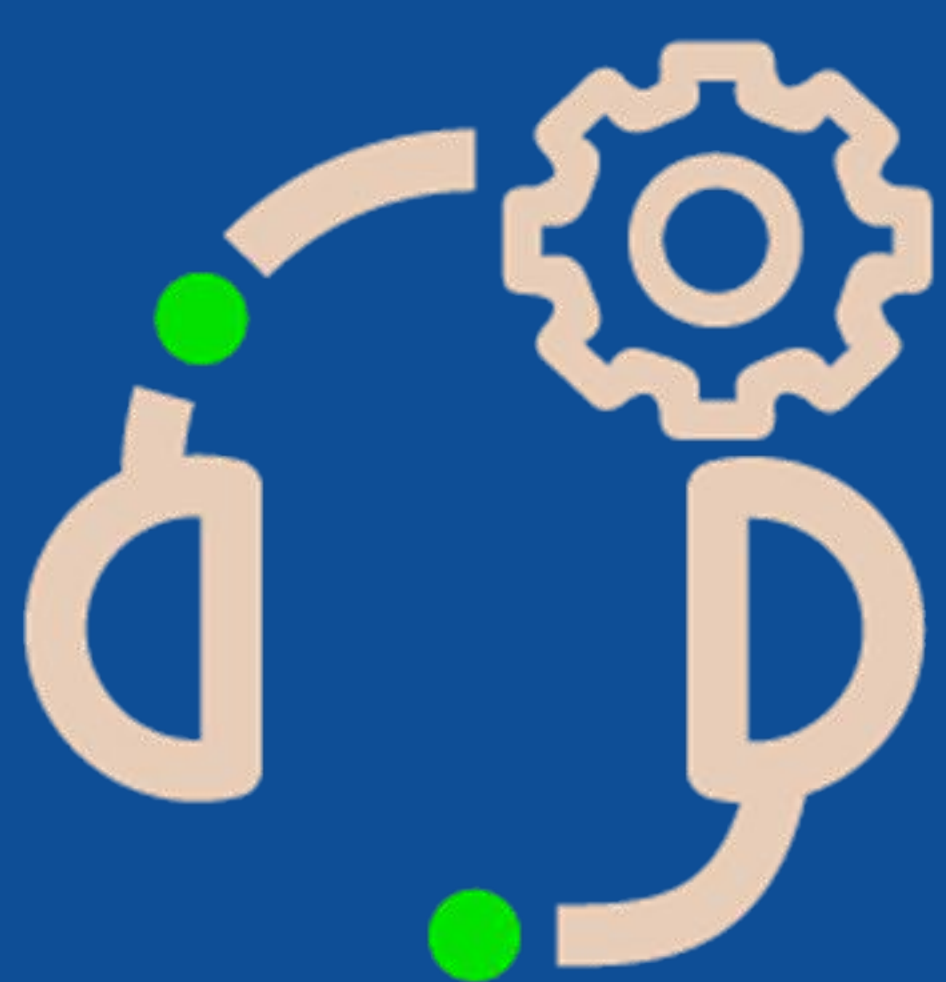
Keeping incidents and disruptions to a minimum and offering efficient support ensures a more effective and productive working environment. People enjoy a positive digital experience.

Gita offers Call Center/Service Desk ranging from a simple 1 level support model all the way through to a fully managed Service Desk.

In addition to the standard live call and chat services, we deliver the self-service tools today's workers expect – such as self-help portals, self-heal tools and chatbots. Our customers appreciate the choice of tools that we offer to serve their needs.

Powered by skilled agents and cutting-edge technology, our Call center or Service Desk solutions have the people and the technology to provide effective end-user support in over Nigeria and United States of America.

We provide end-to-end management of all incidents and requests. We take ownership of the end user performance and believe in first contact resolution over enforcing minor contractual details and small print.



WHAT MAKES US UNIQUE?

We know you have plenty of choice in this market. Here are a couple of reasons why you may want to speak with us:

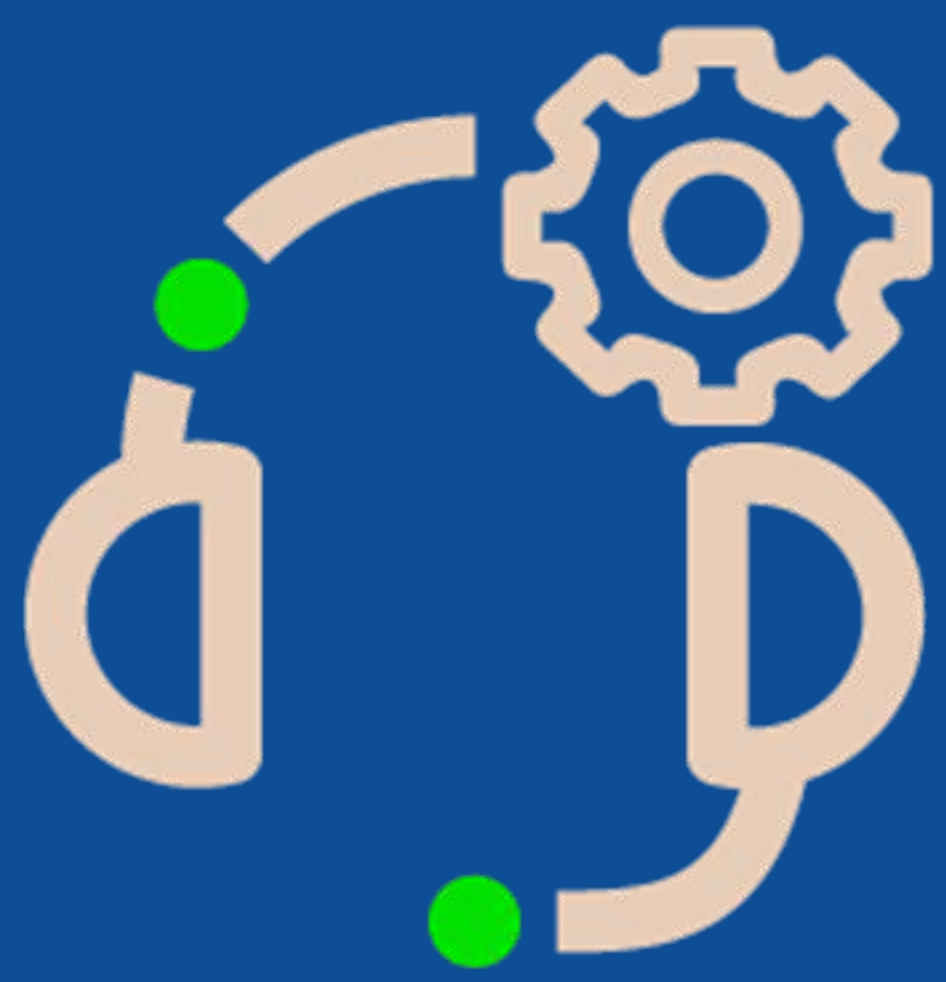
- **Global**

We have Global Service Centers in Africa and the USA providing support 24x7x365. We can provide support in multilanguage using a follow-the-sun approach to ensure continuous incident ownership.

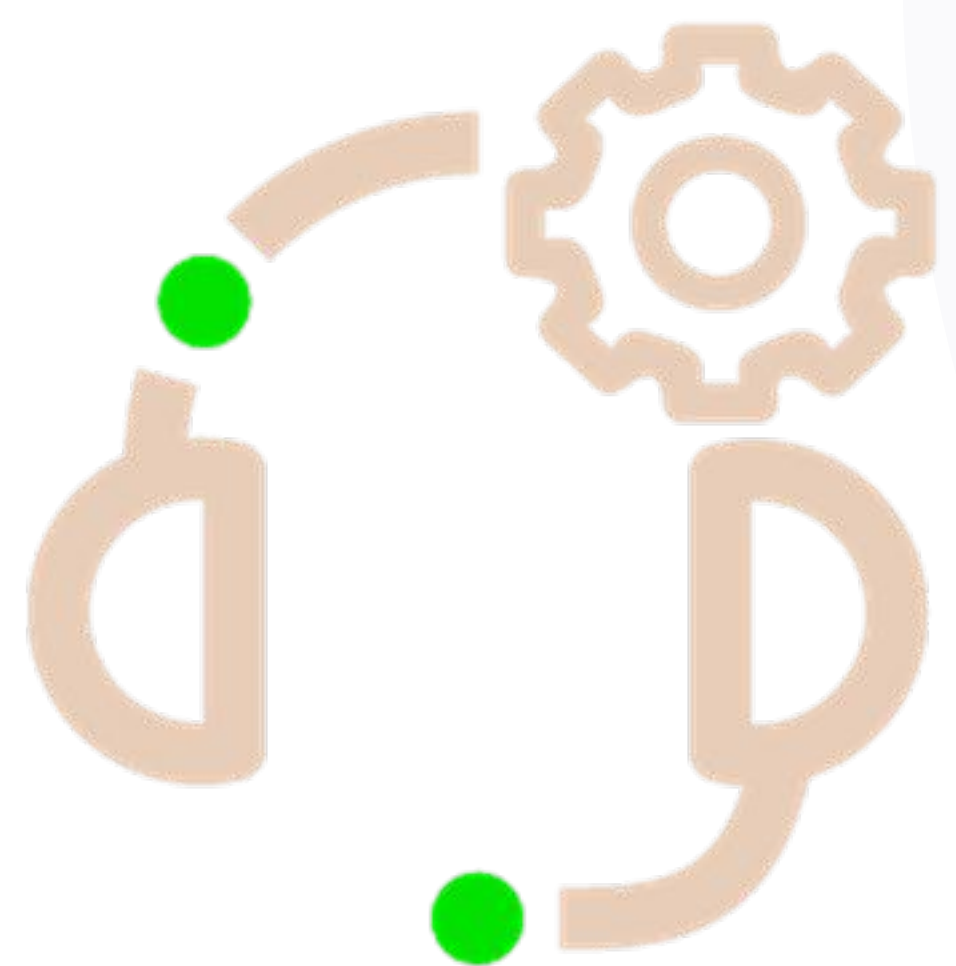
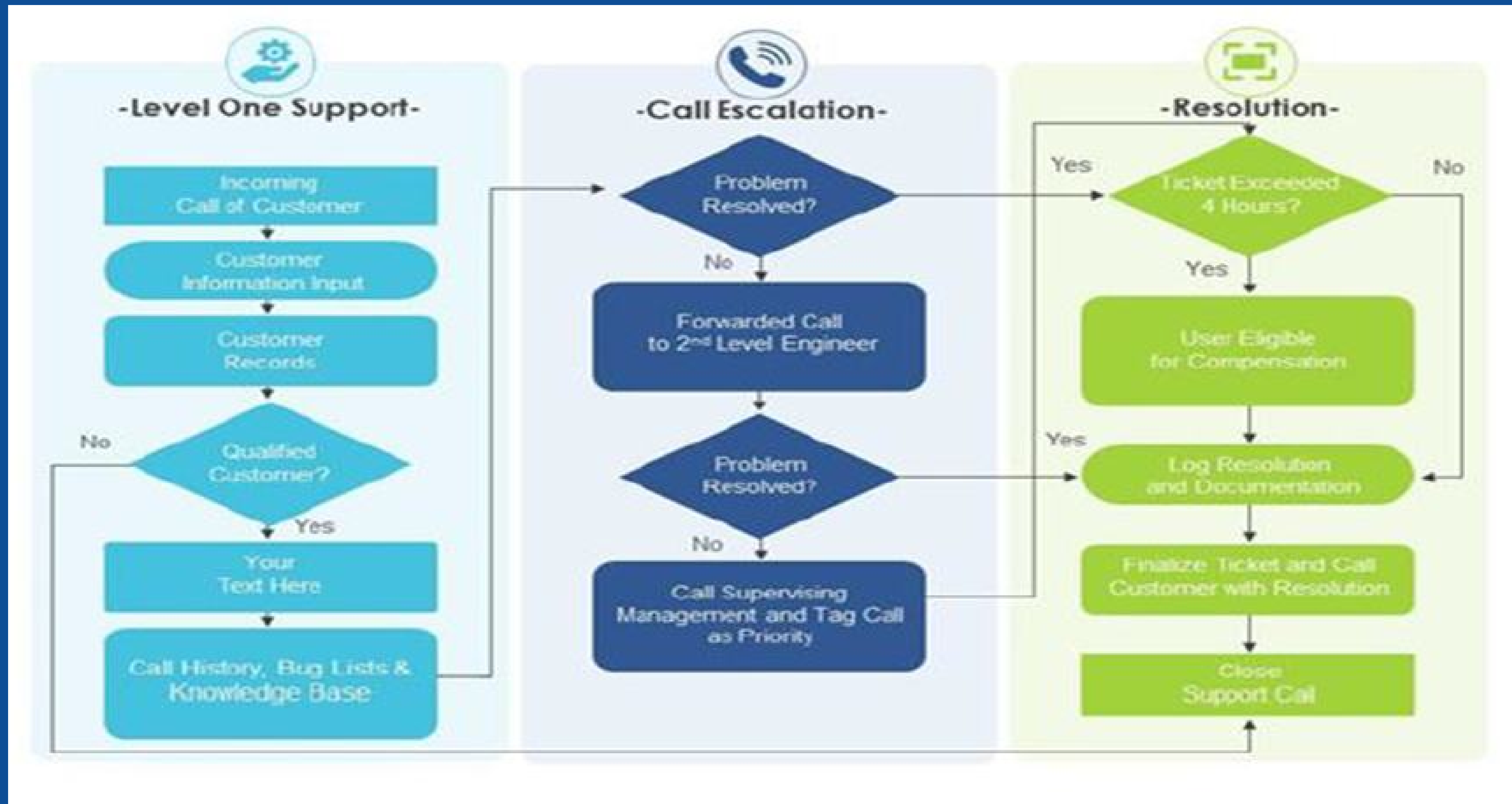
- **Tech**

Over the years, providing exceptional service to our diverse clientele has been GITA's BPO's greatest marker. Our unwavering dedication to developing business solutions is strongly guided by the experience and zeal of our team.

- **Proactive**



Customer Service Process Flow Chart



Our Call Center Technology

- o Fully integrated computer and telephony
- o Flexible agent scripting
- o Automatic call distribution
- o Enhanced Interactive voice response support
- o In-house IT professionals on call 24/7
- o Database integration
- o Predictive dialing
- o Multiple simultaneous campaigns
- o Call reports
- o Call recording, monitoring coaching, mentoring
- o Agent text messaging
- o Calls are recorded, batched, and processed
- o Receive information by secure website download, FTP, and email
- o Handle data entry into your website



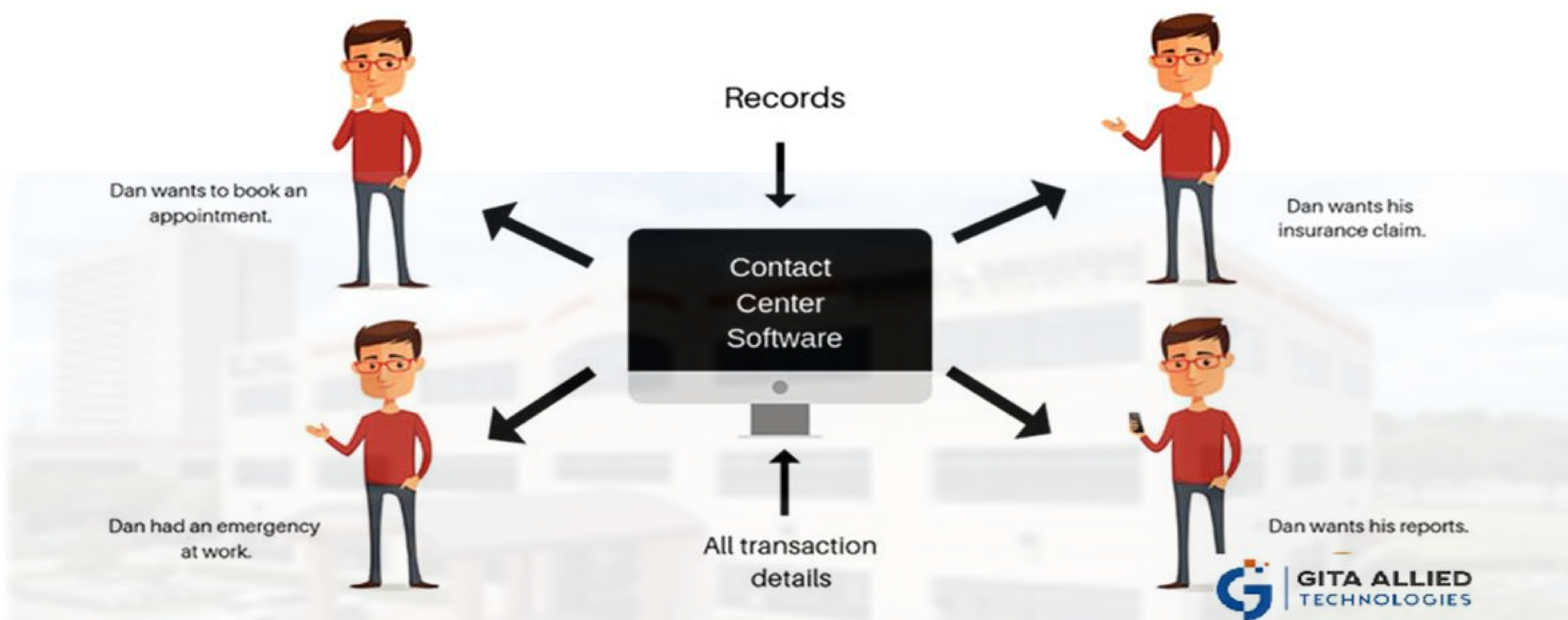
Security & Business Continuity

- o Data security network and IT infrastructure
- o 24/7 security
- o Data backup process
- o Power blackout process
- o Co-location plans with an external disaster recovery site



Delivering Great Customer Service in the Healthcare Industry

Though healthcare is complex — and laws and regulations can vary widely depending on location — there are some key tips any team delivering customer service in healthcare can follow to set themselves up for success. Gita Allied Technologies has the Tips- Follow Gita





Inbound Calling

What Inbound Call Center Services Are Right For Your Business?

Need help to determine what inbound service you need? Ask Gita Allied Tech., a leading inbound contact center provider in the West Africa. We cover a broad range of services that will surely fit your needs – no matter how specific.



Inbound Calling

- **24 7 Answering Service:** We handle your after hours, overflow, and holiday call center service requirements so your consumers can take confidence and reliance in your business. Manage your customer's happiness, satisfaction, and information sharing with us!
- **Virtual Receptionist Service:** This service is highly appreciated and effective during these times. Hire talents on-the-go to manage your administrative, functional operations, and concierge services. Our agents undergo rigorous vetting process and we can curate talents specific to your business type.
- **Multilingual Call Center Services:**
- **Phone Answering Service:** This is a cost-effective solution so your business is available to call 24 7, 365 days a year. We can set a phone answering campaign fully automated via IVR system facility or have agents in the mix; whichever support solution your business needs.
- **Customer Support Outsourcing:** Enjoy the latest call center technology, global call handling experts, and KPI setting that will go hand-in-hand with your business' growth. We set-up and run ISO-certified process for customer handling support operations.
- **Outsourced Technical Support:** Get information technology-based call handling support at half the price elsewhere. We have proprietary process for Help Desk (Tier 1 and Tier 2 support), pre-sales IT Help Desk, service desk support, business application support, managed tech services and high-end tech support (Tier 3).
- **Omnichannel Contact Center:** Unlock a seamless 360-degree solution customer experience across email, live chat, phone and video. We offer ISO-certified and HIPAA-compliant omnichannel call center supporting widely used tools & CRMs.

INBOUND ENGAGEMENT:

- General enquiry and account related queries on products & services.
- Service Requests
- Complaints Management
- Queries on Products
- Guiding customers through the entire processes of activating and using product and other services.
- Escalation of request and complaints from customers for resolution
- Customer support services/ Customer support solutions
- Customer support solutions
- Business Feedback/ Customer Opinion



Outbound Calling

What Outbound Calling Services Are Right For Your Business?

Not sure what outbound service you need? Ask Gita Allied Tech., a leading outbound call center provider in the West Africa. We cover a broad range of services that will surely fit what you need – no matter how tailored and customized it is.

- **Telemarketing Services:** We gather pre-qualified leads that is ready to become your paying customers. We provide 100% transparency across all of our outbound telemarketing efforts via real-time reporting to track both the lead quality and the performance of our sales teams.
- **Lead Generation Services:** This service applies to both B2C and B2B lead generation for your business. We perform lead qualification, lead list updating, local lead generation to help ensure your sales funnel remain full and ready to close and convert.
- **Appointment Setting Services:** This is a custom-fit solution for businesses or individuals that require a process-based approach to manage their appointments and schedules. We can do personal, b2b, legal, and medical appointment setting that comes with ISO-certified guarantee and GDPR, HIPAA, PCI DSS data security compliance and certifications.
- **Cold Calling Services:** Enjoy superior cold calling services that comes with professionally studied and tested sales scripts. Our expert outbound representatives all pass our Global Standard Sales Representatives vetting process. Take confidence in our world-class talents to reach out to your prospects the right way.
- **Outsource Tele-sales:** Hire results-driven teams to sell your products and services directly to leads. Maximize your outsourcing budgets with our affordable tele-sales operation costs and lower attrition rates. We guarantee full performance and leads tracking so we can easily scale, rinse, repeat and win more sales!

- **Market Research Services:** Get affordable market research support for your overflow projects without the need to hire new staff. We provide bespoke B2C and B2B solutions for market research agencies, private companies, and public institutions.
- **Survey Processing Services:** Have a specialized team dedicated to extracting information from your customers about what they feel regarding your products and services. Learn about how your customers feel and think about your brand and what you can to improve it with us!

INBOUND ENGAGEMENT:

- Customer Health Checks
- Telemarketing
- Campaign management
- Customer Experience surveys
- Market Research Survey
- Follow-up calls
- Product promotions
- Customer and Product Survey
- Research and survey support

BPO Outsourcing

What BPO Outsourcing Services Are Right For Your Business?

Need help determining what services you need? Ask Gita Allied Tech., a leading BPO support provider in the West Africa. We cover a broad range of services that will surely fit your needs – no matter how tailored and specific.

- **Call Center Outsourcing Services:** We have custom-fit infrastructure to fit your business needs. Our 24 7 customer service comes fully-equipped with talents that passed our value-generating onboarding process assessment. This ensures you get the inbound or outbound service that you need.
- **Back Office Services:** Outsource your back-office while maintaining the quality output as you would expect from an in-house work. Our back-office services covers Technical Recruitment, Data Management, Transcription, Legal LPO, Content/ Community Moderation, 3D Services, and Digital Marketing.
- **Community Moderation Services:** Protect your brand reputation and user-generated content on your digital platform with us. Our content moderation services include text, video, image generated content for your website, marketplaces, and social platforms.
- **Data Management Services:** Improve the efficiency of your data management to extract truly meaningful business insights. Propel your organization to have a data-driven environment and make informed and calculated strategies for growth and continuity.

- **Virtual Assistant Services:** Save as much as 70% in your business expenses, while providing high quality virtual customer support. We have reliable virtual assistant services for non-essential administrative tasks, creative projects, and technical help.
- **Outsource Form Processing Services:** We take over the handling of huge number of forms daily. We process, validate, and store data for our clients in hospitals, financial institutions, government agencies, schools, e-commerce businesses, and many more.



Industry Outsourcing

What Industry Outsourcing Services Are Right For Your Business?

Need help determining what services you need? Ask Gita Allied Tech., a leading BPO support provider in the West Africa. We cover a broad range of services that will surely fit your needs – no matter how tailored and specific

Healthcare BPO Support Services: Healthcare business outsourcing can launch your business to unprecedented heights of success by delivering more with less. Maximize your resources by taking advantage of lower healthcare and non-patient care service operation costs.

While most healthcare BPO companies in the Africa are affordable, not all can deliver critical and essential care to your patients through various value-adding services. Logistics, medical billing, pharmaceutical BPO, and medical BPO are just a few examples. A healthcare BPO aims to realize cost savings while increasing proficiency and CX. Do not equate quality to pricing alone, as there are other factors to consider before choosing a healthcare outsourcing firm.

A healthcare call center provides support services for healthcare payers, providers, and government agencies through various value-adding services. These services include:

- Med Billing
- Medical Outsourcing
- Medical Transcription
- Healthcare Call Center
- Data Processing
- Data Entry
- Telehealth
- Telemedicine, and more!

Retail Outsourcing Services: Unlock the full potential of your retail business with our premier call center outsourcing services. As a quality provider for SMEs, we understand the unique challenges and opportunities of running a small to medium-sized retail operation. That's why we've developed a comprehensive program suite designed to help you streamline your customer service, increase sales, and drive growth. Outsourcing an e-commerce call center for your retail business will introduce you to new strategies to improve your product. Expanding your options can provide new opportunities to grow. You can apply several services to your retail business and see which will work for your customers.

Your retail business should not be one-dimensional in terms of services. Retail firms now have multiple channels to interact with customers and develop their products. The e-commerce industry is gradually changing its approach to customer service. You should follow the trend, or else you'll get stuck with an outdated strategy.



eCommerce Outsourcing Services: Streamline your e-commerce operations with our leading outsourcing services. 24/7 availability, expertise in answering inquiries, managing orders, upselling and cross-selling products, and resolving issues guaranteed. Our complete outsourcing package ensures that your customers always have access to the support they need when they need it.

Mobile App Customer Support: We are a notable mobile app customer service provider for SMEs. We can improve the quality of your in-app user support by implementing several strategies that will benefit your consumers. Outsourcing your customer service web app reduces the possibility of users uninstalling your application. You can interact with users whenever they have comments or suggestions through the app support team. Besides that, you can also sort out comments and document all the recommendations.

You can improve your in-app user support by documenting their feedback and using it to improve and update your application. There is an opportunity if you develop mobile applications with a customer care app team. All you need to do is look for GAT, the right BPO company.

Telecom BPO Services: We are a top-notch telecom BPO service provider for SMEs. We can help you achieve and sustain optimal operational efficiency in the competitive digital ecosystem.

Partnering with a BPO company can lead your telecom company to more success than you think. It is because telecom BPOs can support companies from data processing to software development to digital marketing at a cost-effective rate.

Education Process Outsourcing: We provide top-notch education services for SMEs. Focus on your teaching methods and improve administrative services through the help of a BPO education center. Enlist the help of experts when you do outsourcing in higher education to enhance the delivery of your education services.

The BPO education center can handle your non-core education administrative tasks. It enables your staff and educators to focus on delivering high-quality education to your students. One of the most challenging areas of education delivery is handling administrative and back-office tasks. Do not let it affect your institution. Ensure you are on top of these things as you contract these non-core tasks to us.

eService's Call Center: We are an outstanding e-services call center service provider for SMEs. We provide support to your e-business by promoting personalization and intent-driven interaction.

Outsourcing your e-service needs to a business outsourcing firm can put your company front and center in your customers' minds. By directly tapping into your consumer's behavior, purchase pattern, and intent. We can scale demand and maximize your brand's impact.

The goal of an e-service company is not only to provide customer service but also to ensure an exceptional display of the brand.

GITA– Features, Benefits and Our Solutions

- Interactive Voice Response (IVR)
- IVR self-service
- Chat and IM
- Automatic Call Distributor (ACD)
- Call queues
- Skills-based routing
- Database integration
- Business tools integration (CRM, Inventory System, Portal)
- Website /Portal click to call /Mobile Application
- Customizable business hours
- Call recording
- Call monitoring
- Outbound Dialer
- Call Scripting
- Callback Scheduling
- Call Badging
- Customer History
- Escalation Management
- Reporting



Gita Outsourcing's requirement from proposed client

- Training on products and services we would be talking about to customers
- Detailed information about the company's products and services
- Ideal Script and Talking Points
- Access to a contact we can reach for more information

Call Center Representative Responsibilities:

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Making sales or recommendations for products or services that may better suit client needs.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures.

IT Tech Services



IT Tech Services

IT services encompass a wide range of activities and solutions designed to support the use and management of information technology within organizations. Some key areas include

- 1. IT Consulting:** Providing expert advice on how to best use IT to meet business objectives.
- 2. Managed IT Services:** Ongoing management of an organization's IT infrastructure and end-user systems.
- 3. Cloud Services:** Offering cloud storage, computing power, and other cloud-based services.
- 4. Cybersecurity:** Protecting systems, networks, and data from digital attacks.
- 5. Software Development:** Creating custom applications and software solutions tailored to business needs (Mobile App/Web App)
- 6. Technical Support:** Providing assistance with hardware and software issues.
- 7. Network Services:** Designing, implementing, and managing networking solutions.
- 8. IT Infrastructure:** Setting up and maintaining physical and virtual infrastructure.
- 9. Data Analytics:** Helping organizations leverage data to make informed decisions.
- 10. IT Training and Education:** Providing training to help employees stay current with new technologies and practices. Computer Courses Online with Certificates
- 11. Digital Marketing:** Developing and implementing strategies to reach target audiences online, build brand awareness, and achieve marketing objectives.

Network Services

1. Network Design and Implementation:

- **Network Architecture:** Designing the overall structure of a network, including layout, hardware selection, and topology.
- **Implementation:** Setting up the network infrastructure, including routers, switches, firewalls, and cabling.

2. Network Management:

- **Monitoring and Maintenance:** Ongoing monitoring of network performance and health, identifying and resolving issues proactively.
- **Optimization:** Fine-tuning network settings and configurations to improve performance and reliability.

3. Network Security:

- **Firewalls and Intrusion Detection Systems:** Implementing and managing security measures to protect against unauthorized access and cyber threats.
- **VPN (Virtual Private Network):** Setting up secure connections for remote access.

4. Wireless Networking:

- **Wi-Fi Solutions:** Designing and implementing wireless networks for businesses, ensuring coverage, security, and performance.
- **Mobile Device Management:** Managing and securing mobile devices within the network.

5. Unified Communications:

- **VoIP (Voice over IP):** Implementing internet-based telephony solutions for cost-effective and flexible communication.
- **Video Conferencing:** Setting up and managing video conferencing systems.

Network Services

1. ICT Infrastructure:

- **Hardware:** Providing and managing servers, storage systems, and other hardware components.
- **Software:** Implementing and maintaining essential software applications for business operations.

2. Cloud Services:

- **Cloud Computing:** Offering cloud-based infrastructure, platforms, and software solutions (IaaS, PaaS, SaaS).
- **Cloud Storage:** Providing scalable storage solutions accessible over the internet.

3. Data Management:

- **Backup and Recovery:** Implementing data backup solutions and disaster recovery plans to ensure business continuity.
- **Data Migration:** Assisting with the transfer of data from legacy systems to modern platforms.

4. IT Support and Helpdesk:

- **Technical Support:** Providing assistance with IT issues and troubleshooting.
- **Helpdesk Services:** Offering a centralized support service for addressing user queries and technical problems.

5. System Integration:

- **Integration Services:** Ensuring different IT systems and applications work together seamlessly.
- **APIs (Application Programming Interfaces):** Developing and managing APIs for integration with third-party services.

6. ICT Consulting:

- **Strategic Planning:** Advising on the development and implementation of ICT strategies aligned with business goals.
- **Technology Assessment:** Evaluating existing technologies and recommending improvements or upgrades.

By leveraging these network and ICT solutions, businesses can enhance their operational efficiency, improve communication, and ensure robust security.

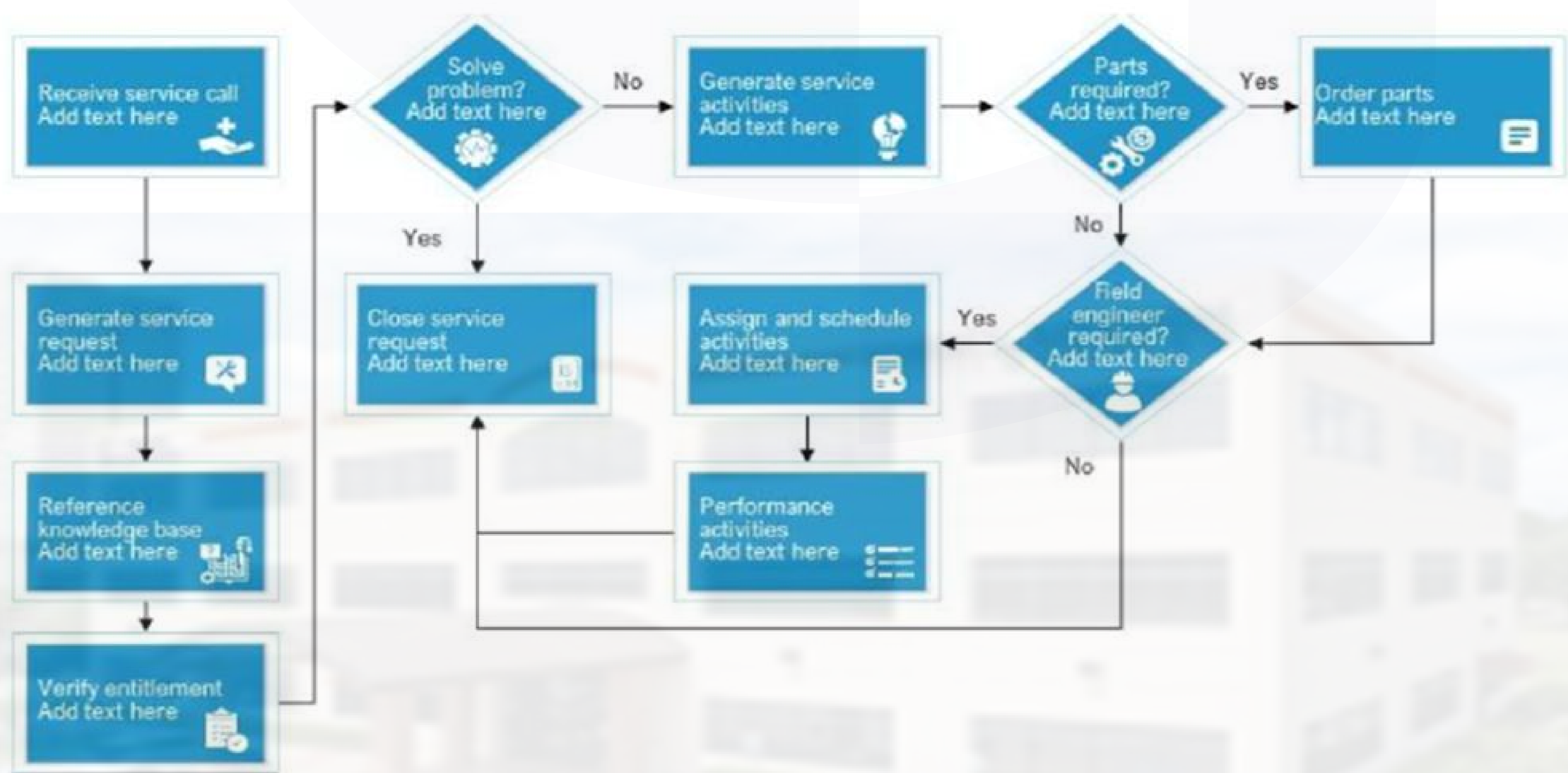
Why Choose Us for Your IT Problems Solved!

We offer a solution for EVERYTHING from offloading and cost reductions related to managing any of your IT needs. Including sales, tech support services for networks, data storage for Windows, cybersecurity and Linux based Computer Systems & Networks!



Role of Managed IT Service Providers in Business Growth

Technical Support Flow Chart



Functions of Technical Support

Technical support is a crucial service provided by IT companies and departments to help users resolve issues with technology products and services. Here is our comprehensive guide on technical support, including its functions, levels, and best practices.

Functions of Technical Support

1. Issue Resolution:

- Troubleshooting hardware and software problems.
- Diagnosing network issues.
- Providing solutions or workarounds.

2. User Assistance:

- Answering user questions and providing guidance.
- Offering tutorials and training for new systems or software.
- Assisting with installations and setups.

3. Maintenance and Updates:

- Performing routine maintenance on systems.
- Applying software updates and patches.
- Monitoring system performance.

4. Documentation:

- Keeping records of reported issues and resolutions.
- Creating knowledge base articles.
- Documenting processes and procedures.

Levels of Technical Support

Technical support is often structured in tiers to manage and escalate issues efficiently:

1. Level 1 (L1) – Basic Support:

- Front-line support staff.
- Handles common issues and basic troubleshooting.
- Collects initial information and logs the issue.
- Escalates complex issues to Level 2.

2. Level 2 (L2) – Intermediate Support:

- More experienced technicians.
- Handles more complex problems.
- Performs in-depth diagnostics and troubleshooting.
- May involve remote access to user systems.
- Escalates unresolved issues to Level 3.

3. Level 3 (L3) – Advanced Support:

- Senior technicians or specialists.
- Deals with highly complex issues.
- May involve collaboration with developers or engineers.
- Provides solutions that require deep technical knowledge.
- Coordinates with third-party vendors if necessary.

Best Practices in Technical Support

Best Practices in Technical Support

1. Effective Communication:

- Use clear and simple language.
- Keep users informed about the status of their issues.
- Provide detailed explanations and instructions.

2. Customer-Centric Approach:

- Show empathy and patience.
- Listen actively to user concerns.
- Ensure user satisfaction with follow-ups.

3. Knowledge Management:

- Maintain a comprehensive knowledge base.
- Regularly update documentation.
- Encourage knowledge sharing within the team.

4. Efficient Ticket Management:

- Prioritize tickets based on urgency and impact.
- Use ticketing systems to track and manage issues.
- Ensure timely resolution and closure of tickets.

5. Continuous Improvement:

- Collect feedback from users to improve services.
- Provide ongoing training for support staff.
- Implement lessons learned from past issues.

Tools and Technologies in Technical Support

Tools and Technologies in Technical Support

1. Help Desk Software:

- Manage support tickets and track issues.
- Automate workflows and prioritize tasks.

2. Remote Support Tools:

- Access and control user devices remotely.
- Perform diagnostics and troubleshoot issues from a distance.

3. Knowledge Base Systems:

- Store and organize information and solutions.
- Provide self-service options for users.

4. Monitoring and Alerting Tools:

- Monitor system performance and health.
- Receive alerts for potential issues.

5. Collaboration Platforms:

- Facilitate communication within the support team.
- Share information and collaborate on complex problems.

PROCUREMENT SERVICES

Gita Allied Technologies understands the importance of securing the best supplies for your operation at the most competitive prices. Our procurement team is a seasoned group of specialists, dedicated to streamlining your acquisition process and maximizing value.

✓ **Local Expertise, Global Reach:**

We leverage our deep understanding of the Nigerian market while harnessing a global network of suppliers to identify the most suitable options for your needs.

✓ **Cost Optimization:**

Our team negotiates aggressively on your behalf, ensuring you receive the best possible pricing and value on every purchase.

✓ **Efficiency and Transparency:**

We utilize a streamlined procurement process that is transparent and accountable, keeping you informed at every step.

✓ **Risk Management:**

We mitigate potential risks associated with sourcing and delivery, ensuring a smooth and uninterrupted supply chain for your business.

By partnering with us for your procurement needs, you gain access to experience, strong supplier relationships, and a commitment to excellence. We focus on delivering real cost savings and a procurement process that empowers your business to thrive in the Nigerian market.



Key Differentiators:

1. Integrated Solutions: We seamlessly integrate call center solutions with state-of-the-art IT services, providing a holistic approach to meet our clients' needs.

2. Scalability: Our services are highly scalable, allowing businesses to adapt to changing demands and grow without constraints.

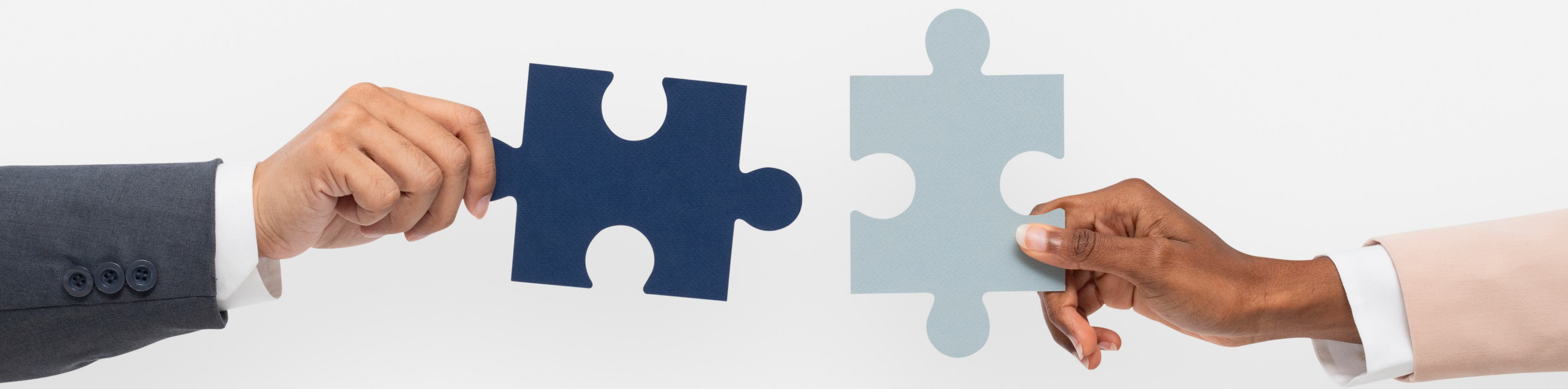
3. Technology Expertise: With a team of experienced IT professionals and customer service experts, we stay at the forefront of technological advancements to deliver innovative solutions.

4. Customer-Centric Approach: We prioritize customer satisfaction and tailor our services to meet the unique requirements of each client, ensuring a personalized experience.

Clientele: Gita Allied Technologies Limited caters to a diverse clientele across various industries, including telecommunications, e-commerce, healthcare, Education, finance, and more. Our clients range from startups and small businesses to multinational global corporations, all benefiting from our customized solutions and unparalleled customer support.

Mission Statement: At Gita Allied Technologies Limited, our mission is to empower businesses with cutting-edge technology and exceptional customer service, enabling them to achieve their goals and exceed customer expectations.





OUR PARTNERS GITA ALLIED TECHNOLOGIES

TENET SYTEMS

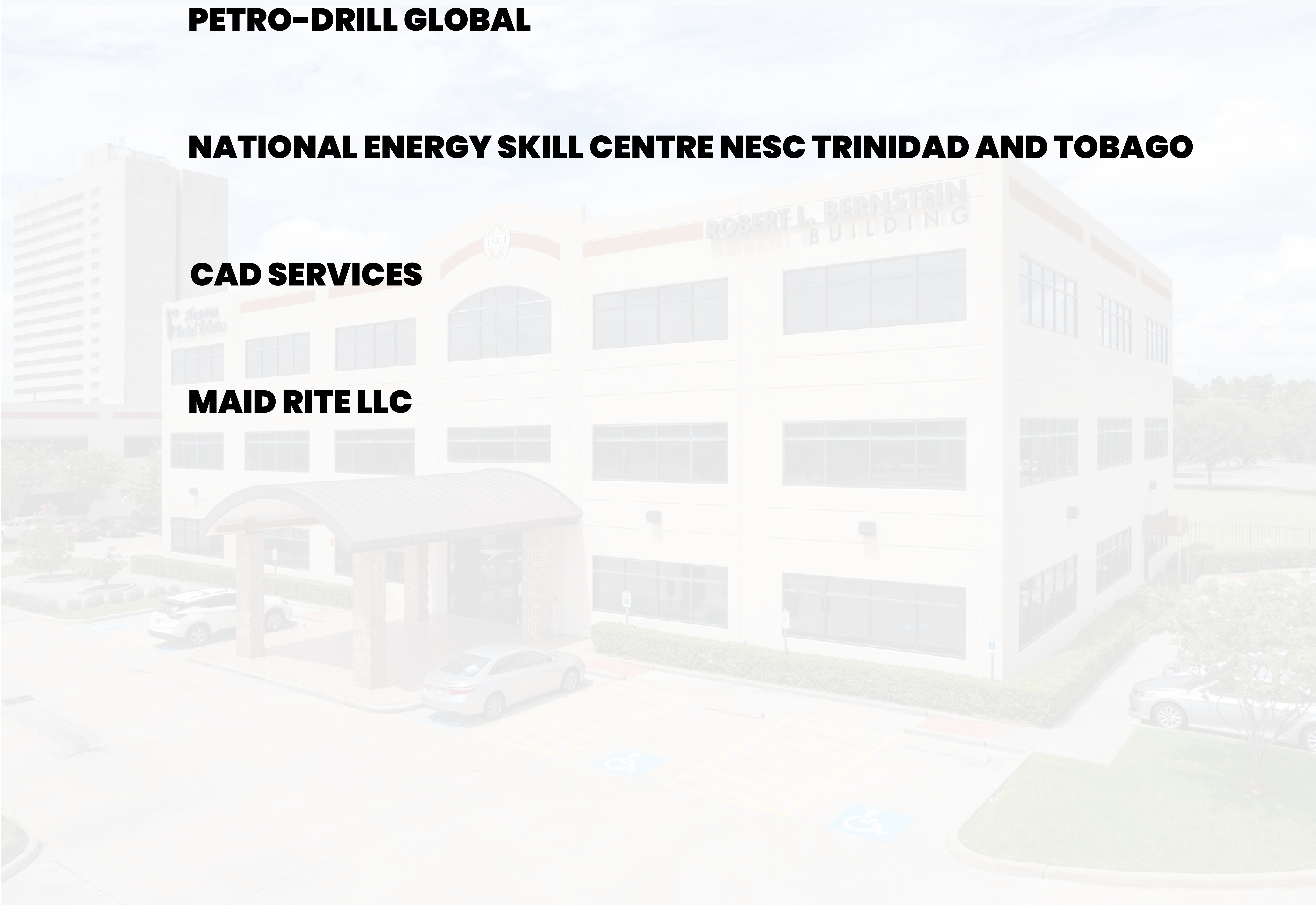
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