



BEST PRACTICES

Government & Pubic Sector

ETISAL International Group

Saudi Arabia:

- Jeddah
- Riyadh
- Dammam

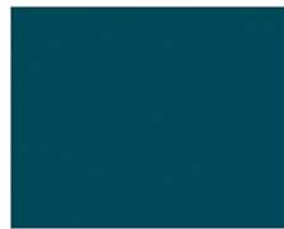
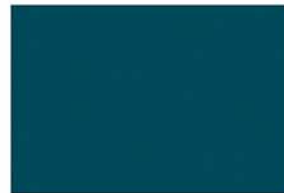
Egypt:

- Cairo (Maadi / Abassia)

India:

- Gurgaon

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HISTORY & INDUSTRY CHALLENGES

Government agencies have to do more with less in these challenging economic times. Alike their private counterparts, they need to increase productivity and cost efficiency, and at the same time, provide a high level of service to maintain public satisfaction.

With the technological revolution and advancements, expectations for services provided by public and non-profit agencies are higher than ever, yet budget limitations and a focus on streamlining operations may dictate that many public sector organizations find themselves under increased pressure to deliver.

Throughout an experience of more than 10 years in working with governmental & public sector organizations in the EMEA region, **ETISAL International** has brought significant operational, business and financial value add to its clients, helping them maintain a high level of customer service for their customers and delivering improved cost efficiencies in a consistently transparent and compliant manner.

ETISAL International has several programs established in conjunction with state-owned agencies that have outsourced critical business processes to adopt our 'tailored' first-class outsourcing services to better serve residents, efficiently communicate their services, increase their end user satisfaction, yet maintain cost efficiency and high quality.



SERVICES & SOLUTIONS

Whether wire line, wireless, broadband, cable, or satellite, we combine global services, innovative technology, and advanced analytics into a customized solution designed to meet your specific business needs. **ETISAL International** provides the following range of services to its automotive clients:

CONTACT CENTER SERVICES

CUSTOMER ACQUISITION

- Government Services Information Lines
- Governmental Advertising Campaigns Management
- Marketing Surveys Management

CUSTOMER CARE

- Welcome Calls Programs
- Customer Services
 - Interior Affairs
 - Transportation
 - Education
 - Medical & Healthcare
 - Government Food Supply
 - Real Estate & Mortgage
 - Notarization
 - Pension Services

- Complaints Management

CUSTOMER RETENTION

- Loyalty Programs Management
- Customer Satisfaction Measurement

BPO & BACK OFFICE SERVICES

DIGITIZATION

- Contract & Document Scanning
- Forms Capturing Solution
- Optical Capturing Recognition (OCR)

DIGITAL MAILROOM AUTOMATION

- Data Entry
- Data Management (Building, Profiling & Validation)
- Workflow Management
- Legacy Systems Migration



ADDED VALUE & BENEFITS

1

Professional Experience in Diversified Business Sectors with extensive 'Know-How' in operating projects of countless scopes, sizes, and nature! **ETISAL International**, also, provides its clients with valuable, high quality insights into their customers' behavior and attitude towards their products and services!

2

State of the Art Technology That You Can Rely On ensuring and maintaining the highest achievable levels of service to our clients. Our CISCO VoIP technology enables online monitoring of several aspects of the operations and ensures geographic redundancy to keep call quality superiorly up to our clients' expectations.

3

Employed Quality Control Measures to obtain prime quality levels that guarantee the best optimization to enhance our offerings to our clients in all industries and sectors, strongly backed up with professional certifications, such as ISO 9001 and COPC.

4

Security You Can Trust committed to ensuring protection to all our clients' private and sensitive information through aggressively well-established security protocols, such as intrusion detection systems and firewalls.

5

Global Cultural Knowledge and Languages Fluency through unique technical skill and a very diverse multilingual talent pool encompassing almost 31,000 students fluent in western European languages graduating from Egyptian and international universities every year. **ETISAL International** speaks all languages and we utilize this sacred resource to provide top caliber services around the globe!

6

Professional and Competent Recruitment/Training Services to relieve our clients from agent trainings headache through selecting skilled talents from **ETISAL International's** HR business unit. Fine selections of agents are made and trained on the essentials by our certified recruiters to proficiently handle our clients' customer care programs.

7

Organizations' Flexibility Stretched through 24/7 operations and beat-to-the-draw response to the dynamic clients' requirements, such as peak/seasonal/overnight times, according to what business necessitates.

8

Operational Cost Saving from **ETISAL International** compared to other outsourcing destinations, yet delivering outstanding contact center/BPO services by providing much higher quality, better control and more operational transparency. The European Outsourcing Association named Egypt 'Off-Shoring Destination of the Year 2010' and for many years to come, Egypt has held a strong position in the outsourcing/off-shoring markets!