



Interface bpo

www.interfacebpo.com

TECH SERVICES

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- ♦ **Custom software development**

We comply with the latest development and technology standards, apply cutting edge software engineering methodologies and integration procedures adjusted to every specific case

- ♦ **Design, redesign, support, integration and maintenance of custom software**

We are ready to go an extra mile to be always at hand when support, maintenance or our creative activity to perform design or redesign is required

- ♦ **Software testing**

We provide our customers with the essential information about the quality of their software or our product that is planned to be used for their purposes. Our usage of advanced testing procedures ensures software positive performance

- ♦ **Information technology consulting**

To make offshore software development efficient and reduce the related costs our customers often request process and technology consulting that prove to be of considerable use to them while building a productive model of software development outsource.

- ♦ **Writing technical documentation**

We also offer compiling technical documentation for the software we develop. Software documentation serves as a detailed explanation of the application functions

- ♦ **Custom web-design and original artwork**

Supplying our clients with custom web design services we help them individualize their business and make it stand out of the crowd.



CORE CORE COMPETENCIES



WEB APPLICATION DEVELOPMENT



CUSTOM SOFTWARE DEVELOPMENT



**DATABASE DESIGN, DEVELOPMENT AND
MANAGEMENT**



MOBILE SOFTWARE DEVELOPMENT



SERVER ADMINISTRATION



GRAPHIC DESIGN



ERP IMPLEMENTATION



ECOMMERCE INTEGRATION



EXPERIENCE

EXPERIENCE

PROGRAMING LANGUAGES

C#.NET	Java	PL-SQL
VB.NET	AJAX	C, C++
ASP Net	XML	
MVC	Python	
Ruby	JavaScript	
PHP	T-SQL	

METHODOLOGIES

Rapid Application Development

Agile (Scrum, Extreme Programming, Retrospection, Continuous Integration, Test Driven Development)

Object-oriented Programming, Architecture, Design and Aspects

Rational Unied Process

Microsoft Solutions Framework

FRAMEWORKS

Rails	Activerecord	Onsenui
Vue.js	Ajax	Backbone.js
JQuery	Angular	Entity
Spring	Dnn evoq	
Hibernate	Engage	

WEB DESING

HTML
CSS

GRAPHIC DESING

Photoshop
Ilustrador
After Effects
InDesign

ECOMMERCE

Prestashop
Spree
MongoDB

WEB SERVER

NGINX
Apache
IIS

CLOUD COMPUTING

Amazon EC2

SERVERS

Microsoft
Linux

DATA BASES

SQL SERVER
ORACLE
MySQL
POSTGRESQL
LINQ, Azure, WPF,
SilverLight

QA

Jasmine
Cucumber
RSpec
Selenium
Cucumberjs
Mockito
Enzyme
junit
mocha

MOBILES

Xamarin
Cordova

VERSION CONTROL

GIT
SVN
TFS

VIRTUALIZATION

VMWARE
DOCKER
VIRTUAL HOST

CMS

Drupal
Wordpress
Joomla
Refinerycms

CUSTOMER SUPPORT SERVICES

- ♦ **Customer Support**

Foster great customer relationships by opening up a 24 hour communication channel between you and your customers. Improve customer satisfaction & customer loyalty.

- ♦ **Order Taking**

We fully integrate into your website to take and orders 24/7. Specialty can handle all call volumes and any sized product catalog. We help increase sales and strengthen your brand.

- ♦ **Live Chat**

Customer service doesn't need to stop at the telephone. Live chat helps you to communicate with your customers in real time. We use technology to reduce support costs and increasing customer satisfaction.

- ♦ **Direct Response**

Capitalize on your marketing efforts with 24/7 inbound sales and customer service. Support your television, radio, catalog, print, direct mail or PPC/SEO advertisements.

- ♦ **Live receptionists**

Skilled call center agents are available to take your calls around the clock. Offering your customers 24/7 live customer service helps build confidence and a better brand.

- ♦ **Help Desk**

24/7 help desk support for hardware, software, website navigation, installation and set up, diagnostics, general product questions, and all tier 1 support inquiries.



CUSTOMER SUPPORT SERVICES

- ♦ **Appointment Setting**

We can interface with any based appointment software you have to set, cancel, and re-schedule appointments according to your protocol.

- ♦ **Email Response**

We can manage email inquiries 24/7 to reduce administrative cost and reduce client irritation resulting from delayed replies. Quick and accurate email responses increase client satisfaction.

- ♦ **Emergency Response**

Accurate call handling and instant dispatching for any emergency calls. Our agents follow your escalation procedures and pre-requisites as to factors should initiate your emergency procedures.

- ♦ **Business Development**

Outbound call through your prospect list to generate new clients, set appointments, remind clients of upcoming appointments, win back customers, or act in customer service follow-up capacity.

- ♦ **Bilingual Services**

Live Operator support in English and Spanish. Never miss any sales opportunities and increase your reach by targeting a new population.



HEALTHCARE SERVICES

Our Goal is to maximize the earning potential of medical practitioners by reducing expenses and increasing the net yield of every practice, allowing physicians to spend more time with patients and less time with paperwork

- ♦ **Appointment Scheduling and Reminder Services**

Let us make, manage and remind your clients of their appointments and reduce your No-Shows up to 25% and free your staff's time and energy so it can focus on more important tasks. Interface has Appointment Management Services to run your schedule efficiently and profitably in your own Medical Software.

- ♦ **Insurance Eligibility Verification**

We will Confirm patient insurance eligibility instantly across key government and commercial insurance payers. Interface will enter the basic patient insurance information in your Medical software system.

- ♦ **Accounts Receivables**

Insurance Follow-Up: We run aging report to categorize (oldest to latest and highest to lowest) outstanding claims and follow up with carriers.
Patient Follow-Up: Timely Follow-up with Patients for outstanding balances help reduce bad debts and maintain better customer relations.

- ♦ **Medical Billing and Coding**

Billing specialists enter patient's demographics and charge entry into your software and ICD/CPT/HCPCs codes are used with appropriate modifiers for clean claim processing.

