

DIGITECH OUTSOURCING SOLUTION

# COMPANY PROFILE

ONE STOP SOLUTION FOR YOUR SUPPORT NEEDS

CUSTOMER  
SERVICE



ADMIN  
SUPPORT





## **COMPANY PROFILE 2020**

*One of leading Outsourcing Service Provider, Guaranteed Results.*

*We believe in quality vs quantity of work and engage in contracts that we are confident in delivering. We guarantee excellent results, on time delivery and 100% availability. You don't need to look further if you are willing to make best use of your investment and time!*

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## Overview:

Digitech Outsourcing Solution was founded in Sep 2010 with only one mission, to deliver high quality outsourcing services at affordable rates.

The company has grown from 2 part time employees to 40 full time agents and records \$20,000 in monthly turnover.

DOS's mission is to offer outstanding services to companies and individuals around the globe and offer outsourcing solutions according to their needs. DOS is destined to achieve professional excellence and it is our aim to channel all our skills to make it happen.

The company is currently registered as Partnership Firm under Partnership Act 1932 and with PSEB as Call Center

## Location

Company operates from one central location and is based in Lahore, Pakistan. We believe that quality work can be delivered if all operations are centralized and managed by a team that is closely interconnected.

## Client Base

Although company services clients from all around the globe, most of DOS's clients are based in US, Canada, UK and Australia. Company has worked with more than 500 clients so far and have always exceeded expectations.



## Our Services

The core of DOS's business is **Customer Service** and **Data Entry**

In addition to these, company is partnering with few other businesses with primary goal to deliver all types of outsourcing services under one name.

### 4.1 Customer Services

Using over a decade of customer services experience, DOS is providing exceptional services to their clients. Company's Contact Center is capable of handling all communication channels including Phones (inbound/outbound), Emails, Live Chat Support and Social Media

The team has some of the best talent managed by dedicated team lead to ensure quality assurance and compliance to instructions, DOS's staff is experienced and handpicked from large setups like Telecommunication companies, call centers etc.

#### 4.1 Phone Support

Company's full service Call Center is capable of handling Inbound and Outbound phone calls. We offer following types of Phone Support Services:

- Call Answering
- Virtual Receptionist
- Order Taking
- Schedule and Booking Management
- 1st Level Technical and Billing Support
- Outbound Follow up calls (no telemarketing or cold calling)
- Other miscellaneous work that involves phone handling

#### 4.1 Live Chat Support

DOS offers Live Chat Support 24 hours a day, 7 days a week and can monitor your website round the clock and make sure your customers get world class support. We can help your visitors with:

- Product / Service related questions
- Signup and Purchase process
- Resolving technical issues in using the product or service
- Answering billing questions

#### 4.1 Email Support

With over 3 years of experience, DOS offers exceptional email based support services. We have handled thousands of customer interactions and pride at managing workload within the defined SLAs. This includes:

- Answering general and customer service emails
- Managing support tickets via helpdesk (Zendesk, Kayako, Freshdesk etc)
- Escalating technical issues to relevant teams
- Following up via email

## 4.2 Administrative Support

Providing terrific Data Entry and Web Research Services are deemed as a trademark of DOS; for which it is proud of itself. Our client pool ranges from individuals to small and medium sized business entities who feel contented when their work is done by our trusted hands

We, at Digitech Outsourcing Solutions, have a team of 20 Admin Support Professionals with a variety of skills including:

- Fast Copy and Paste
- Typing Speed of 60-100 WPM (proven online)
- Using Keyboard Shortcuts
- Excellent System handling to quickly grasp the process
- Good Comprehension to understand what data needs to be entered
- Attention to detail
- English Reading and limited Writing Skills

### 4.2 Data Entry

Data Entry is a tedious task and can eat up lots of productive hours. Although some steps can be automated, need for manual data entry cannot be ignored. Hiring a data entry person with previous experience and fast system handling may not be difficult however, hiring a right fit with variety of skills can be tough!

Types of Data Entry tasks that we do include:

- Data Entry from Images
- Uploading Content into WordPress
- Adding Products into Ecommerce Store

### 4.2 Internet Research:

World Wide Web is a sea of information and fetching required information can prove to be a difficult task especially when you are only looking for authentic sources. We, at Digitech Outsourcing Solutions, not only use proven techniques but also cross verify information to ensure its authenticity.

With Internet Research as one of our core services, we offer following:

- List Building
- Research on Emails and Phone Numbers
- Other Research work

### 4.2 Order Processing:

Do you sell online and often need to process orders manually? Or want to get orders reviewed to avoid errors? No Problem! we offer 24/7 Support and can help you process orders quickly. Our experience includes:

- Amazon and EBay Orders
- Cellular Refills and Orders

## 4.3 Miscellaneous Admin Work

And that's just the tip of the iceberg. We have worked on far more advanced projects and have adapted ourselves to handle certain technicalities in order to improve our working efficiency in this field.

## 5. THE DOS TEAM



CEO & Co-Founder: **Moonis Mansoor**

Moonis completed his Graduation from University of Punjab and began career as a Call Center Agent and over the years, progressed towards managerial position. Before starting this company, he worked as Customer Service Manager for a US based company that sold online courses.

Moonis is a dedicated person with CAN DO attitude and is focused towards client satisfaction.

Personal interests include swimming and spending time with friends & family.

**7. CERTIFICATES**

DOS Company Registration:

**ACKNOWLEDGMENT OF REGISTRATION OF FIRM**





**FORM C  
RULE 9(A)**

No. 2858 Year 2014-2015

The Registrar of Firms, City District Government, Lahore hereby acknowledges the receipt of the statement prescribed by section 58(1) of the Partnership Act, 1932. The statement has been filed and the name of the firm M/S, DIGITECH OUTSOURCING SOLUTIONS "  
609 F 3-C-1 Township, Lahore,

has been entered in the Register of Firms.

*Note:* The firm may, if it desires or feels necessary to indicate after its name that it is a registered concern, it should add the following wording or vernacular translation thereof "Registered under the partnership Act, 1932."


   
(MUHAMMAD AZHER HUSSAIN)  
**Registrar of Firms,**  
City District Govt. Lahore


Lahore :  
Dated : 01 APR 2015

Despatch No. RFLD/ 3737  
Date 01 APR 2015



DOS Call Center Registration Certificate:

 **PAKISTAN SOFTWARE EXPORT BOARD (G) LTD.**  
Ministry of Information Technology  
Government of Pakistan



**CALL CENTER REGISTRATION CERTIFICATE**


**P A K I S T A N**

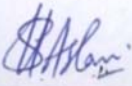
This is to certify that M/s. Digitech Outsourcing Solutions

Operating from House no. 609, 3C-1, Township, Lahore.

is registered with Pakistan Software Export Board as a Call Center vide Registration  
No. C05/PSEB/2015/2062 This registration is valid from October, 2015 to September, 2016

**S O F T W A R E  
E X P O R T B O A R D**



  
Issuing Authority

2nd Floor, Evacuee Trust Complex, F-5, Agha Khan Road, Islamabad-44000, Pakistan  
Tel: +92-51-9204074, Fax: +92-51-9204075

## 8. PROJECTS

Company has capacity to manage several projects simultaneously with help of skilled team and its managers. Currently, we manage 30+ different clients at one time and this includes both Customer Service and Admin Support projects.

Since 2010, company has worked with hundreds of clients and always strived to exceed their expectations. Clients most belong to US, Canada, UK and Australia however, we have delivered services to many other countries around the globe including Pakistani companies.

Value of these projects vary from few hundred dollars to more than fifty thousand dollars!

### 1. Email Support for iPad Keyboard Manufacturer based in US, clamcase.com

Clamcase is a US based company that manufactures iPad Bluetooth Keyboard and is one of the favorite companies among iPad users. We offered them customer support service via Email and used Zendesk to handle customer service emails. We also processed orders for them and did other administrative tasks. 3 full time agents worked for them for 3+ years until it was merged with another company.



**Website:** clamcase.com

**\$ Value:** We have done \$62,000 worth of work

### 2 Data Entry and Message Sending via LinkedIn for Australia based Social Media Company, Lead Creation

For last 4 years, we have worked for Lead Creation thousands of hours sending emails and doing data entry. Lead Creation is an Australia based social media company that helps companies reach their potential clients via LinkedIn.

Lead Creation

We provide back-office support and assist them with redundant tasks.

**Website:** leadcreation.com.au

**\$ Value:** We have done \$39,000 worth of work as yet

### 3 Inbound Customer Service for US based Cellular Service Dealer, Kitty and Puppy Wireless:

Kitty Wireless is a PagePlus Dealer and Puppy Wireless is a Verizon based Cellular Service based in US. DOS manages their Customer Service Operations including Emails and Phones. When we started working with them, there was a backlog of 700+ tickets and our team of 5 full time agents assisted them through peak time and have continued to provide exceptional quality service.



We handle Technical & Billing queries over phone and email. We use Kayako as Support Desk and answer calls via VoIP setup.

**Website:** [kittywireless.com](http://kittywireless.com), [mypuppywireless.com](http://mypuppywireless.com)

**\$ Value:** We have done \$30,000 worth of work so far.

#### 4 Phone Number Punching for a Norway based Classifieds website, Rubrik.no

Rubrik.no is a Norway based company with several business operations, we provide data entry and image processing support and have entered more than 1,500,000 numbers into their system in last few years.



**Website:** [rubrikk.no](http://rubrikk.no)

**\$ Value:** We have done \$23,000 worth of work as yet

#### 5 Rapid Antidepressants Analysis for a US based company, Afraxis.com

Afraxis Inc. is a San Diego-based biotechnology company founded by Afraxis Holdings. Afraxis developed the emergent technology Afraxis ESP (Enhanced Spine Analysis Platform), which quantifies the morphology and maturity of synaptic dendritic spines which are fundamental to information processing by neural synapses in the brain



We worked for Afraxis under Dr. Rex's supervision and assisted them in analyzing Rapid Antidepressants patterns and provided them analysis through system developed by Afraxis. Our team of 15 Admin Support Professionals worked on this task and invested thousands of man hours.

**Website:** [afraxi.com](http://afraxi.com)

**\$ Value:** We have done \$21,000 worth of work

#### 6 Data Typing from Images for a UK based Real Estate Company, Red Door App

Red Door App is a mobile application that allows users to review Real Estate Tax Records of a specific property in Toronto, Canada. So far we have processed more than 150,000 records and updated into their application. Our expert data entry team processes these quickly and with reasonable delivery timeframe.



**Website:** [reddoorapp.com](http://reddoorapp.com)

**\$ Value:** We have done \$12,000 worth of work as yet

#### 7 Data Entry for Sports Events for a UK based website, worldweatheronline.com

This is a UK based company that offers sports lovers access to information on sports events all around UK. We provide them back-end support and not only research all upcoming matches but also enter them in website.



So far we have entered thousands of events in past few years.

**Website:** worldweatheronline.com

**\$ Value:** We have done \$12,000 worth of work as yet

## 8 Outbound Booking Support for UK based Security Solutions Company, Hentland Group Ltd

Hentland Group is a UK based Security Solutions provider and their technicians service companies nationwide.



We work with them as a backbone service and provide 24/7 coverage for their support requests that come via email. We ensure that their technicians attend requested sites within the SLA and process all incoming requests in Salesforce based system within few minutes of receiving.

In addition to this, we assist them with managing several back-end support operations and make outbound calls for them to confirm technician visits to specific customer sites.

So far we have managed 5000+ customer interactions with accuracy and speed.

**Website:** [www.hentland.com](http://www.hentland.com)

**\$ Value:** We have done \$10,000 worth of work so far.

## 9 Scheduling and Customer Service for UK based SPA & Makeover Studio, All Your Life Studios:

All Your Life Studios, Cheltenham is a SPA and Makeover Studio and provides variety of SPA and Photoshoot services. We manage their incoming booking requests and make outbound calls to interested customers to book in. In addition, we also handled customer communication via Text Messages and Emails.



So far we have booked hundreds of customers and we are mostly booked 2 month in advance.

**Website:** [allyourlifestudios.com](http://allyourlifestudios.com)

**\$ Value:** We have done \$5,000 worth of work so far.

## 10 24/7 Live Chat Support for few businesses, timecamp.com, eatonfair.com.au etc

We provide 24/7 Live Chat Support for several small and medium sized businesses and ensure their customers can get in touch at all times. We do this for companies from different industries including SaaS products, Shopping Malls, Manufacturing companies and Ecommerce websites.



**Websites:** [stepaheadproperties.com](http://stepaheadproperties.com), [timecamp.com](http://timecamp.com), [eatonfair.com.au](http://eatonfair.com.au)

**\$ Value:** We have done \$3000+ worth of work as yet

### 11 Internet Research on specific details of US cities, Titanium Success

Titanium Marketing is a US based company lead by Arman Sadeghi, a motivational speaker. We were requested to create database of information for all major and small cities of US. So far we have collected information on more than 5000 cities and this information includes everything about a city like City Rank, County Rank, Amusement Parks, Schools, Factories and lots of other detail.



**Website:** [titaniumsuccess.com](http://titaniumsuccess.com)

**\$ Value:** We have done \$3000+ worth of work as yet

### 12 Phone Support and Order Processing for Pakistan based Food company, Treats.pk

Treats.pk is a startup based in Karachi and provides a platform for food lovers to order their favorite dishes online. We work as a Support Center for their website and handle incoming phone calls, WhatsApp requests and orders that come in.




**Website:** [treats.pk](http://treats.pk)


**\$ Value:** We just started working with them and worked \$100 worth of work as yet


## Achievements:

Here are some achievements shared by our clients online and on social sites, including snapshot of our 100% Top Rated profile on Upwork.com, you may verify them at:

<https://www.upwork.com/freelancers/~01a7dc8ec227515b32>



**Moonis M.**   
📍 Lahore, Pakistan - 1:29 pm local time

**100%**  
Job Success  
 **TOP RATED**


### 24/7 Customer Service | Email Chat & Phone Support

~ We are 100% operational amid Corona Virus Pandemic | Our team is safe and working from home! We are happy to help! ~

Thanks for visiting! \*\*\* Click 'Play Video' below for service overview \*\*\*

We are a 24/7 Customer Service and Admin Support Company with over 150,000 Upwork hours and hundreds of satisfied clients !


We can make/receive phone CALLS, handle EMAILS, answer LIVE CHATs or text messages and social media requests. We can also do DATA ENTRY, list building,... [more](#)

 **Play video**

<b>\$5.50</b>	<b>236</b>	<b>19,654</b>
Hourly rate	Jobs	Hours worked

**OVERVIEW** | PORTFOLIO | WORK HISTORY

### Overview



DOS is a Professional Support Company based in Lahore, Pakistan currently offering Outsourced Customer Service and Admin Support services to clients all around the globe including countries like US, Canada, UK, Australia, Germany and many more.

DOS has helped many business in last 9 years.

#### Upwork activity

Hourly rate  
**\$4.00 - \$7.00**

Minimum project size  
**\$1,000+**

Total earned  
**\$1M+**

Total hours  
**188725**

Total jobs  
**648**

Last worked  
**Apr 14, 2020**

Member since  
**Jun 16, 2010**

#### Office locations

We have received hundreds of testimonials in past few years and few of them are listed below:

*“DOS performed excellent work over a very long period of time. They were extremely reliable, communicative, and hard working. I can’t say enough good things about the performance and attention to detail of his team. We will certainly hire them again for similar projects in the future.”*

**Dr. Chris Rex**

**Director of Neurobiology**



*“DOS has to be the best firm in this space. They are so responsive, professional and courteous. We are going to continue using DOS for other work as required. It is an outstanding firm to work with!”*

**Lincoln Smith**

**Director of Operations**

**Lead Creation**

*“Fantastic company to work with. Strongly recommended”*



*“Always does great work with research and data management!”*

**Sara Bendetson**

**Community Manager**



## Contact Us:

Digitech Outsourcing Solution operates 24/7 call center and you may contact on our phone number **+1 (469) 518-9948** at any time.

Our email address is [sales@dos.support](mailto:sales@dos.support)

You can also get in touch by filling in the 'Get a Quote' form or simply connecting via Live Chat on our website: <https://dos.support>

### **Sales Director - Bruce Benson**

For your project needs, feel free to contact Mr. Bruce via email at [sales@dos.support](mailto:sales@dos.support) or via call.

### **Chief Executive Officer – Moonis Mansoor**

Mr. Moonis can be contacted via email at [moonis@dos.support](mailto:moonis@dos.support)

Our team is organized and our priority is fast communication and on time delivery of work. We believe that we are not just a service but an outsourcing partner that can help our clients grow to heights of success!