



Company Profile

CX DELIVERED WITH PASSION!



ISO/IEC
27001:2013
Certified



#startupindia

DOT OSP
Certified

Let's take a tour.

←

→

01

Company Overview

Who are we and what we do ?



About us

- Uniserve is a dynamic BPS firm based in India, serving clients worldwide. With our team of highly trained and experienced professionals over a wide range of industrial sectors, we offer innovative Business Process Services tailored to provide intuitive and cost-effective solutions. Our mission is to empower organizations by optimizing their operations, enhancing customer experiences, and driving growth.
- Our Motto : **[CX Delivered with Passion]**

OUR METHODOLOGY

DATA DRIVEN

Operations managed based on data to achieve outcome

AI/ML USAGE

Use of tech to eliminate the manual errors

DRIVE CX

Delivering to client end goals and achieving long term objectives

MULTIPLE BUSINESS MODELS

Option to choose from multiple models to match the partners' business requirement

METRIC IMPACT

AHT & FRT

CSAT & Retention

Topline & Bottomline

Revenue & Profitability



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Key Areas of Focus

Methodologies that defines
determination & perfection

Defined KPI Metrics

Metrics	Target (Avg)	Objective
<i>CSAT (Customer Satisfaction)</i>	88%	Continuously improve customer satisfaction levels by addressing customer feedback and enhancing service delivery.
<i>Service Level Agreement</i>	96%	Meet or exceed agreed-upon service levels, ensuring timely and efficient resolution of customer inquiries or issues.
<i>FCR Rate (First Contact Resolution)</i>	80%	Strive to resolve customer queries or issues during the initial contact, minimizing the need for multiple interactions and improving customer experience.
<i>Accuracy & Quality</i>	95%	Ensure high levels of precision, correctness, and adherence to quality standards in all processes and deliverables.
<i>Cost Efficiency</i>	10% reduction post process optimization and improvements	Continuously identify cost-saving opportunities, streamline operations, and leverage automation to optimize resource utilization and reduce expenses.
<i>Employee Productivity</i>	Increase average transactions processed per employee by 15%	Enhance workforce efficiency and productivity through training, process optimization, and empowering employees with tools and resources.
<i>Turnaround Time</i>	Reduce avg turnaround by 20%	Streamline processes, eliminate bottlenecks, and improve operational efficiency to accelerate task completion and enhance customer satisfaction.

Client Handing & Retention





Keeping Up With Tech

We understand the vital role that technology plays in today's dynamic business landscape. As a forward-thinking organization, we continuously invest in cutting-edge technologies and innovative solutions to provide our clients with the highest level of service excellence.



Tech Research & Investment



Collaboration with Technology Partners



Continuous Employee Skill Development



WHY UNISERVE

Hiring



- 25+ Recruiters
- Technical + Non Technical Hiring
- 350+ / Month Hiring Capacity
- Nationwide Location

Training & Quality



- 20+ Trainers
- Softskills, sales, and product training.
- Xcelerate : LMS Tool
- Continuous TNA

Monitoring



- Automated via AQUA
- 2 Fold Monitoring processes
 - Transition Program
 - Operations Program
- Realtime Feedback

Reporting



- Customizable realtime dashboards
- Automated Reports & Insights
 - Quality
 - Rostering
 - Operations

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Service Boutique

Expertise scattered across industries



SERVICES

Voice



- Inbound Calls
- Outbound Calls
- Lead Qualifications
- Consultative Sales
- Telesales

Non Voice



- Web/App Chat
- Whatsapp Chat
- Social Media Messages
- Email Support

HRO



- Scouting & Hiring
- Payroll Management
- Employee lifecycle management

Infra



- Per Seat Rentals
- Tech Platform
 - Dialers
 - CRM
 - Ticketing
 - AQUA
 - KMS

SERVICES

IT Services



- Website Development
- App Development
- QA & Automation

Digital Marketing



- SEO
- Backlinking
- Social Media
- Google Ads

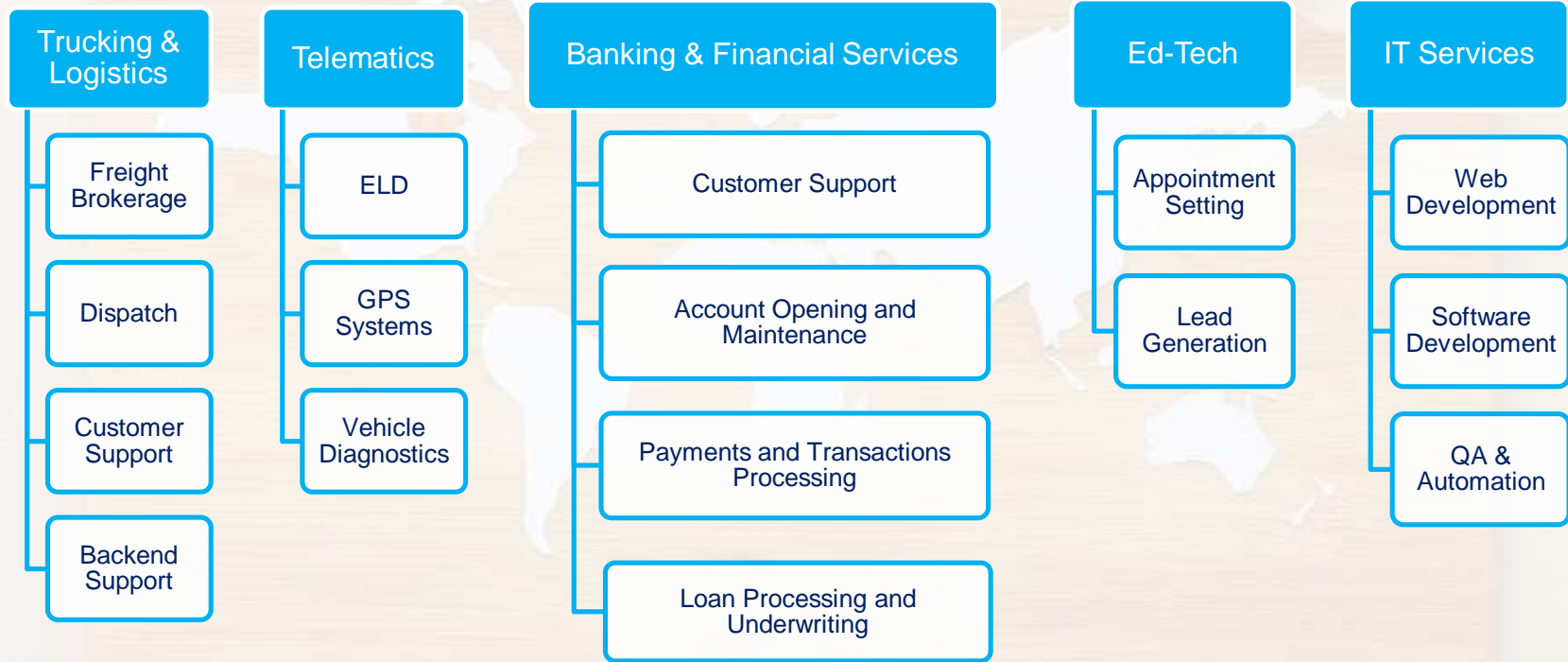


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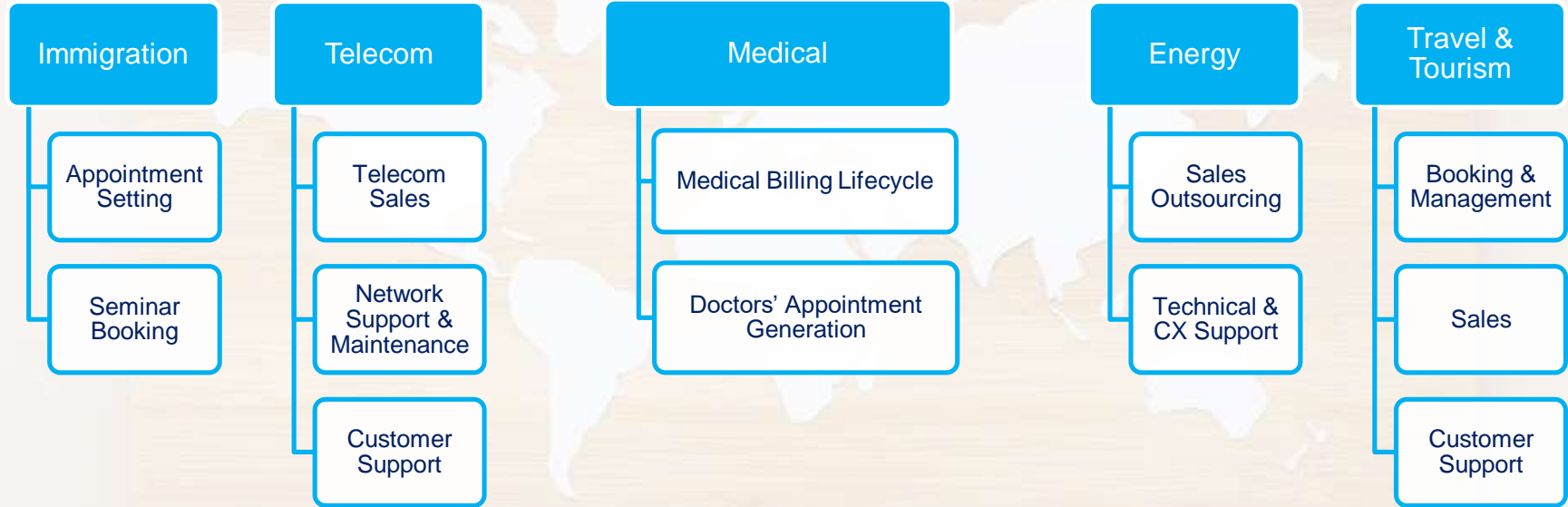
Industry Expertise

Dive deep into our vision and discover intuitive opportunities!

Industry Expertise



Industry Expertise



05 Technology & Tools

Expertise scattered across
industries



Technologies That Keep Uniserve Going



These are some of the key tech pieces we use at Uniserve in order to accelerate our processes and bring out smooth workflow.

We believe - it is a necessity to keep using new tech in this computer driven era of exponential growth.

Transition Planning

- Structured approach to onboard new client for a long term business success
- Streamlining the communication and expectations within the internal teams and externally with client
- 17 pointer checklist based drive to mitigate the risks of business loss.

Greet & Meet (Client & Uniserve
Management Team)

Send Transition Plan to
Client

Training/Quality
Calibration Call

Enable ACPT in AQUA
for the process

Weekly Business
Review with Client



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Clientele & Case Studies

Testimonies that demonstrates happiness

Customer Testimonials

"I recently purchased an ELD from TruckX, and I could not be happier with my online shopping experience. Michael, the manager who understood my requirements perfectly and helped me get the best product in no-time."

Gary Wolfe

"Max was outstanding. Not only did he helped me get the best deal for my business, but also guided me through the entire process since I'm just getting started. That clarified a lot and now I can peacefully start with the operations."

Helena Patterson

"I am Sukhdeep Singh & I own 26 trucks. I was very nervous about switching ELD for them, but the guy, Sheldon was amazing. He created my login credentials before I had received the devices. I look forward to do long-term business with him."

Amandeep Singh

Our Numbers

\$200,000

Revenue generated for
TruckX during the
financial year 2022-2023

8,000+

Demo class scheduled for
Ed-Tech organizations

3,000+

Helped people get
immigration efficiently

\$150,000+

Revenue generated for
LoadKarma throughout
every quarter

07

Team & Expertise

Out-of-the-box Thinkers who
made everything possible



Our Core Team

Mr. Somnath Sarkar

Co-Founder &
Managing Director

Mr. Aditya Rana

Chief Executive Officer

Mr. Rohit Michael Roy

Operations Manager

Ms. Aaliya Choudhary

Director - Human Resources

Mr. Suman Mukherjee

Project Manager

Message from the Directors

"Don't limit yourself. Many people limit themselves to what they think they can do. You can go as far as your mind lets you. What you believe, remember, you can achieve."

- Somnath Sarkar, Co-Founder & Managing Director of Uniserve

"At Uniserve, we fuel the future of BPS with unwavering excellence. Together, we redefine limits, inspiring innovation and unlocking infinite possibilities."

- Aaliya Choudhary, Director - Human Resource

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Quality & Compliance

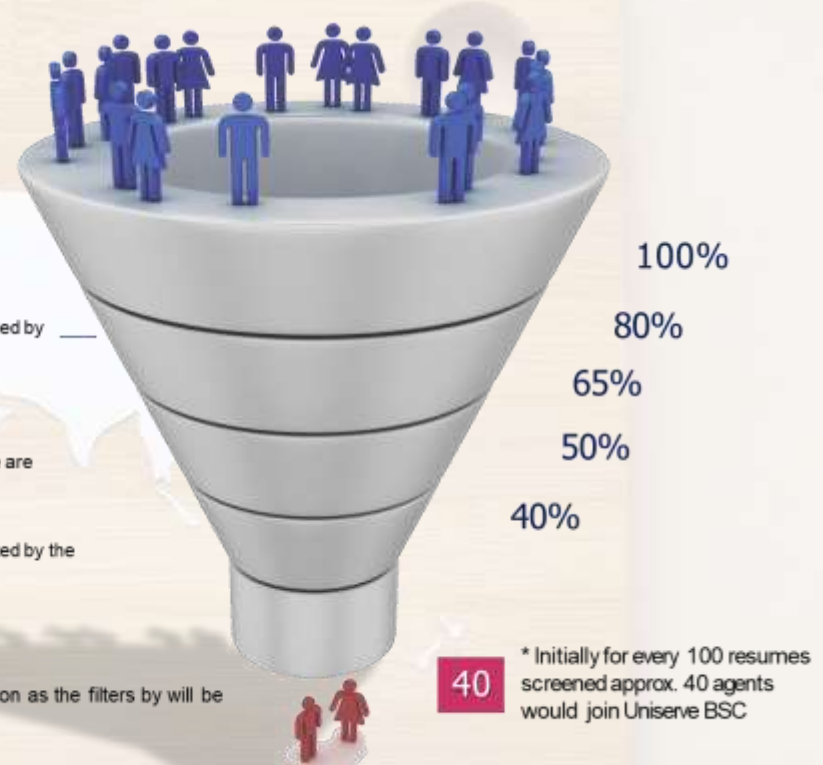
Expertise scattered across industries



TALENT ACQUISITION



- Resumes are reviewed and screened by Hiring Team H R Interview round is conducted
- Domain test
- Threshold of 75% and above are cleared
- Technical aspects are evaluated by the Operations
- Assumed on 10 % Client rejection as the filters by will be Robust and as per standard



TALENT RETENTION

PRACTICE	PREVENT	ENGAGE
Induction	Early Warning Systems(EWS)	Fun Fridays
NHB Connects (New Hire Batch)	Skip Levels	Festival Celebrations
RnR (Rewards & Recognition)	Express Support (Online Grievance Redressal)	Wellness Program
IJP (Internal Job Posting		1 on 1 Meetings

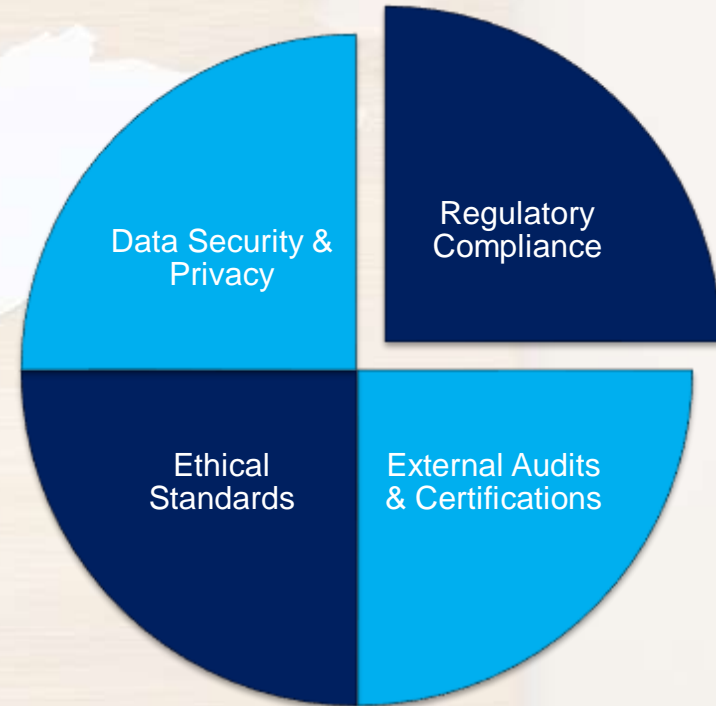
LEARNING & DEVELOPMENT



Quality Assurance



Compliance



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Company Culture

Our values reflect our vision!





Our Culture



Overview

The company culture at Uniserve is characterized by collaboration, innovation, empowerment, integrity, diversity, and work-life balance. We strive to create a supportive and inclusive environment where our employees can grow, thrive, and make a difference. Our culture is the foundation that drives our commitment to excellence, customer satisfaction, and the success of our organization.

10 Future Vision & Goals

The limit is infinite.



- **Global Expansion:** We envision expanding our presence in key markets worldwide. By leveraging our expertise and building strategic partnerships, we aim to offer our services to clients across diverse industries and geographic locations.
- **Technological Advancement:** We recognize the significance of technology in driving innovation and enhancing efficiency.
- **Client-Centric Approach:** Our clients are at the heart of everything we do. We will continue to prioritize understanding their unique needs, challenges, and goals.
- **Sustainable Practices:** Environmental sustainability is a priority for us. We are committed to reducing our carbon footprint and implementing sustainable practices throughout our operations.

- **Talent Development and Retention:** Our success is driven by our talented and dedicated team members. We will continue to invest in their professional development, provide opportunities for growth, and foster a culture of learning and innovation.
- **Thorough Leadership:** Uniserve aims to be a thought leader in the BPS industry. We will actively participate in industry forums, share our expertise through thought leadership content, and contribute to shaping the future of BPS
- **Social Responsibility:** We are committed to making a positive impact on society. We will continue to engage in corporate social responsibility initiatives, supporting charitable causes, and giving back to the communities in which we operate.



Las Vegas

Uniserve

3753 Howard Hughes PKWY Suite 200-
804 Las Vegas, NV 89169



Kolkata

Ganga Tower

86, Golaghata Rd, Dakshindari,
Kolkata, West Bengal 700048



Chandigarh
Industrial Area Phase 1

Delhi
JindalX

CCD, 28, Shivaji Marg, New
Delhi, Delhi 110015

Countries We Served



Thanks!

Hope you had a great tour!

Uniserve BSC Pvt. Ltd.
<https://www.uniservebsc.com/>



Co-founder & Managing Director – Mr. Somnath Sarkar

