



Outsourced telesales capability

The Next Level

We offer a flexible outsourced capability for any B2B environment...

- **Lead generation/qualification**
- **Internal sales and order taking**

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- **Lead generation/qualification**
 - **Up-front scoping & sourcing**
 - **Programmed outbound**
 - **Nurturing & incubation**
 - **Screening & triaging of inbound**
- **Internal sales and order taking**
 - **CRM/database management & mining**
 - **Order taking – with up/cross sell**
 - **Customer surveying/market intelligence**
 - **Programmed long term customer relationship management**

Our business model differs from the ubiquitous telesales house...

- **Pool of sub contractors**
- **Seasoned professionals with wide experience**
- **Turn on/off like a tap**

End-to-end or modular service

- **Design process, scripts, business rules, KPIs**
- **List specification and rental**
- **Work in your software, database systems or ours**
- **Measurement and reporting systems**

you tell us the level of involvement you want

Typical payback in 3 months and 10:1 RoI

Our clients:

- **Mrs Macs**
- **Fashion Clubwear**
- **NTFS**
- **Golden Bite Foods**
- **Outo Kumpu**
- **dlcsi**
- **Collaborative Design Systems**