



Corporate Profile

This document includes complete information our
international contact center



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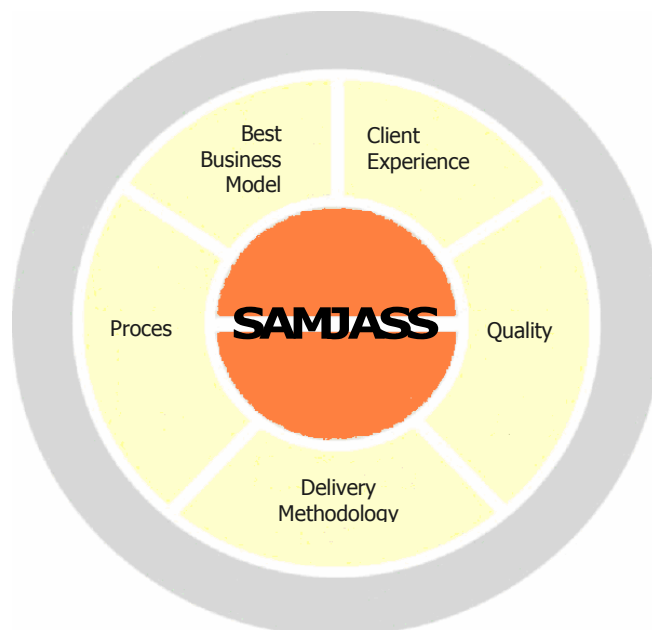
EXECUTIVE SUMMARY

Samjass is an ISO 9001:2000 certified private limited company that operates a worldwide network of outsourced services business units, with over 500 employees in over 3 countries worldwide having the corporate office in Chennai, India.

Samjass has established a reputation as a company that offers exceptional performance and value in all of its Business Process Outsourcing services without sacrificing quality. Our strategically established inbound/outbound approach provides Customers with a framework for business processing outsourcing and ensures that the service meets the customer specification with respect to cost. Thus Samjass make each of its Customers to feel that the rapid increase in global-wide need for high quality resource for business process has been met here. There is an increasing pressure on companies to respond quickly and efficiently to the accelerating pace at which economic and technological change takes place. Many are not equipped to do so and look to third party experts in technology and business processes, who can handle rapid change to play this part. This enables us to focus on our core competencies, safe in the knowledge that our IT-enabled processes will be enhanced through the use of state of the art technology, software and processes.

Business benefits from this approach include:

- ❑ Guaranteed cost reduction through economies of scale, technology enablement and the introduction of best practices
- ❑ Improved efficiency and service quality constituting market leadership to enhance competitive advantage
- ❑ Enhanced total performance and flexibility through ongoing technology refresh, process, re-engineering and continuous process improvement.
- ❑ Access to extended resource pool of high level expertise, knowledge and best practice through strategic partner resources
- ❑ Established operational cost control through process management, measurement and continuous improvement



■ ■ WHAT WE OFFER

With years of corporate history in providing high value IT services, Samjass provides a comprehensive range of services:

- Customer Care
- Technical Support
- B2C Acquisition
- B2B Acquisition
- Enterprise Help Desk
- Data Management
 - Data Conversion
 - Data Movement
 - Data Mining
 - Data Cleansing
- Enterprise Back Office Services
 - Form Processing
 - Health care
 - New business Services
 - Administrative services
- Finance and Accounting
 - General Accounts
 - Account Payables & Receivables
 - Loans and Mortgages
- KPO
 - Business and Market Research
 - Data Analytics

We provide these services in variety of computing environments; using the latest advancements in client/server architecture, object oriented programming, distributed databases and networking and communication technologies. Our world-class contact centre allows us to perform much of business outsourcing and business transformation work off-site, which can considerably reduce costs and increase the quality. More than ever, clients are looking to partner with companies that can help them leverage processes on global basis. At the same time, those organizations want to work with fewer vendors who have got global capabilities and full range of services.

In terms of experience and support, Samjass offers a full range of services in the global market. Samjass partners with a number of clients engaged in global business and are more familiar with global business progressions. Samjass offers consultants from number of countries that are familiar with the rules and regulations of their native country as well as other countries. These skills have been quite helpful to customers undertaking global ITES initiatives.

■ ■ INDUSTRY FOCUS

Samjass personnel posses a wealth of experience in serving a broad array of industries, including

- Financial Services
- Insurance
- Mortgage
- Telecommunications
- Health Care & Pharma
- Technology
- Travel & Hospitality
- Retail/eRetail

Our global reach is also evident in our Contact Centers, which execute tele-call processing and data processing with a combination of technology, people, and process. Each process is evaluated individually and a process plan is created which allows us to deliver the service in the most timely and cost effective manner possible. With offices located in over 3 countries, Samjass is able to deliver its full range of services to virtually any customer, any where in the world.

■ ■ OUR MISSION

To maximize and expand our customer’s capabilities by build long-term customer relationships, by providing high value IT-enabled services using our Global delivery model and a world-class employee base with a commitment to customer service, quality and innovation.

■ ■ HOW WE ACHIEVE OUR MISSION

- We achieve our objectives through teamwork.
- We promote innovation and flexibility.
- We constantly improve.
- We respect and recognize our employees for their commitment and expertise.

■ ■ HOW WE ARE DIFFERENT

- We exist to serve our customers by delivering on our promises.
- We recruit, nature, and retain our employees by providing them with a challenging, rewarding, and enjoyable work environment.
- We have integrity, trust, and respect toward employees and customers.
- We promote continuous improvement.
- We deliver on our commitments.

SAMJASS'S APPROACH

For 6+ years, our company-wide philosophy to remain flexible throughout all facets of an engagement bolster our position as a transparent, virtual extension of each of our clients business, through clients who have recognized Samjass exceptional flexibility.

Throughout our relationship Samjass will provide services to its clients no matter what the engagement, Samjass has always equipped with quality process with which we have the confidence to deliver the quality services.

Today Samjass continues to aggressively move along with six-sigma initiative and COPC initiatives at our global contact centers in Chennai. "The best service in less time with most quality" is the strategy of Samjass in approaching its Customers' business.

Initially, our team of expertise interacts with clients and analyzes the prominence of the process. After crafting and testing a perfect design of the delivery model based on the Customer's requirements with the help of our well talented design team, the process is carefully implemented and thoroughly tested and appropriate documents are prepared.

Tackling the problems based on latest technology is a part of our innovative Samjass approach. Tight integration of systems, tools and business processes, and components-based techniques help in becoming more responsive to new requirements. Services are developed and characterized such that they are flexible and can be easily adapted to the business processes and delivery cycles of your organization.



SAMJASS IT SERVICES INDIA PRIVATE LIMITED