



AVIS e SOLUTIONS Pvt. Ltd.

BRIEF COMPANY PRESENTATION

BACKGROUND

- *“AVIS” was founded by two professionals from the IT & Telecom industry with the sole objective of providing “Technology Consulting and end-to-end solutions” to cater to the upcoming BPO , Corporate & Service sectors.*
- *We were the first to introduce a comprehensive VoIP solution to the SMB Call centre market and have successfully implemented Call Center Solutions in the market place.*
- *We have come a long way since then & have varied solutions on IM Messaging / IIPBX / Virtual Office & CRM .*
- *We have a dedicated team for Customized Software Development Projects .*

FOCUS AREAS

- ** Our Initial focus / target was the International / Domestic call centre market (0-50 seats). After our initial learning in the above market , we are now focussed on the SMB & Mid sized segment (50-500 seats). “CONTAQUE” TM CCS , our premier Call center solution has now been installed at more than 290 centers with more than 10000 plus seats of installed base.*
- ** Apart from Call Center Solutions, AVIS ventured into complete IPPBX solutions in 2006. We now have a end to end solution for both the markets.*
- *Our Portfolio encompasses Planning, Designing, implementing & Management of end to end solutions in VOICE, IPLC / Internet Leased Lines ,E MAIL & CHAT areas.*
- ** We entered into Customized Software Development last year & are doing some projects for Domestic as well as an International Markets.*

PRODUCT AND SERVICES “CONTAQUE” SOLUTIONS

We offer the entire spectrum of solutions to meet the communication needs of Call Centers / BPO's ,Corporate & service sectors.

CONTAQUE™ CCS :

Contaque call center solution offers comprehensive Outbound / Inbound solution with predictive dialing , ACD / IVR capabilities to enhance the efficiency of the call centers . It also caters to the domestic call centers requirements where the application can be integrated with PRI, PSTN or GSM connectivity for calling, also taking into account the TRAI's guidelines- voice recording, DNC and NDNC filtration. Contaque call center solutions are scalable to 500 + seats.

PRODUCT AND SERVICES contd.

“CONTAQUE™” UCS :

- *Handling multi skill agents with more number of campaigns.*
- *Inbound with specific requirements of skill based routing with Priority.*
- *Additional features like screen recording / CATI / Web chat / E mail / Graphical reporting etc.*
- *Inbound requirements with specific IVR design requirements*
- *Work flow management – Attendance systems integration .*
- *Automatic scheduled call back – call back management – rescheduling 1515*

PRODUCT AND SERVICES

contd.

Features	Benefits
<p>Automatic Call Distribution Interactive Voice Response (IVR) Preview/Power/Predictive Dialing Agent Desktop Solution Multimedia Universal Queue Web Chat Voice Mail <u>Voice Monitoring, Recording</u> Email Management CATI Workflow Intelligent Routing Voice over IP Unified Reporting Remote Agents</p>	<ul style="list-style-type: none">• Comprehensive functionality on unified platform• Flexible Architecture for investment protection – support for legacy point solutions• Smooth transition to future technology – IP and beyond• Open interface• Scalability and Reliability• Ease of use• Speed of Implementation

PRODUCT AND SERVICES contd.

CONTAQUE CORPORATE SOLUTIONS

On the other hand Contaque corporate solution effectively manage the Business communication needs of multi-geography, multi location organization at a lesser cost and also with out extra investment on the hardware : .

Contaque VOS helps companies cut down their telecommunication cost drastically, while Contaque IPPBX is scalable and customizable interoffice communication solution compared to legacy PBX boxes , it is even integrated with the legacy PBX to safeguard the existing investments.

Contaque IM Chat entirely works within a corporate network thus offering complete security, with complete functionality of a CHAT messenger & no need for an internet access within the premises thereby reducing Internet BW utilization and also better control of Internet resources.

PRODUCT & SERVICES contd.

- *End to End Hardware Products for Telecom Solutions*
- *“Customized Software Development “projects .*

PRODUCT & SERVICES contd.

HARDWARE - Hardware for Call Centers & Corporate

- *IP Phones*
- *Display phones with headsets*
- *Dial phones with headsets*
- *FXS and FXO cards.*
- *ISDN / PRI - E1 Cards*
- *ATA's*
- *USB Phones*

“CONTAQUE™” CALL CENTER SOLUTIONS

- *AVIS is a “Technology Consultant & Integrator” for implementing comprehensive CRM – Predictive Dialer – Inbound Solutions on “ CONTAQUE “™ - A Tailor made solution for Call Center Industry.*

CONTAQUE VARIANTS :

- **CONTAQUE VOICE LOGGER SOLUTION [VL] :**
Contaque Voice Logger takes care of voice recording only while agent make manual calls with added features of call conferencing and call barging. There is no auto dialing and progressive dialing with voice logger. VL comes bundled with ATA box per seat if the number of seats are more than 10 .
- **CONTAQUE ENTRY LEVEL SOLUTION [EL]**
Contaque Entry Level Solution helps call center in automating the dialing process without predictive dialing and AMD.

“CONTAQUE”™ SOLUTIONS – contd.

- **CONTAQUE BLENDED SOLUTIONS [BS] :**

Contaque blended Solution takes care of Inbound and outbound calling needs of the call centers with inbuilt features of predictive dialing, AMD, IVR and ACD. By Contaque blended Solution an agent has ability to take both inbound and outbound calls in one session.

- **CONTAQUE ADVANCED LEVEL SOLUTIONS [AL] :**

Contaque Advanced Level Solution automates the dialing process and at the same time does predictive dialing for the agents and detects answering machine and fax machine tone and does not transfer the call to agents.

SERVICES contd.

VOIP Consulting & Integration Services

Avis can help you implement congregate IP communications across your business. We help customers to choose the right technology to meet their business demands, get value out of their existing technology, and ensure their communications environment is secure and manageable. We can simplify the management of many complex deployment phases in your VOIP implementation project.

SERVICES contd..

Asterisk Support & Maintenance Services

Today's business challenges are increasingly complex. Security is paramount. System availability with minimal risk is a must. Support for advanced technologies in business critical environments is essential. Enterprises are challenged with delivering a competitive business advantage and more business value while lowering IT costs.

Avis Asterisk Support & Maintenance Services can help you reduce the time, effort, and cost of managing your Asterisk infrastructure.

BACK OFFICE SUPPORT

Our Technical support team provides level 1 & level 2 support 24x6 through NOC setup at AVIS premises to our customers, Support comprises of:

- *Online / On chat / Telephonic support*
- *Onsite Support*
- *Integration & Customized CRM Support*
- *Customized Tailor made support .*

CUSTOM BUILT APPLICATIONS

- *Developers and technical team comprises of professionals having skills in*
- *Languages – Pearl, PHP, Java Script, XML, C/C++, AGI, ASP, JSP, VB, .Net*
- *Platforms – Windows NT / Linux*
- *Databases – SQL 2000 , Oracle*
- *Web server – IIS, Tomcat, Apache*
- *AVIS has developed and customized CRM and web applications for various clients*

CUSTOM BUILT APPLICATIONS

ENGAGEMENT MODELS –

We provide following engagement model in consultation with the clients .

- **TIME & MATERIAL**
 - *This is the preferred option when project requirements are likely to evolve during the course of the project or when the client wants specialized skills for a period of time.*
- **FIXED COST**
 - *This model is used when the project specifications are well defined and the client wants to limit time and cost exposure*

MANAGEMENT PROFILES

Avneesh Mathur

- *Has 20 years plus of experience in the areas of Technology Sales ,Marketing & Customer Service Delivery Operations in International & Domestic Markets. Have adequate Expertise in Finance & Accounts .*
- *Ex-Promoter & Founder of an INR 300 million Systems Integration and Services Organization. Has worked with companies like DCM Data Systems, ICIM(ICL, UK), IDM, IT&T / Progressive InfoTech . Is Co –founder of AVIS e Solutions Pvt. Ltd., E – Transition Systems, AVV Consultants Pvt. Ltd. & Visinnovation Microsystems Pvt. Ltd.*
- *Is an Advisory Board member of Amity International School of Business .*

MANAGEMENT PROFILES

Abhay Gupta

- *Engineer and MBA with a telecom experience of over 14 years in Customer Services / Technology sector in companies like HCL Communications Ltd & Tata Telecom .*
- *Was Head of Technology at Flex Contact Centers (250 seater) .Comes with varied experience from Installation to Integration to Corporate Planning.*
- *An entrepreneur now , carries immense experience in the Target markets with in-depth Technology understanding on various Technology & Software platforms.*
- *Co Founder of Avis e Solutions & Visinnovation Microsystems Pvt Ltd.*



Thanks...

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