



**PJE**

Global Solution Group

บริษัท พีเจอี โกลบอล โซลูชัน กรุป จำกัด

*Peopleware Joins Excellence*



Certificate Number 54497

# COMPANY OVERVIEW

## ***Highest level of quality at a lower cost***

*In this era of implacable struggle in the business world, organizations strive for highest level of quality at a lower cost. Outsourcing business processes enables companies to reduce operating costs, optimize revenues, concentrate on the critical business objectives and enhance customer loyalty.*

## ***We customize approach to cater specific needs of client and their customers***

***PJE Global Solution Group*** is an International Business Process Outsourcing (IBPO) Company located in Chiang Mai, Thailand. As a premier provider of IBPO services in Thailand, we have core management team who has expertise in 24/7 operation from recruitment to technological integration. We enable companies from North America, Europe, Australia and Asia to reduce their operational costs and increase their revenue. We provide excellent support via phone, email and web-based services as we customize approach to cater specific needs of client and their customers.

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# COMPANY OVERVIEW

## ***Solely devoted to your company's goal***

*To date, we cover Asia, Australia, North America and Europe. Working with our highly qualified and results-driven English-speaking employees, you will be assured that they will be solely devoted to your company's goal since all employees have signed non-compete agreements barring them from competing against your business in the future.*

## ***Better solutions with continuous innovation***

*In **PJE Global Solution Group**, we put intense value in our human capital. Our team consists of highly skilled and dynamic workforce dedicated to provide outstanding solutions. We have a team of highly competent business planners led by the Executive Management to execute better solutions with continuous innovation. Our business processes are always modernized to face up to the challenge of ever growing business process outsourcing.*

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# OUR VISION & MISSION



Mr. Pratheep Luthra  
President / CEO

## **VISION**

*To become a globally recognized and respected in the IBPO industry that delivers immeasurable customer satisfaction*

## **MISSION**

- *To exceed client expectations through a continual over deliverance of quality service.*
- *To build not just a client relations but builds family.*

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# CLIENT PROFILE



## **Global SEO Listings (USA)**

- *Inbound Customer Support Call Handling*
- *Outbound Sales Acquiring New Clients, Upsell, Cross-sell, and Credit Card Pulling*



## **Startel Communications (AUS)**

- *Outbound Sales service B2B and B2C*
- *Inbound Customer Service*

## **Nelson Telecom (CAN) – Outbound Sales Service**

**Canadian Readers Service (CAN) – Outbound Sales service, Handling and Acquiring New clients and credit card pulling.**

**Rogers Media (CAN) - Central Circulation Outbound Sales Service, Handling and Acquiring New Clients, Credit cards, Direct Debit and Checks pulling.**

**UK Personal Injury (UK) – Outbound Telesales Service**

**UK Industrial Deafness Campaign (UK) – Outbound Telesales Service**



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# CLIENT PROFILE

## *Data Entry Process*

- *T-mobile – Non – Voice Data Entry Process*
- *Direct TV – Non- Voice Data Entry Process*
- *Legal and Medical Transcription – Non voice Data Entry Process*



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# OUR VALUES

## ***We take responsibility for QUALITY...***

*We take responsible of the quality of whatever we do and we guarantee complete satisfaction from our clients.*

## ***We act with INTEGRITY in all we do...***

*We are personally accountable for the highest standards of behavior, including honesty and fairness in all aspects of our work. We will consistently treat customers and company resources with the respect they deserve.*

## ***We provide LEADERSHIP...***

*We believe in “Leading by a good example is the best sermon”. We each lead through our competence, creativity and teamwork most importantly.*

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# OUR PEOPLE

- *We have in-depth understanding of how integral it is for your business to acquire new customers, retain existing clients, keep your customer-based satisfied, and realize the returns that you have earned.*



- *Our ultimate goal as well as that of our client's relies on the quality and commitment of our competent, highly experienced, enthusiastic and talented employees.*

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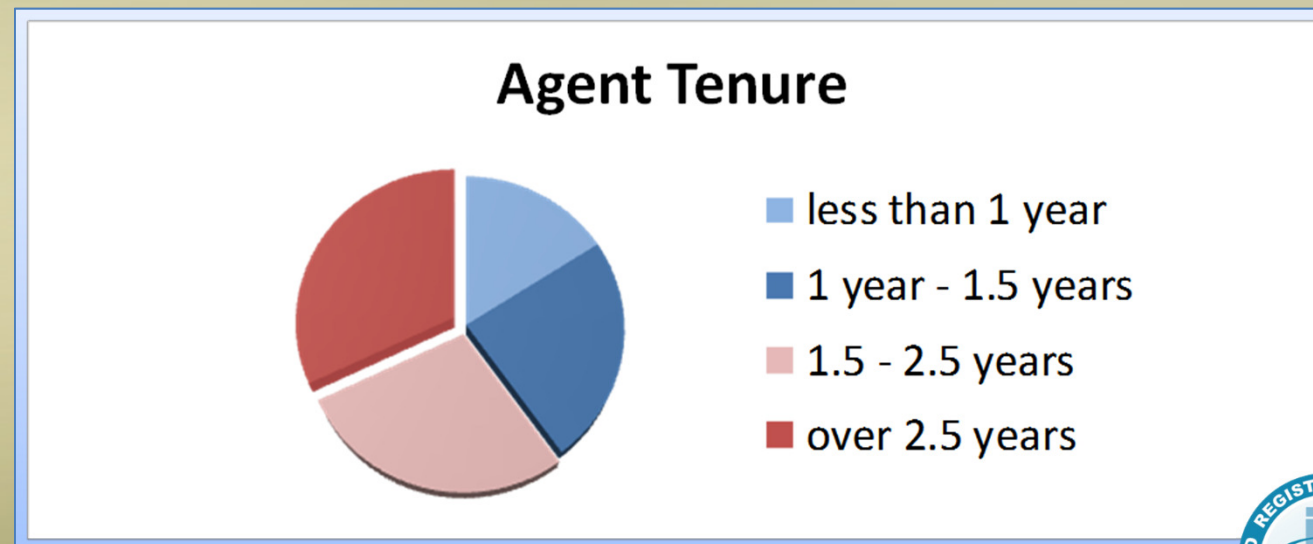


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# AGENTS PROFILE

- Over 90% of the people we hire in **PJE Global Solution Group** are college graduates from Top Universities, whose profiles include vital skills in communications, problem solving, sales and customer service.
- 95% of the total workforce has at least six months experience in the BPO setting.



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# TRAINING & DEVELOPMENT

- **PJE Global Solution Group** uses several instructional methods. From standard lectures, small group discussions, multi-media learning, customer contact simulation, live call observation or bargaining exercise, skill drilling and integration, side-by-side coaching, product specifics examination or whichever is appropriate to the desired learning style.
- Our training curriculum is designed to equip employees with correct knowledge and high level of skills to provide outstanding service to our valued clients. Training includes proficiency examinations to provide new employees self-confidence in acquiring knowledge and skills to perform successfully in their role. This is to make sure that the required knowledge is acquired accordingly.
- Training programs conclude with phone simulation or mock calls to check if the employees are ready in terms of capability to interact with the customer, communication and confidence as well as their proficiency and familiarity with the account specifics.



# QUALITY ASSURANCE

- *To ensure top level quality of service that we provide, we handpick our Quality Audit team to assist in the development of quality monitoring. We make sure that all employees comply with the parameters and pre-defined account specific metric system. Our capability to listen to accumulated call recordings as well as live call barging and monitoring, guarantees that employees follow proper procedures and phone etiquette.*
- *With a close coordination with the Operations and Training teams, Quality Assurance are able to identify areas which need improvement such as account processes, training revisions and communication skills development.*

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# FACILITIES & LOCATION

- *PJE Global Solution Group's call center facility sits on 11,000 square feet and 19.7 square inch of property in the Central Business District of Chiang Mai, Thailand. It has a current seating capacity of 220 seats that is capable of running 24 x 7.*



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# TECHNOLOGY

- *We are fully equipped with top of the line systems that are customizable and scalable which will allow us to administer your inbound customer care or outbound sales requirements. Our robust premise-based dialer solutions can handle high call volume traffic and can operate 24 x 7.*
- *Systems key features are:*
  - *Inbound and Outbound Interaction*
  - *Interactive Voice Response*
  - *Predictive, Power and Preview Dialing*
  - *Automatic Call Distribution*
  - *Computer telephony Integration*
  - *Full Call Recording*
  - *Call Monitoring*
  - *Customizable Reports*



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# COMPANY ADDRESS & CONTACT

## **Head Office:**

- *Address no. 199/62 Moo 2, Nongjom A. Sansai Chiangmai 50210*

## **Contact:**

- **USA/Canada Toll Free:** 1-800-818-8395
- **Office Main Line:** +66 (02) 105-4006
- **Website:** [www.pjeglobalsolutiongroup.com](http://www.pjeglobalsolutiongroup.com)
- **Email:** [info@pjeglobalsolutiongroup.com](mailto:info@pjeglobalsolutiongroup.com)