



## Company Data And Contact

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0114 325 524

## Company Address

107 Colombo - Galle Main Rd,  
Dehiwala-Mount Lavinia  
Sri Lanka



# COMPANY PROPOSAL

**KONNECT BPO**  
TECHNOLOGIES (PVT) LTD

Konnnect BPO Technologies (PVT) LTD is a leading And rapidly developing company in Srilanka. The Organization Offers uninterrupted high-end Services and intense outsourcing solutions to Its valued clients to achieve their goals and to Survive in the highly competitive business world.

# Contact Person

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Business Development Executive

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**Abdul Rahuman**

VP Operations

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Registered address

107, 1/1 & 2/1 (1st & 2nd Floor)

Colombo - Galle Main Road,

Dehiwela-Mount Lavinia

TOGETHER WE  
ACHIEVE



## Company Objectives

We are passionate about delivering service Excellence and great customer experience. We create innovative and tailor made solutions, Which deliver compelling outsourcing services, Creating value for our clients and employees, Whilst maintaining a broad commitment To the industry.

There are no secrets to success  
**It is the result of preparation.**



- Our History
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- Outbound Contact Center
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- Project Operations Structure
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- Pricing & Financial Forecast

Its the company  
You've **always dream of.**



www.konnectbpo.com

we  
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e.

Konnect BPO technologies (PVT) LTD is a leading company in Sri Lanka Established in 2016, We offer uninterrupted services & intense outsourcing solutions to its valued clients to achieve their goals and to survive in the highly competitive business world. The company is consolidated to empower both domestic and offshore companies to use and increase the value of their business tasks with the support of different front-end and back-end non-core functions leaving the business owners to lessen weight of work and focus and concentrate on other core aspects of their business activities and operations.



Hello!

# CREATING HISTORY

## Company with A long term perspective

Konnect BPO trusts in collaborative associations with their partners and business owners to streamline the business operations by permitting any association to profit through enhanced data innovation and skill empowered outsourced administration. Customers adore working with Konnect BPO since it is a worldwide outsourcing accomplice that comprehends customers individual business prerequisites and convey workforce arrangements that are to a great degree adaptable, Practical, Cost effective and customized to their particular needs.

### A Timeline of our history

**2016** Established  
**Voice Services**  
Inbound / Outbound

**2017** Established  
**Human Resource**  
**Management.**  
Support Services

**2018** Established  
**Data Services**  
**Technology Services**  
**Data Processing**

Acquired Clients  
**Teqza**  
**Fennix**  
**LOLC Finance**



# 2020

Established  
**CRM Interface**  
**Quality Monitoring**  
**Quality Assurance**  
**Correspondence**  
**Management**

Acquired Clients  
**Aero Travels**  
**LOLC Credit Card**  
**TMG Media Group**  
**Coral Voyages**  
**Travel Pod**  
**AzyPay**  
**Finq.com**

# 2022

Acquired Clients  
**Coca Cola**  
**Betway**  
**Digi Outsource**  
**Usha International**  
**Gulf Brokers**  
**Investment Formula House**

# 2023

Acquired Clients  
**HCL Technologies**  
**Daraz Sri Lanka (Alibaba Group)**  
**Hutchison Telecom**  
**Abans Group**  
**My Beauty & Care (UK)**  
**Valere Group (UK)**  
**Digit Outsource International (UK)/(SA)**  
**Super Group (UK)**  
**NIBM**

“

**Collaboration allows us to know**  
More than what we are capable of.





# Company & Team Statistics

**Konnect BPO Technologies (PVT) LTD** is a leading and Rapidly developing company in Sri Lanka.

The Organization offers uninterrupted high-end services and intense outsourcing solutions to its valued clients to achieve their goals and to survive in the highly competitive business world

## Our Highlights

Since 2016

**7** Global destinations

**+6**  
Working experience.

**+22**  
Prominent clients.

**+400**  
Employees currently  
Working under Konnect BPO  
Technologies.

**+\$ 3.2 Million**  
Annual Revenue







# Mission & Vision

Our mission is providing customers with call center services of better Quality on a global delivery model through continuous investment in The best people processes and cutting-edge infrastructure.

## Our Values

- **Professionalism:** We adhere to the highest professional standard and consistently Improve our qualifications.
- **Positivity:** We have a positive attitude towards new challenges and changes.
- **Team spirit:** We believe in the unity of our team by providing mutual assistance.
- **Quality:** Customer Satisfaction.
- **Productivity:** We are continually improving ourselves in order to increase the Capabilities of our services and use our working time even more effectively.
- **Loyalty:** We are loyal to our customers, company and employees.
- **Creativity:** We strive to implement new ideas.

Sustainable

Accountability

Integrity

Leadership

Boldness

Quality



## A Company with Values.

We encourage companies to focus  
Their resources on core business clients,  
Corporate client satisfaction and services  
With greater added value for end users,  
Improving their corporate value by  
Encouraging differentiation and  
Competitiveness.



*Agath Zarook*  
Chief Executive Officer

## Words from **Our CEO**

In the current process of widespread globalization, we in Konnect BPO Technologies (Pvt) Ltd understand that meeting our client requirements are essential to the success of our organization. We can say that the years we experienced in the past are significant! And it is clearly seen that we have intensively delivered our best performance to focus on customer satisfaction. On behalf of the board of directors.

I would like to thank our valuable customers, reliable dealers and world class suppliers. Moreover, I would like to make a special mention of all our employees passionate contributions towards the growth of our organization.

The one thing I would like to present is that our leadership is a result of our employees. They have clearly made Konnect BPO Technologies (Pvt) Ltd one of the outstanding organizations in the industry.

Our Business Process Outsourcing (BPO) allows our customers to focus their resources on their core business. It is an outsourcing service that helps to improve business efficiency and minimize expenses. We help our customers improve the satisfaction of the end user through value-added services, achieving differentiation, greater competitiveness and improved corporate value.

**Konnect BPO Technologies (Pvt) Ltd** is a business outsourcing platform for cost containment and the efficiency of existing businesses. We encourage companies to focus their resources on core business clients, corporate client satisfaction and services with greater added value for end users, Improving their corporate value by encouraging differentiation and competitiveness. We are now in an ever-changing market environment, In such a situation we firmly believe that “trust” is the key element in persuading customers to choose our quality services “trust” can create a “Win-Win Situation” for a much more profound relationship.

We at Konnect constantly strive to enhance our productivity and quality by utilizing our advanced expertise. Moving forward, we will continue to expert our best efforts to meet the demands of our customers.

I would like to thank once again to all those who have contributed relentless hard work and effort in the past to bring us up here today.



“

Imagination is everything.

**It is the preview of life's  
Coming attractions.**



# Our Services

At Konnect BPO Technologies, We have one of the biggest pools of dynamic And expert staff prepared to serve your valued clients. Our array of products And services include:

- Using contact center with modern infrastructure facilities.
- We also provide solutions on inbound contacts
- Tele-marketing and customer relationship management.
- Data management services, including SMS management, Fax, Email and Chat Administrations.
- Back office operational administrations, Including data Processing, Verification and complaint management and Correspondent Administration trilingual services in English, Sinhala and Tamil.



Tell us what matters to you,  
and our team **will build it  
for you.**

# Voice Services

Call Center Management become a compelling differentiator for a business. Konnect BPO Technologies has the vast unit of experts very much prepared Enough to deal with huge volumes of calls in a specialized way

At **Konnect** we have one of the biggest pools of dynamic and expert staff prepared to serve your valued clients with answering **over 9000+ calls per days for 22 Local & International clients**

OUR SERVICES  
**STAYS FOREVER**

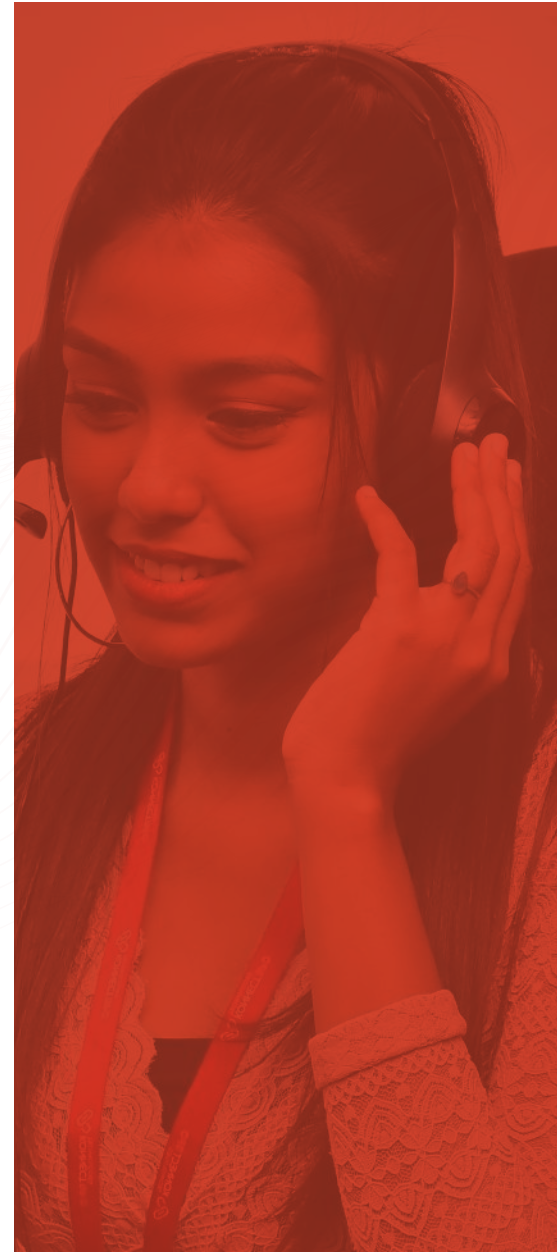


The purpose of every business and organization is to  
**Get and keep customers**

# Inbound Call Center Services

An inbound contact center dedicated to serve customers is backed by the state-of-the-art technology, meeting the service levels set to all incoming calls received from customers professionally.

- Trilingual expertise
- 24hrs service throughout the year.
- Service level monitoring & commitment.
- Skilled based routing which enables to route the calls to the agents based on their knowledge and expertise.
- An automated IVR to route calls in the customer's preferred language.
- Attend to customer inquiries and furnish necessary information.
- Promote products and value-added services to customers
- Monitoring quality and supervision of agents answering
- Structured report analysis on daily and weekly basis.
- Continuous improvement, training and re-training to exceed the industry standards.
- 100% Recordings of calls to ensure quality and confidentiality is maintained.



When you serve the customer  
Better, **they always return on  
Your investment.**

## Outbound Call Center Services

Most Telesales / Telemarketing agents lose opportunity by having poor telephone manners and communication skills, but KBPO comprehensive telephone skilled agents will serve as a solid foundation for your organization and ensure they handle themselves professionally and confidently to make the most of every opportunity.

- Lead Generation
- Satisfaction surveys & Feedback to improve service.
- Primary research surveys.
- Proactive service calls to find out the level of service and quality.
- Promoting value added features and services to customers.
- Promoting features to increase revenues for those who least would use a service.
- Proactive calling & awareness about the products & services. Fund recoveries / payment reminder

## Live Chat Support

High-quality service goes beyond simply providing the correct information into understanding what a customer is trying to achieve and helping them get it done. Live chat support can speed up that process by allowing for a more natural conversational style, where a skilled support agent can ask the right questions at the right time and quickly direct a customer to where they need to be.

- Delivers useful context to customers
- Providing real time response
- Primary research surveys
- lead a customer through the process by asking the right questions in the right order
- Support with customer acquisition and onboarding
- Build rapport with customers
- Reduces repetition for customers
- Increases customer engagement



# Data Services / Correspondence Management

At many instances most valuable human time in organizations are spent in editing one draft letter, printing, correcting, re-printing and repeating the same work, Whereas Konnect BPO Technologies has the specialized task force to handle data services effectively with limited resource and efficiently within less time. We communicate with customers via letters, fax and emails within service level targets

## OUR DATA SERVICES

Confirmation and Processing  
Customer Responses  
Drafting and Processing  
Reply and Feedback Services







# Quality Assurance / Quality Monitoring



The objective of maintaining higher service levels by monitoring, recording, coaching & evaluation is to assure the quality of calls & to fulfill customer orientated service. Quality monitoring is a tool to improve individual performance through constant training & development. Monitoring is a critical part of the process which helps to identify that the quality is being achieved from both perspectives.

- (a) Silent monitoring - Quality Evaluator observes the agent without the knowledge of the customer or the agent. This is to identify agent's strong / weak points & to discuss in a detail stipulated conversation
- (b) Coaching 'online' – Quality Evaluator observes live & coach the agent through the system. This helps to guide agents to maintain service level & to deal with customers & difficult situations.
- (c) Barging – Quality Evaluator speaks with the customer at times agent failed to explain or when customer insisted to speak with the higher authority.
- (d) Recorded call monitoring – Calls will be recorded for reference & review. This helps both Evaluator & Agent to monitor their 'manner of speaking' which they provide over



# HR Management

All over the globe companies are fighting to retain the best talents in the right locations. We also help the HR heads to keep away the administrative worries to focus on the strategic talents initiatives that drive sustainable growth

KonnectBPO HR analytics root out cost and decrease attrition rates while our simple Work modules improve new skills working environment and will help you emerge the New marketplaces in different industries

**Konnect BPO** has taken operational responsibility For the running of the HR function within the client Organization.

This has involved preparing and issuing contracts of Employment and dealing with all other legal issues Related to employment leading onr recruitment and Selection of staff developing new HR systems as the Business has developed (e.g. job descriptions and a Performance management system) setting up local Payroll services, benefits schemes.

All legal & benefit requirements of employment are Complied with and a framework is in place to protect The employer whilst dealing fairly with employees. The time spent away from core business by Directors and senior managers, dealing with HR related issues are now minimized. The overall cost of the HR function, operating at this level is reduced.





# Technology & Infrastructure

**Best in class state of the art technology and infrastructure are  
Our core competences.**

Today's business environment demands and prioritizes speed, Efficiency and Flexibility and this is where the technology plays an important role. We have the world class expertise and experience and help you align the technology with your valuable business needs and ensure achieving in your IT strategy.





# Technical Specifications

Konnect BPO is equipped with one of the renowned contact center technologies to offer sophisticated call processing solutions that improves customer satisfaction and contact center efficiency. Unified Communications simplify the proliferation of technologies that businesses deal with every day. Our state of the art technological solutions integrate voice, data and web enabling users to communicate and collaborate in real time, in the mode best suited to each interaction.

## Features of **technology used,**

**Interactive Voice Response (IVR)** - IVR allows your company to save money while improving overall agent efficiency with automation. Having the automatic voice response will enable customers to speak with who they need to, by passing all possible dilemmas.

**Automatic Call Distributor (ACD)** - With an ACD, employees in sales and customer support can efficiently handle many inbound customer calls. No one will be missed or left on hold for longer than necessary.

**Call Monitoring** - This allows you to monitor all phone calls as they are made. The difference between call monitoring and call recording is you can monitor what is being said without having to play the callback.

**Call Barging** - Call baring allows your managers to drop in on phone calls to speak with both parties. It is most helpful when employees are speaking with someone who they wish to have the manager speak to as well.

**Call Recording** - It can be difficult to know exactly what is being said between your employees and clients; however, this feature allows you to do just that. Call recording call record all phone calls without alerting those on the call.



**Call Hold** - Call Hold allows you to put any phone call on hold while you are trying to figure out where it should go or who they need to speak to. You can even have music playing to keep the client entertained.

**Call History Reports** - By having the call history reports feature, you can keep track of all incoming and outgoing phone calls. This also allows you to have information such as call duration, who was on the other end of the line, and what was being said.

**Real-time Analytics** - Displays all call center information for managers and employees on a dashboard. This could include service level, number of queue calls, abandonment time, wait time, etc. With this feature, you can have valuable information to help make informed decisions for your call center.

**Custom Call Center Reports** - Custom call center reports keep track of all the phone calls going through your call center. You can customize this feature to only show reports for certain calls.

**Conference Calling** - If you have clients or partners in other areas of the world or country, this feature is crucial to your organization. With conference calling, you can finally have the meetings you need without sending employees out of the office.

**Voicemail to Email & Text** - To provide consistent support to your clients, being able to forward voicemails by email or text is crucial. This will allow the agents to handle multiple contacts with just a few clicks of a mouse.

# Information Security Management System



We at Konnect BPO Technologies (Private) Limited believe in high-quality deliverables as well as information security. Konnect BPO will proceed with all the operations under Information Security procedures to manage the risks affecting the confidentiality, integrity, and availability of company and customer information.

We adopt the highest information security practices and standards to protect the information in the business. Information Security Management is the foundations of Konnect BPO to deliver the services with continual improvement and to achieve customer satisfaction.

## **We will achieve this by:**

- Focus on new ways of utilizing IT innovation to build products and services for today's dynamic business environment.
- Use of all reasonable, appropriate, practical and effective security measures to protect our important processes and assets to achieve our security objectives.
- Continually examine ways in which we can improve our use of security measures to protect and enhance our business and continual improvement in ISMS.
- Protecting and managing our information assets to enable us to meet our contractual, legislative, privacy and ethical responsibilities and satisfy applicable IS requirements and legal requirements as per the ISO 27001:2013 standard.
- Providing our Clients continual process improvements, productivity gains and improved quality through a combination of domain expertise and technology-driven optimization.

All employees ensure this policy and protect the security of information assets from unauthorized use, modification, disclosure or destruction, whether accidental or intentional.



# Our Continuity Plan

Konnect BPO has several options as BCP solutions for call center with some being a lot easier to implement than others. These are the Business Continuity options available.

## Remote Agent / Home Solutions

Call center cloud solutions have changed the game in lots of areas and BCP is another one to add to the list as its the core enabler to having home-based / remote call center agents. By having a hosted PBX or ACD, all at home agents need to access the call center queue and functions is an internet connection and an IP headset.

Agents can simply log in to the queue and have the same functionality as being at their workstation including being able to put customers on hold, transfer calls etc and the call center manager still has all the tools including call and screen recording, call stats etc.

## Have a backup site

Konnect BPO is having some capacity nearby, will enable to divert staff to another location and continue to take calls. We have a has small number of seats to handle emergency calls only or to take messages until things are back to normal.

Also, there is a call center in our area that is happy to have a reciprocal BCP plan with us where we both set aside a certain number of seats.

## Use an outsourcer as a backup site

Konnect BPO lease call center seats that are ready to go when our center is unavailable.

**Warm** – The outsourcer has a group of seats available for BCP but those seats can be shared between other businesses. In the event we need them, there can be a configuration time required before you can use them. This could be anywhere from 5 minutes to several hours.

**Cold** – Just the seats only. The cheapest solution but requires the longest time to get them up and running



# Our Confidentiality

We take the aspect of confidentiality very serious, as this is a crucial consideration in the BPO industry by the clients. KonnectBPO takes total responsibility for confidentiality and non-disclosure of client information at any instance and at any cost.

KonnectBPO Technologies is a confident that we have been maintaining confidentially in the interest of our company and our clients in the past years we are committed for the same in the future

We also ensure our employees or resources do not get involved in any unethical transactions, Strict disciplinary actions or termination of employment would be effected for any misconduct of Security policy. We provide login credentials to all agents that could be traced back if needed and our clients would vouch for same

We maintain a strict confidential policy by signing of non-disclosure agreements with our employees. We also sign agreements with our clients at the time of entering into the outsourcing arrangements.



**“Quality means doing it right  
When no one is looking.”**





# Insights **Company Clients**

Gives good services and loyalty on the total revenue of any company. Good examples and ideas, does not work for the measurement or Improvement of satisfaction levels, but to deliver a great service!

## Our Prominent Clients



# Referral 01

"Dear Sir / Madam,

As requested by Konnect BPO, based in Sri Lanka, I take pleasure in providing this recommendation based on the experience of working with their team.

I would like to kindly let you know that Coca-Cola in Sri Lanka outsourced our consumer response helpline to Konnect BPO and by far they have been doing a tremendous job. We have been working with them for almost two years now and the services they have rendered to us has always been up to industry standards. The solution Konnect BPO provided us has contributed well to our consumer response division.

I would like to also point out that they proactively manage all our contact center related work very efficiently and their strong business continuity plan played a major role on keeping our consumer response helpline active despite the Island wide lockdown.

I would happily recommend Konnect BPO to any stakeholder I may know as it is evident that they provide their services professionally, efficiently and as per expectations.

Please feel free to reach out to me for any further clarifications in this regard.

Best regards, Lakshan. "

[lamadurasinghe@coca-cola.com](mailto:lamadurasinghe@coca-cola.com)



**Lakshan Madurasinghe**  
**Regional Lead**  
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T + 94 117 450 742  
M + 94 777 344 085

# Referral 02

"Greetings from Usha International Limited, Colombo, Sri Lanka.

Usha International Limited is a New Delhi based company and a leader in Fast Moving Consumer Durables including products like Fans, Sewing Machines, Home Appliances and Power Products. It is a manufacturing, sales and marketing organization with pan India footprint. We have around 3700 employees working from 16 regional locations. We also export our products to over 25 countries worldwide.

Please treat this as a recommendation letter for our vendor, M/s Konnect BPO Technologies, located in Colombo. We have been associated with M/s Konnect BPO since January 2020. Their team in Colombo receive calls from our customers all over Sri Lanka be it for dealership enquiries, service support, sales support, product enquiries among other things. They have been a reliable partner and possess and exhibit qualities that are a must for a mutually beneficial relationship.

As an organization they are open to suggestions, quick to respond to change, and prompt and professional at all times. They value both time and money and are able to deliver services to our expectations while being competitively priced.

As they are expanding their business network and looking for new client acquisition and hence, need a letter of recommendation from us. We are extremely satisfied with the way they conduct their business and we do hope that you have the same pleasant experience with them.

Thank you  
For Usha International Limited"

**Philip Allwyn**  
Commercial Head  
philip\_allwyn@usha.com  
+94 757755444



# Referral 03

"To whom it may concern,

It is with much enthusiasm I am writing to recommend the services rendered to us by Konnect BPO Technologies.

We have been working with Konnect for just over 36 months, outsourcing our entire customer support and we have been completely satisfied with the consistent performance and the customer support rendered to us.

Their services and support during the times of covid-19 has amazed us. Taking the time to understand the impact on International Travel, evolving to the trends and implementing strategies to best suit the market to our needs. They have managed and enhanced our customer support that did effectively play a role in contributing towards a successful financial year.

I have been working closely with Mr. Rahuman, to mention the customer services has been extraordinary.

I am pleased to recommend their services and to team up with them.

Feel free to contact me for any further clarifications.

Thanks "

**Abraar Wahab**  
Marketing Director  
abraar.wahab@aerotravels.co.uk





We look forward  
To hear from you!



[konnectbpo.com](http://konnectbpo.com)



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