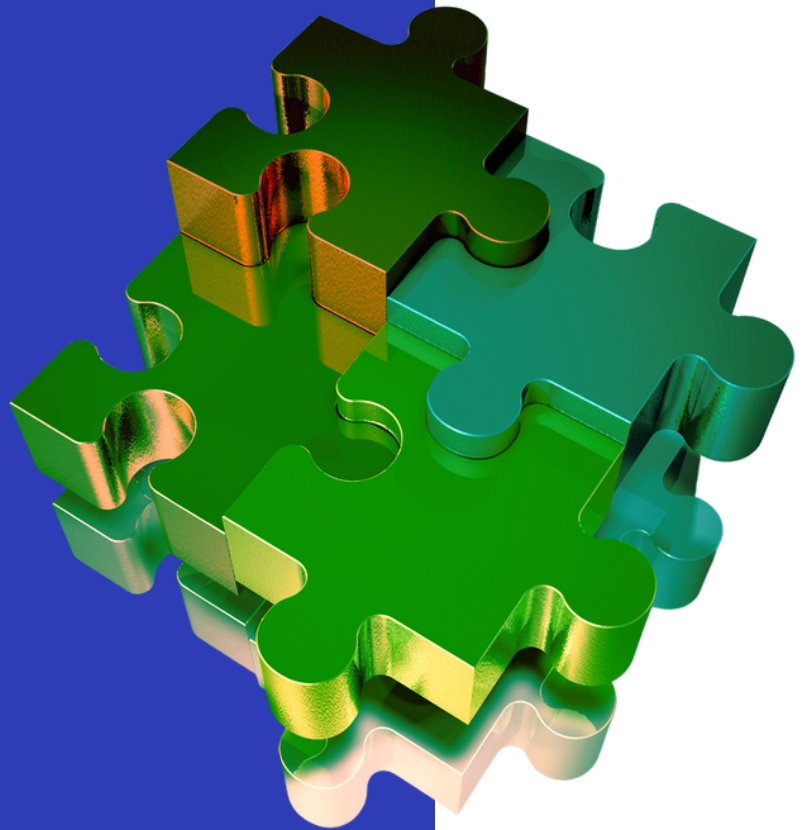


Business Outsourcing Solutions Proposal



Prepared by:
Quality Assured Solutions

2023 Edition

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About Quality Assured Solutions Inc.

Since its establishment in 2015, Quality Assured Solutions Inc. has consistently strived to achieve its goals as a Business Process Outsourcing (BPO) Contact Centre by providing exceptional outsourcing services to an ever-expanding client base. With our unwavering commitment to excellence, we have built a reputation for delivering outstanding results and surpassing client expectations.

At Quality Assured Solutions Inc., we leverage our fully functional cloud-based contact center and assemble teams of highly trained professionals. Our expertise lies in various key areas, including inbound customer support, customer sales, credit management, and accounts receivables management. We understand the significance of these functions in maintaining and nurturing essential revenue streams for our esteemed clients.

What sets us apart is our dedication to delivering consistent, professional, and effective services. We take pride in our ability to meet and exceed the expectations of our valued clients. By partnering with Quality Assured Solutions Inc., businesses can rely on us for all their contact centre outsourcing needs.

Whether you require local, nearshore, or offshore solutions, Quality Assured Solutions is equipped to meet your specific requirements. We possess the necessary resources, expertise, and global reach to provide comprehensive outsourcing solutions tailored to your unique business needs.

By choosing Quality Assured Solutions as your trusted contact centre partner, you can confidently shift your focus to your core business activities, knowing that your contact centre operations are in capable hands. We are committed to delivering excellence in every aspect of our services, working collaboratively with you to drive your success and propel your organisation to new heights. Together, we can drive your success and propel your organisation toward greater heights.

About Quality Assured Solutions Inc.

At Quality Assured Solutions Inc., we uphold a set of core values that guide our actions, decisions, and interactions with clients, employees, and partners. These values are the foundation of our organization and reflect our commitment to excellence and ethical business practices. By embodying these values in everything we do, we create a culture that promotes excellence, fosters trust, and enables us to make a positive impact in the lives of our clients, employees, and stakeholders.



Mission and Vision

At Quality Assured Solutions, our mission and vision guide our actions and decisions, propelling us towards achieving our goals while ensuring the success of our clients.

Mission

To provide efficient, effective and professional contact centre services to organisations throughout Barbados and the Eastern Caribbean.

Vision

To be the leading BPO Contact Centre setting new standards of excellence in customer service, innovation and operational efficiency, while cultivating long-lasting partnerships with our valued clients





Our Services

With our expertise, Quality Assured Solutions Inc. offers tailored BPO solutions to meet the unique needs of each client. We combine industry knowledge, advanced technologies, and a client-centric approach to deliver exceptional results, enabling businesses to optimize their operations, enhance customer satisfaction, and achieve sustainable growth.

Our Services

Debt Recovery

Our debt recovery service is aimed at assisting businesses in efficiently managing their outstanding accounts receivable and maximizing recovery rates. Our highly skilled and trained professionals employ proven strategies and best practices to recover debts while maintaining positive customer relationships. With a customer-centric approach, we handle debt recovery processes in a respectful and professional manner, ensuring compliance with relevant regulations and ethical practices. Our goal is to help businesses reduce bad debt, improve cash flow, and mitigate financial risks.

Sales Support

We offer exceptional sales outsourcing services to help businesses accelerate revenue generation and achieve their sales targets. Our dedicated sales teams are equipped with extensive product knowledge and expert sales techniques to effectively engage with prospects, nurture leads, and close deals. Whether it's inbound or outbound sales, our professionals are skilled in building rapport, understanding customer needs, and delivering persuasive sales pitches. By leveraging our sales expertise, businesses can enhance their market reach, increase conversions, and drive sustainable growth.

Customer Experience

We understand the critical role customer experience plays in building brand loyalty and driving business success. Our customer experience outsourcing service focuses on delivering exceptional support to enhance customer satisfaction and loyalty. Through our skilled contact center teams, we provide professional and personalized assistance across various channels, including phone, email, and live chat. Our customer experience specialists are trained to handle inquiries, resolve issues promptly, and create positive interactions that leave a lasting impression. By partnering with us, businesses can elevate their customer service capabilities, foster customer loyalty, and strengthen their brand reputation.

Our Services

As a contact center, our primary focus is providing comprehensive and customized outsourced services that cater to the diverse needs of our clients. We understand that effective customer interactions are vital for business success, and our contact center solutions are designed to optimize customer engagement and satisfaction.

Our Contact Centre Channels



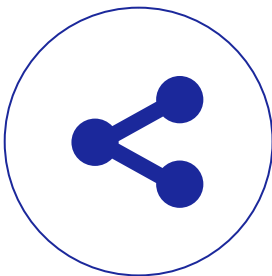
Phone Support



Email Support



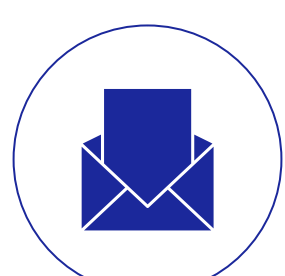
Chat Support



Social Media



**In-store
Appointments**



Post



Our Clients

Some of our satisfied clients

Our Clients

What some of our clients have to say...



MCTV

"..customers are treated with respect and encouraged to retain the service after resolving their indebtedness. Consequently, we have been successful in retaining many customers after they settled their indebtedness."



YELLO

"..we are completely satisfied with their performance. Ms. McClean and her team possess excellent communication skills and are extremely professional and reliable"



PAYCE DIGITAL

"..Another excellent performance! We are indeed pleased that your team has again met our target for the fourth consecutive month."



DIGICEL

Thanks for the hard work and professionalism. Please pass my thanks on to your team."

Pricing



Our pricing structure is tailored to deliver maximum value and ensure a high return on investment. We are committed to delivering exceptional value, flexibility, and customization, ensuring that you receive a service package that drives your business forward and exceeds your expectations.

Our pricing is transparent, and we work closely with you to create a customized package that aligns with your unique business requirements and budget. By understanding the specific needs and goals of your organisation, we can provide a comprehensive pricing plan that ensures you receive the highest level of service while staying within your financial parameters.

To get an accurate pricing quote, we encourage you to reach out to our client services team or schedule a consultation. We will be delighted to discuss your needs in detail, assess the scope of work, and provide you with a comprehensive pricing proposal that outlines the cost structure and the value you can expect from our BPO contact center services.

Please note that pricing may vary depending on factors such as the volume of work, complexity, duration of engagement, and any additional customized requirements. We are committed to working collaboratively with you to find the most suitable pricing solution that meets your business objectives and ensures a successful partnership.

Ready to explore how our services can benefit your business?



Schedule a complimentary consultation today and let our experts guide you towards the right solutions for your needs.

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