



AKSEGE BPO (A division of Aksedge Software Pvt. Ltd.)

Your Trusted Partner in Digital Transformation and CX Innovation

www.aksedge.com

Company Overview



Aksedge BPO is a subsidiary of Aksedge Software, a next-generation IT service provider transforming customer lifecycle management through cutting-edge technology, strategic execution, and AI-powered innovation. With deep expertise in omnichannel engagement and intelligent automation, we empower enterprises to enhance efficiency, elevate customer experience, and achieve sustainable success.

Our Presence and Accessibility

1

Location

Availability

- ✓ 1 Delivery Center
- ✓ Noida
- ✓ 1 location > 100 Advisors

5+

Industries

Spread

- ✓ E-Commerce
- ✓ NBFCs & Insurance

8+

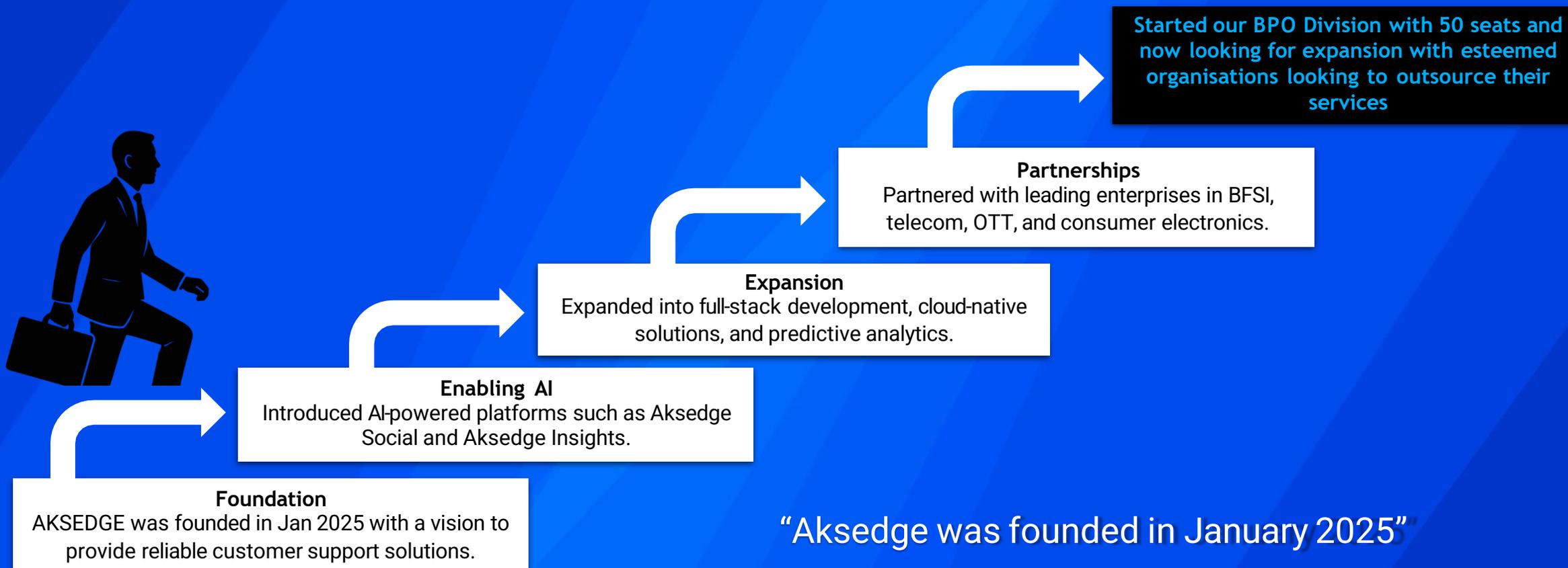
Languages

Skill Based Delivery

- ✓ Versant 3 to 6 certified
- ✓ Sales & Revenue build
- ✓ Backend with quality sigma

Noida, UP,
India

Our Journey so far



Our Mission and Vision



Our Mission

To deliver innovative and future-ready technology solutions that enhance operational efficiency, drive digital transformation, and ensure business continuity.

Our Vision

To simplify business complexity with agile, secure, and cost efficient outsourcing. We merge human expertise with technology to optimize operations, safeguard digital assets, and drive measurable growth—built on trust and transparency.

Custovate – Our Governing Principle

A blend of “Customer” and “Innovate”

Empathy at the core

We listen deeply to understand the customer's pain points, not just the symptoms.

Proactive Solutions

We anticipate needs before they become problems, creating smoother experiences.

Interactive Improvement

Every solved problem becomes a lesson to improve systems, products, or services.

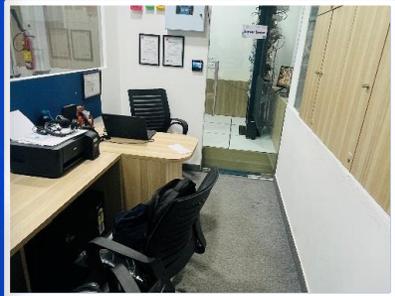
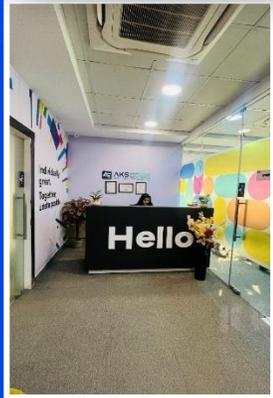
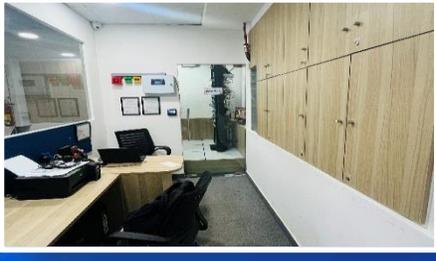
Ownership and Accountability

We take responsibility for outcomes, even when the issue isn't directly yours.

Clear Communication

We keep customers informed, involved, and empowered throughout the resolution process.

Delivery Centre Sneak Peek



Our People and Culture

"When you put people first, performance follows."



Our Prestigious Clients

"We put clients first and work only with partners where we can truly add value"



Our Core Elements



Process Excellence & Execution

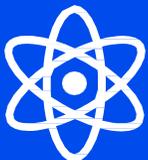
We design processes by mapping workflows that are logical, efficient, and aligned to business goals.

We drive execution excellence by ensuring processes are followed consistently and effectively.

We enable continuous improvement by using data and feedback to refine and optimize processes.

We lead change management by guiding teams through transitions and ensuring adoption of new ways of working.

We foster cross-functional collaboration by aligning stakeholders across departments for seamless execution.



Operational Excellence & Transformation

Digital Transformation: We lead digital transformation initiatives by leveraging technology to improve efficiency, transparency, and customer experience.

Supply Chain Optimisation: We streamline supply chains to reduce costs, minimize delays, and optimize end-to-end operations.

Agile Delivery & Innovation: We implement agile methodologies to accelerate product development, improve collaboration, and adapt quickly to change.

Operational Excellence (Lean & Six Sigma): We apply Six Sigma and Lean principles to eliminate waste, reduce defects, and drive continuous improvement.

Services & Industries Served



Voice

- Product Management
- Vendor Management

Inbound

- Query/ Request Handling
- Partner Helpdesk/ Customer Support
- Complaints Management System Seller Support/
- Query Support Customer
- Lead Management

Outbound

- Lead Generation
- Tele Sales
- End to End Sales
- Welcome Call Upsell
- Cross Selling Collections
- Retention/ Feedback Calling
- Outbound Surveys



INDUSTRIES We Serve



TELECOM



BFSI



E-COMMERCE



REAL ESTATE

HEALTH
CARE

IT TECH



RETAIL



MEDIA & ENT



AUTOMOBILE



EDUCATION



HOSPITALITY



GOVT. PSU



NBFC



PHARMA & AGRO

TRAVEL &
SURVEYS

Non Voice OCR

- Data Science/ Entry
- Email Query Resolution
- Marketing Campaigns
- Welcome Emailers

Chat

- Query resolution
- Sales Support
- Order Booking Management

Social Media

- Creating social media visibility
- WhatsApp Services
- WA Customer Service
- Digital Marketing/ Branding



Feet on Street

- Door to Door Sales Collections
- Document Verification
- Client On Boarding



HRO

- Hiring & On-boarding Calling
- Payroll / Recruiting Management
- HR Helpdesk

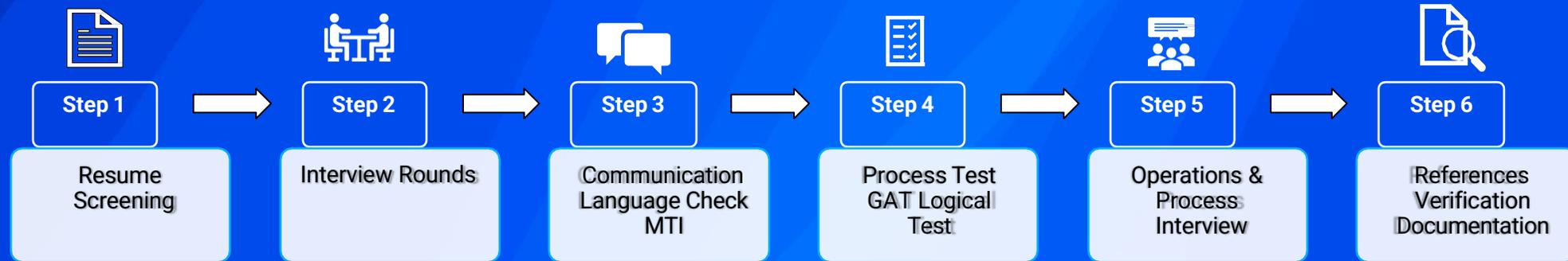
Workforce Distribution Ratio

Team Leader	Quality Analyst	Quality Manager	Trainer	MIS Executive	Assistant Manger - OPS	Operations Manager - OPS
Ratio 1:20	Ratio 1:30	Ratio 1:150	Ratio 1:50	Ratio 1:100	Ratio 1:70	Ratio 1:150
1 TL to supervise 20 associates	1 QA monitors 30 associates	1 QM oversees 150 associates	1 trainer trains 50 associates at a time	1 MIS is responsible to take care of reports for 100 associates	1 AM controls a span of 70 associates	1 OM controls a span of 150 associates

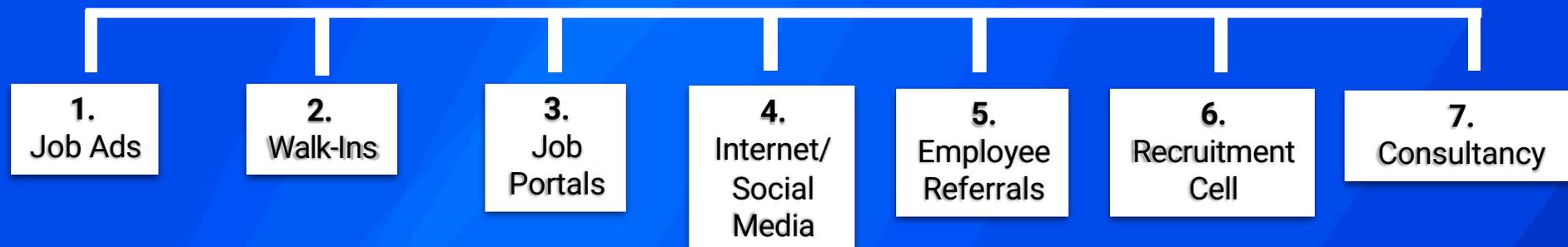
**Ratio may differ as per shared and agreed SOW*

Hiring Process

6- Stage Recruitment Strategy



Manpower Sourcing



Training and BQM Process



Process Knowledge Test (NHT + TNI)

Scores	80%
NHT Batch Ratio	1:25
FAP Population	80%
SAP Population	95%

Bottom Quartile Management



Pointers

Planning NHT Batches with 1:25 ratio though this can vary based on the client requirement.

PKT on the basis of written assessment & mock calls.

NHT Throughput

95% population

Training Approach and Learning Cycle



Transition Plan



**Accurate timeliness will be as per the SOW once it is signed and shared

Certifications & Recognition

MSME Certified
 IEC 27001:2022 Certified
 ISO 9001:2015 & ISO
 GDPR compliance



Equipments and BCP

Headsets & PC Configurations

Headset Model

- Zebronics
- Sennheiser
- Plantronics

PC Configurations

- Processor i5
- 16 GB RAM
- 256 GB SSD
- 15" TFT

ISO & Compliances

Certification & Compliance

- ISO 27001

Business Continuity

- Crisis Management Drills
- Multiple Locations
- Disaster Recovery

Security Operations Center

- Event log monitoring
- Configuration change monitoring
- Vulnerability Management
- Cyber Security Monitoring

Audit Management

- Internal Security Testing
- Vulnerability Assessment
- Client Reviews

Remote Monitoring Facility

- Single Sign on Login
- Smart Login In House
- Portal
- Business Continuity Setup
- in place

Single Sign on Login

- Biometric + Face recognition
- Connected and integrated with a central management system tool (In house)
- Mapping with CRM Login access



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Let's Connect

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