



*Perfect BPO Solutions*  
with world-class infrastructure



# ‘We Deliver, No Matter What - And Have Fun Doing It!’

## Who are we?

Sebiz is based out of Rochester, U.S.A. We are an IT company with a fast growing global presence. Our global footprint spans over 6 offices and 3 continents. We have development facilities both in the U.S. and India which means we can offer you a 24 hour development environment and speed to market that is truly amazing.



## Our offerings

Sebiz, with over 300 employees in four locations around the world, Microsoft Gold, CMMI Level 3 and ISO 9001:2000 certifications, Sebiz is truly a global, quality-driven Information Technology company. We offer products and services in the areas of E-Business Software (including web development), E-Learning Courseware, E-Marketing Solutions and BPO. Founded in 1999 and headquartered in Rochester, NY, our business has achieved consistent annual growth in revenue, profitability, clients and employees. With over 800 clients and 500+ completed projects per year under our belt; we have the stability, experience and scalability to be the ideal partner for any organization. Sebiz is also a leading provider of value added offshore Business Process Outsourcing solutions to the Global 1000 with high-quality service delivery, trust and confidence that is unparalleled in the BPO industry.



## 300-strong and growing

Our team numbers over 300 and with its varied skill sets is a committed bunch of people who work to increase your business opportunities. Quality is our prime focus, this is amply illustrated by our ISO 9001-2000 certification and our status as a Microsoft Gold Certified Partner. We approach our work with passion and enthusiasm. The Sebiz credo is, ‘We deliver, no matter what - and have fun doing it!’



## Our Services:

- Telemarketing Services
- Document Processing/Back Office Services
- Technical Support
- E-Search Engine/Link Building

Sebiz offers end-to-end outsourcing services are structured around industry-focused solutions - insurance, banking and financial services. Our offerings are aligned to sector-focused services and specialized cross sector capabilities; services in the areas of E-Business Software (including web development), E-Learning Courseware, E-Marketing Solutions, Business Process Outsourcing and Technical Support. With Microsoft Gold, CMMI Level 3 and ISO 9001:2000 certifications, state-of-the-art infrastructure, and all work processes in place, Sebiz is a world-class company that focuses on quality and speed. Our BPO services include outbound voice services, inbound voice services, web / e-mail-based customer support service, sales / telemarketing, lead generation and back office processing in various industry segments. We believe in total customer satisfaction and our professionals are highly-competent, self-motivated, and passionate about their work.



## Resources & Training:

During our 5 years experience in the IT technical support industry we have developed a very strong training program. All of our technical support personnel go through a common detailed training program. Emphasis is placed on the communication – voice, accent, email, selling techniques etc. Our training includes subjects like: effective communication, proper call handling, up selling and cross selling techniques, voice and accent, performance standards, customer service, technical support, phone etiquette, listening skills and many more.

We have a team of professional trainers with almost 5 years of experience in this industry (For both inbound and outbound processes). They have performed intensive calling to US, UK, CAN, Ireland & Australia and are aware of the diversities in accent and styles of speech. These trainers are generally in Management roles who also monitor the representatives also take part in the product knowledge transfer from the client for any new campaigns and then ensure that training has been imparted in full to the agents. In addition, we have devised methods to monitor the performance and measure results to ensure effective ongoing success. We run test campaigns and scenarios where we will engage you with the before going live. With this method you are ensured of the quality of the campaign and assured of training effectiveness and provide a good ground for suggestions and any modifications if needed.





## Sebiz India Infrastructure

Our infrastructure is geared to take on the most demanding of projects. With state-of-the-art communication facilities and infrastructure, our development centers work as a virtual extension of your development environment providing 24x7 service and development; cutting development times significantly. We have invested in these assets to make it easy for our clients to work with us. After all, if the relationship isn't easy, we don't deserve your business.



### Key Features:

1. Highly Qualified Professionals. All our professionals are from reputed Universities with formal training and at least 3 years of experience. The average technical experience is over 5 years.
2. Dedicated Internet Access connectivity, and redundancy.
3. Firewall Protection for the entire network ensuring complete data, information, and site security.
4. Latest Virus protection and intrusion detection software, safeguarding data and Workstations.
5. Powerful LAN Backup and Business Continuity Procedures ensure quick and effective data recovery.
6. UPS systems that ensure that no data loss occurs due to power failures.
7. 24 hour security in the building.
8. Area sectioned out per client with its own dedicated servers, bandwidth, and restricted access.
9. Dedicated communication link with satellite, Internet and voice conferencing facilities completely networked, redundant and interconnected to provide seamless communication.
10. Dedicated local (US and Canada area code) VOIP based phone lines that terminates at the Development Center, E-mail, Fax, FTP, and terminal service access are specific to each client.



[www.sebizbpo.com](http://www.sebizbpo.com)

**Head Quarters & Mailing Address: Sebiz Infotech**

570 Willowbrook Office Park  
Rochester, New York 14450  
Tel: +1-888-661-8967  
Fax: +1-815-550-2295  
E-mail: [sales@sebizbpo.com](mailto:sales@sebizbpo.com)

**India Office: Sebiz Square**

IT Park - C6, Sector 67,  
Mohali, Punjab, India  
Tel: +91-172-3068070 / 71 / 72 / 73  
Fax: +91-172-3068074  
E-mail: [sales@sebizbpo.com](mailto:sales@sebizbpo.com)

**Canada Office:**

527 Ravenstone Court,  
Mississauga, ON, L5R 4A6  
Tel: +1-905-481-2537  
E-mail: [sales@sebizbpo.com](mailto:sales@sebizbpo.com)