

MDS
Call Center

Corporate Profile



MDS TS in a Glance

- **MDS TS** is part of the dynamic international Holding "Midis Group" that has over 35 years of service history within the UAE.
- At **MDS TS**, our teams of skilled professionals are committed to delivering value for money. We take on the day-to-day accountability for managing and maintaining your IT investments.
- For 8 years, MDS has been accredited by IDC as the "Top IT Service Provider" in the UAE.





MDS TS Services

- **General Services:** Implementations, Installations, Upgrades, Warranty, ...
- **Managed Services:** MPS, Outsourcing, BPO, PM, Consultancy, ...
- **Infrastructure:** AMC, Vendor B2B, Managed Services, SLA, Ad-hoc, ...
- **Systems:** Incident SLA, Onsite for software, Performance Tuning, Deployments, Migrations, ...
- **Call Center:** Helpdesk, Contact Center, TeleMarketing, TeleSales, Website and social media management, Data entry, Data mining, Customer relationship management, ...

MDS TS Partners





IBPS

Call Center

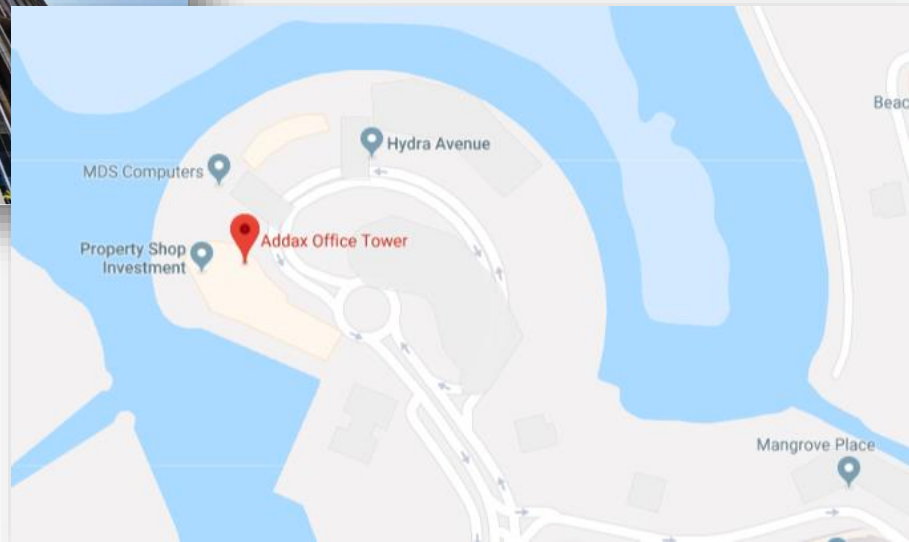


Our Mission

- **Our Mission** is to facilitate services and support our partners to achieve their goals in their designated areas while reducing operations cost and ensure high quality and great return on investment.
- We have a team that strives to help and provide the best support possible with a friendly atmosphere that can blend well with any business environment.
- We aim to take in charge your call center needs and **let you focus on your business.**

Our Location

- **Our Call Center** is located strategically in Reem Island (Abu Dhabi) with high end infrastructure and facilities to ensure services continuity.



The view from inside the Call Center

Current Setup

- **Open 24/7**
- **Support stations** equipped with:
 - Networked computers
 - IP Phones
 - Noise cancellation headphones
- **2 PRI Lines** (200 numbers with 20 voice channels)
- **Unlimited VoIP** services
- **Toll-Free Numbers**



Our Employees Profile

- ▶ **Graduates** in Computer Sciences, Information Technology, Engineering, Business Administration, & others.
- ▶ **Recruited on the basis of essential skills**
 - ▶ Communication, positive attitude, persistence, enthusiasm, passion to help others, adaptability, fast learning, ...
- ▶ **Customer service oriented**
- ▶ **Trained** on technical & soft skills
- ▶ **Multi-Lingual**



Why to Outsource your Call Center?

- Call center expertise and quality assurance
- Cost reduction
 - In technology infrastructure
 - In training employees
 - Saving between 20% –50%
- Flexibility
 - Fast expansion
 - Handling short duration projects
- Regional coverage capabilities



Our Expertise

- IT Support
- Customer Service
- Tele-Marketing
- Tele-Sales and Inside-Sales
- Collections
- Industry Sectors
 - IT, Banking, Events, Insurance, Government, Oil & Gas, ...



Our Expertise | Help Desk Services

- **L1 Phone / Remote Support**
- **Software troubleshooting and support**
- **ITIL Best Practices**
- **Inventory Documentation**
- **SLA Registration**
- **Vendor communication**
- **Business Feedback**
- **Reporting**
- **Service Appointments administration and follow-ups**



Our Expertise | Contact Center

- Inbound
- Outbound
- Live Chat Support
- Product Info.
- Customer survey
- Call Center Outsourcing
- Reporting



Our Expertise | Data Entry

- Information collection
- Data Verification
- Data Entry
- Reporting
- Vendor communication



Our Expertise

Marketing and Customer Relations

- Websites Design & Development
- Mobile Apps design & Development
- Search Engine Optimization
- Content management
- Digital marketing
- Social Media Marketing



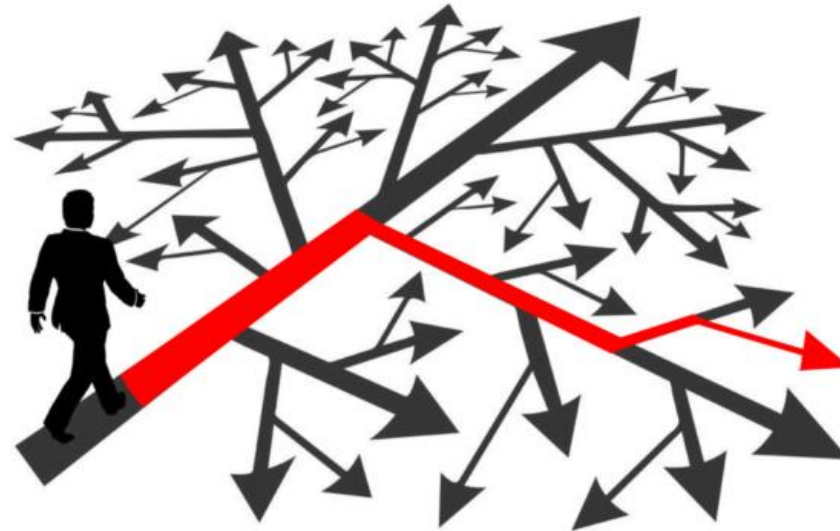
Our Expertise | Campaigns

- SMS Marketing
- Email Campaigns
- Telesales Campaign
- Product Promotion
- Product Sales
- Services Sales



Our Expertise | Strategic & Workflow Services

- Workflows consultancy, design and implementation
- Procedures management and documentation
- Periodic reporting (and customized reporting if required)
- Quality management
- Systems training



A blurred background image of an office setting, showing several black office chairs and a desk with a lamp, overlaid on a white background.

Other Possible Services

- **Information Desk**
- **Operators**
- **HR Database management and phone interviews**
- **Delivery & courier management and follow-ups services**
- **Logistics follow-ups on deliveries and deliveries tracking**

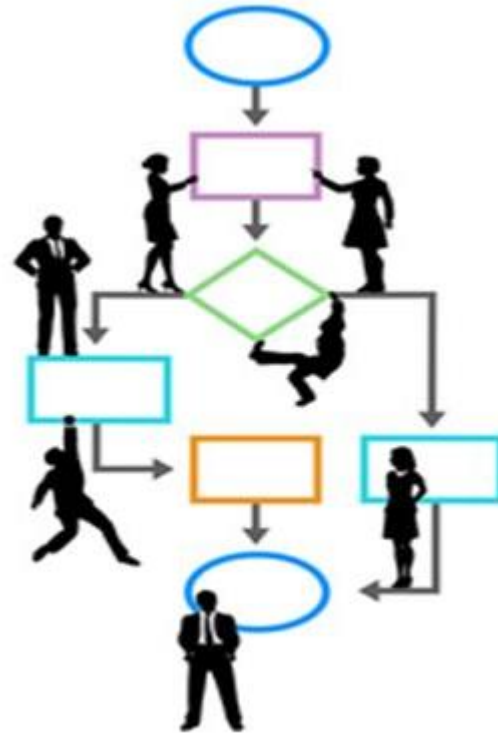
How Do We Provide Services?

- Phone
- Email
- Live Chat
- Social Media
- Fax



Our Processes and Procedures

- Flexible to adaptable to customers requirements
- Measurable and constantly improved
- Based on best practices



Quality Assurance

- ▶ We dedicate internal people to perform live Quality Assurance (QA) on periodic basis
- ▶ Based on the results of each QA, we generate customized training sessions for our agents
- ▶ **QA approaches**
 - ▶ Listen to live and recorded calls
 - ▶ Call and act as a customer
 - ▶ Customer Satisfaction Surveys



Used Technologies

AVAYA

Engage The Power of We™

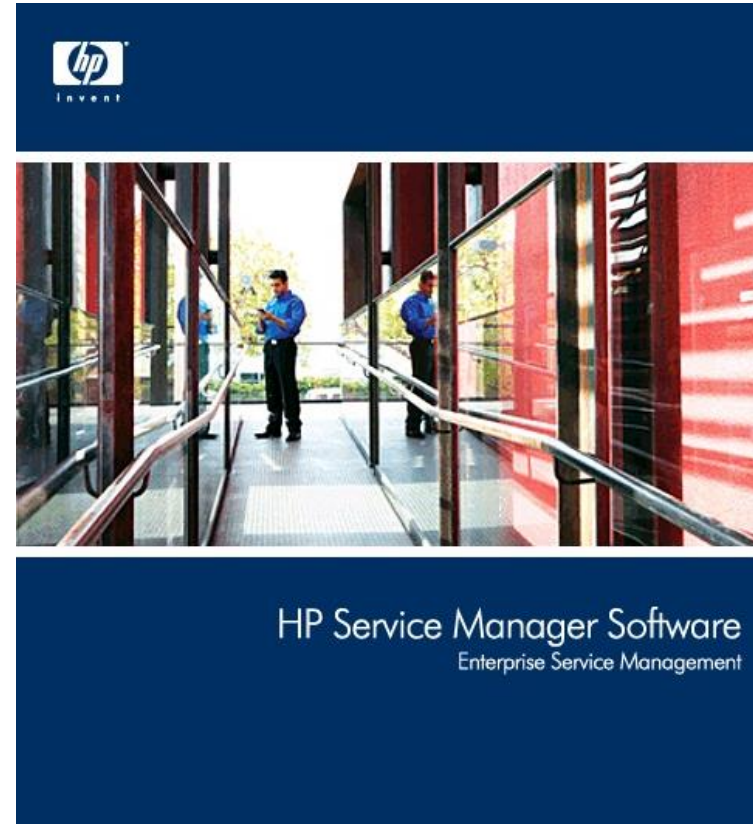
- Avaya Call Center Platform
 - Avaya Communication Manager
 - Avaya CMS (Live, Historical and Integrated Reporting)
 - Avaya ACR (Calls Recordings)
 - Avaya Aura Foundation
 - Avaya Media Gateway (IVR Management)



Used Technologies

➤ HP Service Manager

- Windows client and Web client
- Auto notifications
- ITIL based processes
 - Service Desk
 - Incident Management
 - Change Management
 - Problem Management
 - Asset Management
 - SLA Management
- Reporting
- Highly customizable interfaces





Used Technologies

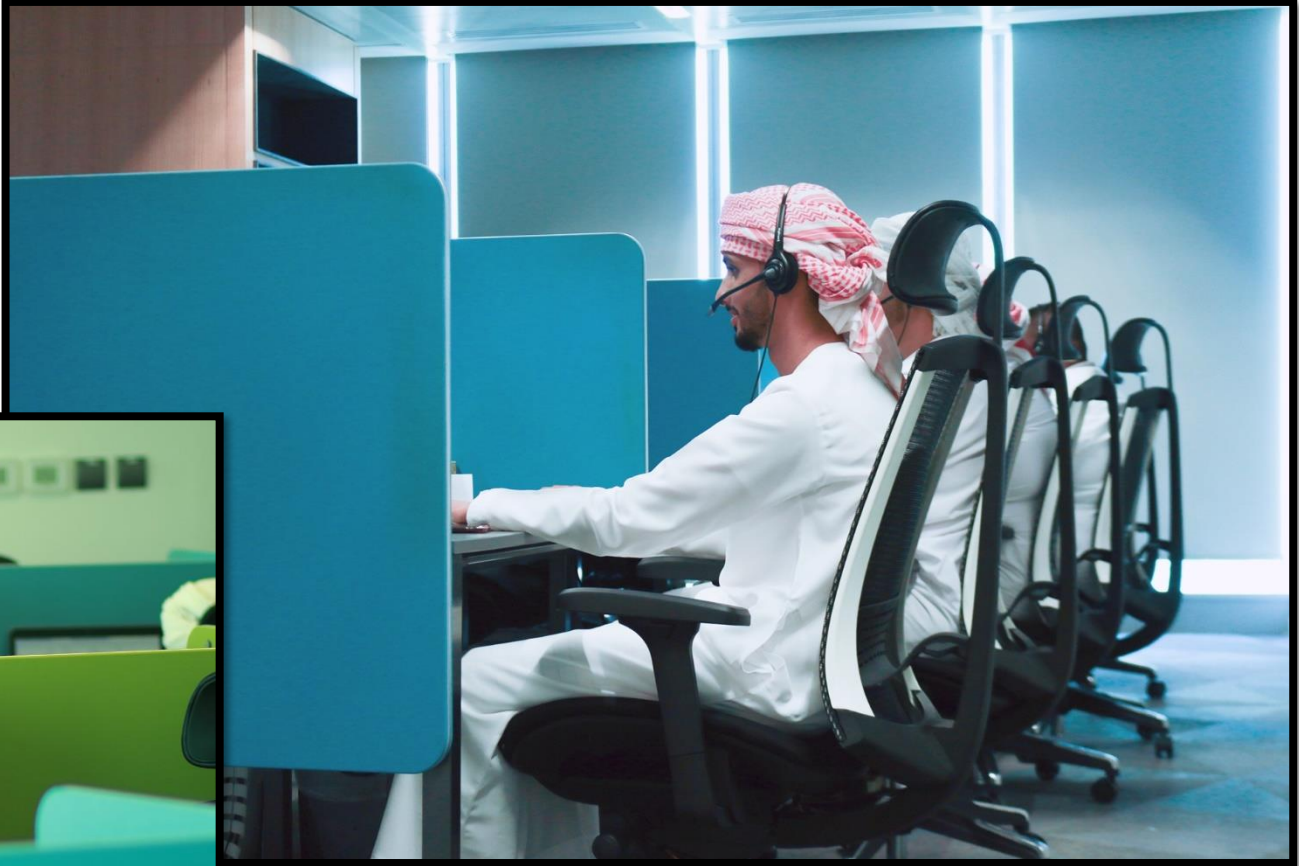
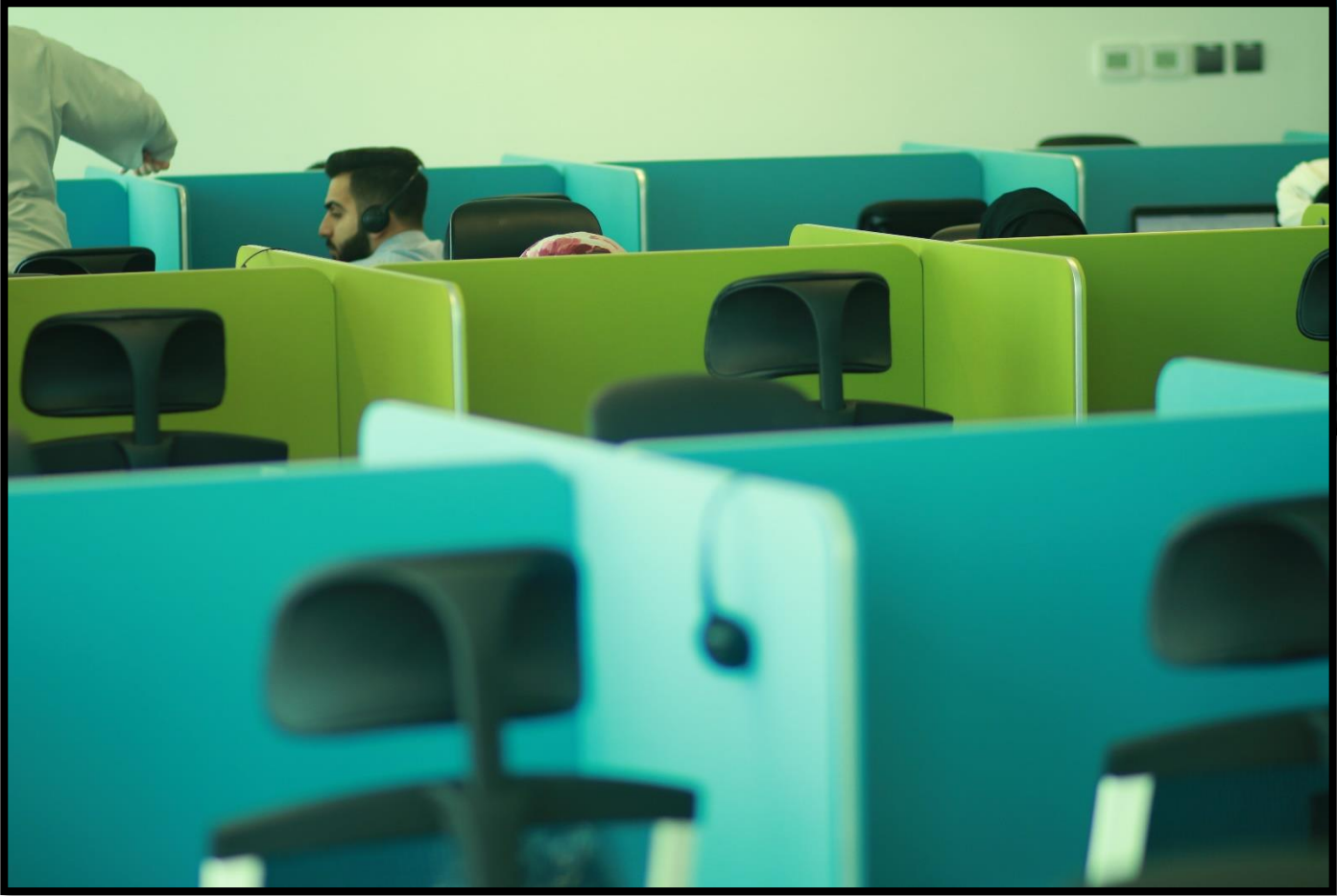
- Appointments administration and scheduling platforms
- CRM
- SQL Server and Reporting Services
- Other tools to help agents perform their job efficiently

Our Performance

- ▶ Current Volume of daily calls More than 3000 calls
- ▶ Average response time
 - ▶ Less than 30 seconds
- ▶ Resources and technology are easily upgraded to accommodate new projects and requirements



Our Office



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