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Vajja Technologies Pvt. Ltd

Company Profile At a glance

Vajja Technologies Private Ltd. is an egressing IT/ITES company exploiting good opportunities in this stratum. We are a software solutions and services company delivering solutions to our clients using latest technologies and proven methodologies aiming customer satisfaction. Vajja Technologies is led by the most enthusiastic experts having international exposure. We are incorporated and promoted by best brains in this industry Mr. Venkata Ramana Vajja and Mrs. Rajasree Vajja.

Vajja Technologies is one among very few companies who got OSP (Other Service Provider) license from DOT (Department Of Telecommunication, Govt. of India) for 20years for its International ITES Operations.

Vajja Technologies is recognised by AP State Government as IT & ITES Organization. We also got Trade Licensing Identification Number from GHMC (Greater Hyderabad Municipal Corporation).

Vajja Tech with Executive Director Mrs. Rajasree is honored with “Indian Achievers Award for Corporate Leadership” from All India Achievers Foundation in August 2008.

Our Executive Director Mrs. Rajasree Vajja was nominated for “Bharat Gavray” award from International Achievers Conference.

Vajja started implementing ISO 9001:2008 QMS Standards from September 2008 and successfully fulfilled certification Audit done by TUV-SUD. We have been recommended for Certification against International standard as we are following to the score.

About the Promoters:

Venkata Ramana Vajja

Managing Director

Venkata Ramana Vajja, a Technocrat has over 27yrs of experience in Electronics and Telecommunications field. Started his career in Space Applications Center, Indian Space Research Organization (I.S.R.O) Ahmadabad, India, worked in Indian Airlines, Bombay India and



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in Kuwait Airways, Kuwait on various critical systems like Integration of Master Control Facility, Radar Systems and Traffic Collision Avoidance Systems (TCAS).

He was associated with 150 seater call center as a Share Holder & Vice-President, taking care of Admin & Finance departments.

Rajasree Vajja

Director

Rajasree Vajja has over 12yrs of experience that covers different fields in Information Technology. Started as faculty of computer Science for under graduates of Osmania University and moved into Software. She was responsible for IVR Systems design, development & Implementation. As Project Manger implemented bi-lingual Call Center system project successfully which is one of the biggest call centers in Middle East. She had handled Nortel IVR (bi-lingual) project of 120 ports (90 Inbound and 30 Outbound).

She was key person in the product/vendor evaluation committee for products like CRM, Call Center systems, VAS services etc. She had taken part in many international seminars in the area of Customer care systems, Self-service in IVR etc.

Rajasree Vajja was in charge from IT to take care of Wataniya Telecom Call Center (24X7) Kuwait, responsible for IVR, CTI, ACD, IEX scheduling software systems and integration of Oracle CRM with call Center software.

She is a postgraduate in Science from Osmania University, got Nortel certification on Symposium Call Center Server and Nortel's Periphonics IVR.

She was associated with 150 seater call center as a share holder & COO, taking care of Technology and Operations departments.

Our Mission:

Our Mission is to provide solutions and services to our clients that would add the value to their organization in the field of customer service, marketing in the most cost effective way.

Our Quality Policy:

We are committed to being very aggressive in our attitude towards quality and customer service, primarily since we want to be ranked as the "best" in our business. Quality is not just another goal; it is our basic strategy for survival and future growth.



Our Vision:

Our Vision is to be globally recognized and trusted as one of the best customer care and technical support provider. To be identified as the leading and most preferred solution provider in the area of voice and contact centers.

Our Core Values:

The core values that we care deeply about are:

- **Team Work:** Our business is to offer the best services and support to the organizations making use of all our experience and expertise, which is 100% dependant on our team. We believe that each and every one of us can and does make the difference and that it therefore matters for our results. We believe in teamwork.
- **Processes:** Our services and solutions are process driven and we have defined processes for different task that would be customized based on the customer's requirements.
- **Responsibility:** We take the responsibility of offering the best services. Taking responsibility means accountable to our commitments.
- **Commitment:** We strive to realize our vision by exceeding customer expectations in terms of quality and timely deliverables.

Future Road Map:

- By end of 2010, we shall be COPC Certified & we aim for venture capital
- By end of 2011, we shall achieve Six Sigma & CMM certification.
- By mid of 2012, we shall go for IPO.

Service Offerings:

Vajja Tech has strong proficient team in IVR systems to offer highly skilled and experienced consultants that fit your Call Center/Contact Center needs. We have ample of experience in call centre systems software, the depth and breadth of our solution offerings is right from switch selection based on the requirement to the integration of Agent's desktop application with all backend supporting systems and database.

With strong customer focus at the core, Vajja Technologies specializes in providing the best services with competencies in the latest technologies, industry expertise and solution specific



background. We develop leading edge applications by focusing on each client's specific business objective, with an emphasis on integrating into the existing environment.

Specialized areas:

- Software Development
- Technology Consulting Services for ITES operations.
- Call Center/Contact Center
- IVR Systems Development
- Call Center Systems Integration and Project Implementation.
- Outsourcing Services

Software Development

Vajja Tech is into software development with niche area of GIS & GPS services. We have ample of experience in Geo-referencing and Vectorization and handling a project from one of the top MNC in GIS industry. We have developed a core expertise and serving our clients with best and quality deliverables reaching deadlines with client fulfillment.

Vajja has another core area in this industry i.e. IVR Application development. We have strong expertise in application development of IVR analyzing client requirements and served our clients with best outcomes which is presented below in detail.

Technology Consulting Services for ITES Operations:

Vajja Technologies pompously states that it has the technical 'know-how' in call center solution design. Vajja Tech offers highly skilled and experienced consultants who worked on different types of switches like Siemens Hicom, Nortel Meridian etc. integrated with variety of IVR, CTI and Call center systems. Vajja Tech can provide Call Center solutions specially designed for **Inbound Customer Care Requirement** with CRM integration. Our consultants are well specialized in telecom service industry requirements, capable of designing Call Center with Call Blending feature so as it can handling inbound customer calls as well Outbound calls for bill collection or follow-up or promotional calls as and when required. Our consultants take a creative and hands-on approach to meet your Call/Contact Center needs.

Call Center/Contact Center:

Vajja Tech with its core competency and experience is in Call Centre would be offering the following services:

- Inbound Services



- Outbound Services
- Web based Services
- Data capture
- Data encoding

Inbound Services: The Inbound Services include:

- Web Management
- Technical Support
- Catalogue & Order Fulfillment
- Customer Service
- Help Desk

Outbound Services: The Outbound Services include:

- Telephone & Web based business development
- Telemarketing & Product Promotion
- Lead Generation/Qualification/Management
- Campaign Management

Data Entry and Data Capture: We offer one-stop solution to all your offshore data entry needs. We can guarantee a minimum accuracy level of 99.99%. We offer services like Full text Data Entry and Form Based Data Entry.

Full Text Data Entry:

- Data entry of text, numeric or mixed data.
- Data entry from images, from paper and from handwritten forms.
- Scanning and OCR cleanup.
- Proof Reading.
- Data base Indexing Services

Some Typical Applications are:

- Legal Databases.
- Books/Research Journals
- Catalogs/Brochures
- Technical Manuals/Resumes.

Form based Data Entry: We have extensive experience in data capture from handwritten forms. Some Common Applications are:

- Airway Bills
- Attendance Record/Birth & marriage record



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- Credit Card Applications
- Customer Survey Forms
- Rebate Coupons
- Direct Mail Responses
- Subscription Forms etc.

All our work is double keyed using our specially designed software which carries out full-text, real time, character-level validation.

IVR Systems Development

Vajja Tech has a considerable expertise in building various **Interactive Voice Response (IVR)** systems. IVR allows callers to interact with your communications system over the telephone. IVR is used to enable the caller to retrieve information from a database, enter information into a database, or both. IVR systems allow you to efficiently exchange information, reducing clerical processing. An IVR system talks to callers following a recorded script. It prompts a response and allows the caller to respond either verbally or by pressing a touch-tone key, and provides required information to the caller based on defined responses. We have expertise in IVR solutions.

We offer advanced IVR applications with scalable Self-Service features to meet the requirements of customers of all sizes - small businesses, large enterprises, as well as service providers. Vajja Tech can offer IVR applications with digital call control interfaces which deliver Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS) information along with CTI solution that enables a business to improve customer service, employee effectiveness, and generally reduce expenses. CTI enables a number of efficient functions in a business: intelligent call routing, screen-based telephony, intelligent dialing, automated display of information - based on caller-provided information from an IVR or other interface and the coordinated transfer of data information along with a telephone transfer.

Call Center Systems Integration and Project Implementation:

Vajja Tech has substantial experience in Contact Center system integration with state-of-Art technology with your backend systems. Vajja Tech team is well-versed in Project Implementation, fingered different IT and ITES projects.



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Our Strengths:

Vajja Technologies offers highly skilled and experienced consultancy that fit your Call Center/Contact Center needs. Currently handling one of the biggest decentralized (about to launch in more than five locations) Call Center project.

Our Technical team has expertise in handling “Inbound blended with Outbound” operations.

We handled a call center with Inbound for customer care and outbound for bill collection for a Telecom operator. The whole call center is integrated with an automatic call recording to do 100% recording. Our recording system has excellent reporting features where information can be retrieved based on CLI or Agent ID or between any defined time periods or based on the extension where the call had landed.

Call Center is designed to route all inbound calls to outbound collection team with customer profile defining threshold for payment. We believe in action than in preaching and strives to get goodwill of the customer with our sincere efforts and services by taking care of customer’s business in all respects including the maintenance secrecy of customer’s critical information. We always honor the nondisclosure agreement that is made for the mutual benefit and in the interest of the both the parties.

Vajja Tech builds up strong teams in required grounds based on the projects and client with its process defined In-house Training programs by maintaining complete process manuals and endowing exposure to all geographic and socio-economic state of affairs of all our directed nations.

Vajja Tech maintains a Knowledge Bank for employees to improvise their skill sets in various procession of Business Communication, Personality Development, Telemarketing, Customer Handling, Technology, Project Management, Process Manuals, Excelling Skills and many more in diversified fields.

Our Prestigious Assignment:

Vajja Tech is proud to state that it had offered Technical Consultancy service to propose Contact/Call Center solution to “CRIS” for Indian Railways. The proposed solution is with Interactive Voice Response system- IVRS, Two Tier architecture, the most modern VXML for web application integration, CTI, ASR (Automatic Speech Recognition), TTS (Text To Speech)



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features and Avaya Call Center software for the most efficient call routing process. The proposed system would be integrated with Indian Railway Database systems (Passenger Reservation System - PRS and National Train Enquiry System - NTES) to provide real time information to the caller through IVRS or/and live Agent. The proposed system is a decentralized call center where there would be four "Regional Call Center" in all four regions having Tier 2 call centers in all state capitals of each region.

Vajja Technologies has also offered **Technology Consultancy services to GMR group** to setup a world class Contact Center with "Unified Communication" system to establish a contact center for all GMR group Airports and industries.

Our Current Projects:

GIS Geo-referencing:

Vajja Tech is offering Geo-referencing and Vectorization services to one of our esteemed organization which is top MNC in GIS industry. We have developed a core expertise in niche areas of all the fields we are into and diversified our services expanding our wings in all the areas.

US Processes:

Vajja Tech is offering its services in the **financial sector** for few reputed US companies with BBB and ISO certifications whose core business is "Educating US citizens in Financial sector and Helping them to be debt free by counseling and offering **Debt Consolidation Programs**". We are calling almost all states of US covering all four time zones offering Debt Management Program to the US Residence and has a (1800) Toll Free number, where in US citizens can call in for the Debt Management Program and even follow up.

Vajja Tech is offering services in **Educational Industry** to one of our client in surveying for Online Education. We are conducting a market research in knowing public opinion on Online Education with their interests. It's a high-end ongoing survey process with lot of data analysis and research in generating reports to submit our statistical reports.

Australian Process:

Vajja Tech is offering its telemarketing services to an Australian company to market their "Holiday Package".



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Market Research Process:

Vajja Tech is offering services in Market Research to one of our MNC client who is into this industry for many years. We conduct telephonic and online surveys on different topics in various fields. We are into market research in knowing public opinion and feedback on given subject at B2B & B2C levels.

Our Domestic Inbound Projects:

Rajiv Gandhi International Airport Customer Care Services:

Vajja tech is proud to be associated with GMR Hyderabad International Airport venture. Vajja tech offered customer care services and the call centre services to the RGIA customers round the clock manned by trained staff. Customers used this service to get information on commute, features and facilities available at the Rajiv Gandhi International Airport, Shamshabad, Hyderabad at their convenience and flexibility of a phone call.

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