

Introduction.



It is the mission of Devterch Limited to provide clients with top quality call center services 24 hours-a-day. A service that provides our clients with the greatest chance of communicating with their end customers. We offer B2B and B2C services including both inbound and outbound calls. We have a dedicated and well trained cadre of customer support specialists who are able to consistently provide excellent services delivered in a timely and cost-effective manner.

Whatever a client's customer relations goals are: quantifying sales leads, taking orders, responding to ad inquiries, market research, or general information requests, Devterch has the people with the expertise to professionally service those needs.



Inbound Services.

Customer Relationship Management.

Customer Relationship Management utilizes people, processes, and technology to integrate every area of business that touches the customer; namely, marketing, sales, customer service and technical support.

Every successful business focuses on three key elements in their relationships with their customers.

Customer Acquisition, Customer Care, Customer Growth.

Simply acquiring new customers is not enough to maintain a healthy bottom-line. In today's marketplace, the true value comes from the care, retention and growth of those acquired customers. You have invested a great deal to prospect and acquire these customers. Why not enhance the customer experience and at the same time increase your return on investment?

Technical Support.



At Devterch technical support outsourcing is evolving from simple call handling to business process re-engineering. The IT Help Desk has expanded to the integrated Service Desk. Many companies outsource technical support to us, not just for cutting costs, but for transforming their business processes and providing strategic business value.

The Technical Support Service has a strategic value in:

- Increasing customer satisfaction and retention
- Increasing revenues through cross-sell & up-sell of services
- Increasing employee satisfaction through the internal help desk function
- Reducing costs

Toll free Services



The inbound toll free service refers to managing the toll free phone service and voice broadcasting campaigns of the organizations, online.

The inbound call centers provide massive inbound call handling capabilities with 24-hour live response. The inbound toll free response combines the effectiveness of a toll free number, e.g. 1800 in Uganda, with the power of state-of-the-art, 24-hour inbound call center. The toll-free numbers are quite popular in the marketing strategy for most companies advertisements.

It offers a clear professional image and greatly increases the likelihood that a prospective client would surely respond to the company's ad. The Customer Service Representatives (CSR's) are trained and experienced about the product or service and are thus able to answer customer questions effectively. This brings in multiple orders and increased customer satisfaction. The toll free response is also effective as the CSRs know the language, the carriers, the proper contacts and can help implement the number quickly. As a customer dials the toll free number, the CSR's on the other side of the line provide answers to their questions presenting themselves as a seamless extension of the organization.

Outbound services.



Product Service promotion.

We have a state-of-the-art outbound call center infrastructure, which enables the companies associated with us, to be assured of a solutions-based approach which meets its telephonic and e-commerce needs, related to a particular product campaign, and its successive promotion.



Market Research & Survey Services

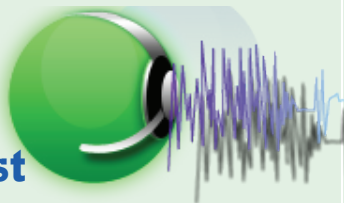
Devterch's mission is to provide its clients with information they can put to use, immediately for making critical business or organizational decisions. Our goal is to offer outstanding performance in every project or campaign we undertake.

Customized to meet the needs of our client's company or organization, rather than "canned" or generalized. Specific to our client's unique industry, company or organizational characteristics, products and services, reputation and image, and markets served, rather than generic to a particular industry. Focused on the decisions our clients are facing, rather than based on broad industry trends or "expert opinions". Usable given the decisions our clients face, their company's characteristics, resources, and markets, and their timeline. Delivered as promised in a high-quality, usable format, on-time and within budget.



Internet Marketing & Webmarketing

Our comprehensive Internet Sales & Marketing services ensures that we generate significant revenues for our clients and provide a Return on Investment as fast as possible from the date of commencement of the respective outsource service. We have an expertise in forming different strategies for sales and marketing which include: Email Marketing and Email follow up



Voice Broadcast

Voice broadcasting is the delivery of a pre-recorded voice message to a live person, answering machine or both. It is, by far, the most cost effective form of contacting your customers, employees, groups and prospects.

Voice broadcasting is used successfully by many industries and organizations as an effective means of communicating corporate voice messages, informational messages, past due notices, reminders and verifications.

Devterch's voice broadcasting solution allows our clients to focus their efforts on core functions of their business, not on maintenance of voice broadcasting equipment.



NHCC-7A4 Unit F/25/83, Makerere,
P.O. Box 36285, Kampala
+256 417 117840
info@devterch.com
www.devterch.com

Automating Business



Customer Relationship Management.
Technical Support.
Toll free services.
Help desk Support.
Product Service promotion.
Voice Broadcast.
Product Service promotion.
Market Research & Survey Services.