BLUE BYTE

BLUEBYTE IT SOLUTIONS INDIA PRIVATE LIMITED
Star customer support & E-Publications

#5-771,
First-Floor – NagaSindhu Towers
Mangalagiri, Andhra Pradesh, INDIA
Phone: +91 7095296383
Fax: +91 8645 231472
www.bluebytetechnologies.com
E-mail: info@bluebytetechnologies.com

Total Employees: 20

Primary Line of Business: customer support, Technical Support,
E-mail/Chat Support & E-Publishing.

Management Directory:

Vinaykumar Konnipati – Chief Executive Officer

To deliver excellence in BPM services and to be an integral partner for research and professional communities. Our ultimate goal is to support Customers to the core.

Our Values

- **Passion for Excellence -** we challenge ourselves to excel in all aspects of first contact support and most importantly, we enjoy in what we are doing.

- **Customer Oriented -** we are committed to provide superior services at the highest level of quality and professionalism.

- **Our People -** we treat our employees as individuals and we empower them to realize their full potential and contribution. We believe in open communication and share our success with everyone in the organization.

- **Innovation & Technology -** we actively encourage a culture of innovation, which facilitates the development of new technologies and ensures a high quality services.

- **Partnership -** our market is global and we believe in the power of partnership with our customers and suppliers to meet our common objectives.

SCOPE

TIME

QUALITY

MONEY

EXPECTATION

SCOPE OF WORK

BlueByte is a leading provider first contact support, Email and Chat services, & E-Publications. BlueByte caters to E-commerce, Law, Insurance, Hi-Tech companies and Publishing Houses spanning all continents. The company's primary objective is to use experienced Tele professionals, subject-matter experts and technology to provide high quality services cost effectively while achieving quick turnarounds. With these goals in mind, and flawless execution of projects, its customers have helped BlueByte achieve high success rates.

Our production facilities work around the clock as per Client requests to ensure prompt responses to customer requirements.

" It is the quality of our work that will please our customer and not the quantity "

BlueByte offers comprehensive set of services and solutions for Call Center Operations which includes both training and offering a host of inbound and outbound calls for US and UK campaigns with high quality considerations. We have extensive experience of executing tele-customer support, offshore recovery services projects and customer surveys.

What we offer :

We offer our clients with courteous, professional, knowledgeable agents with crystal clear voice quality,customized answering with your personalized greeting and international telephone answering service, technical contact center with 24/7.

- In-depth, 24/7/365 customer service support
- 24/7 Technical support
- After hours, weekend, holiday, overflow coverage
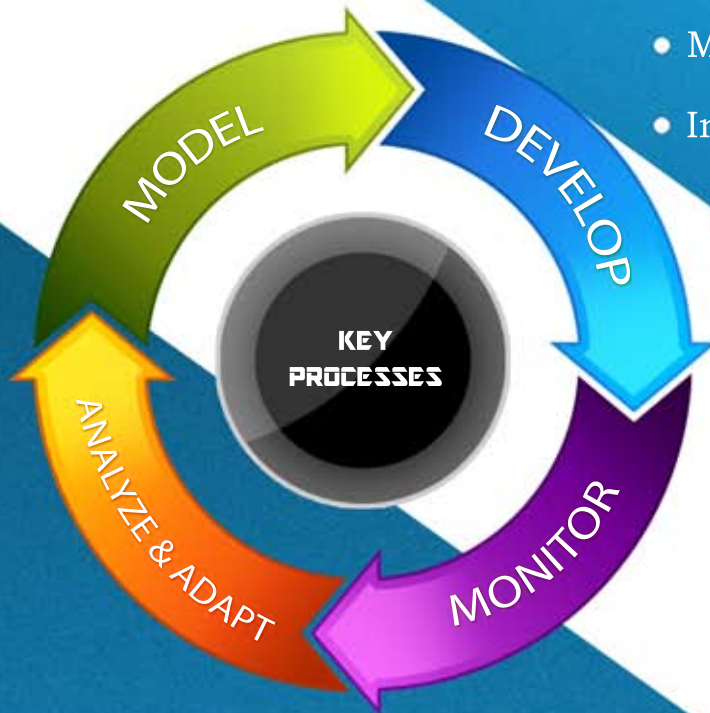- Live operator answering service
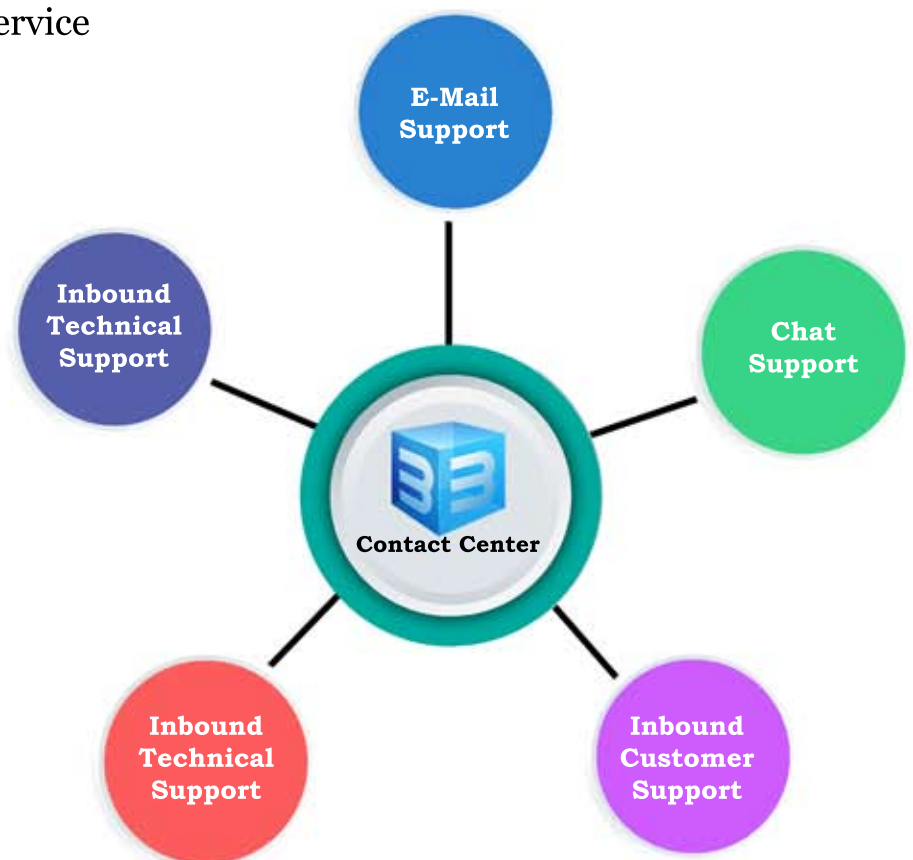
INPUT FORMATS WE WORK ON

We offer digitization of almost all types of input formats, including:

- HTML/XHTML   PDF
- Manuscript   Plain Text
- InDesign   MS Word

MODEL

DEVELOP

KEY PROCESSES

ANALYZE & ADAPT

MONITOR

E-PUB CONVERSION SERVICES

Avail accurate and fast ePub conversions for PDF to ePub, HTML to PDF and mobi to ePub. With your PDF, Quark, RTF, 32B or Indesign files converted into ePub files, your book can be read effortlessly on the Sony Reader, iPad, iPhone or Nook.

KINDLE CONVERSION SERVICES

Our expert ePub conversions for Kindle and Mobipocket can convert any type of hard copy format into a mobile or PC compatible format that is free from irregular formatting and faulty page numbers.

COMPREHENSIVE DIGITAL SERVICES

We offer comprehensive data conversion solutions for authors, publishers, universities, libraries, corporations and technology companies. From copy editing, to proofing and ePub conversions of books, periodicals, journals and magazines, we are one-stop destination for any type of service that your e-book needs.

WHY US?

You need high customer satisfaction scores to keep customers loyal to your brand. That's why it's critical to maintain high service levels, first-call resolution rates and quality interactions.

Outsourcing your voice operations to BlueByte will assure you of flawless execution of your business customer's requests.

1. Because your customers need you 24 x 7 x 365

Customers does business round the clock. With BlueByte IT Solutions, customers are able to get their queries answered when they demand them.

2. Because you only pay for what you use

We, at BlueByte IT Solutions, will provide you with a myriad of services to use for your business. We strive to provide you with the most cost effective and efficient methods for providing contact center support.

3. Friendly Customer service reps.

We at BlueByte, understand that every client is important. We are experts at what we do and will only hire best agents. Once part of the team, our agents go one-on-one training ensuring that they are fully qualified and capable of running production operations.

IT INFRASTRUCTURE

¤30 seat(each shift) capacity center

¤In-built resilience to ensure 100%
  uptime

¤4 Mbps Leased Internet Bandwidth

¤VOIP

¤Machines with Windows 8.1
  (Genuine), 4GB DDR3, A6 Processor, USB Headsets.

¤32 Port Network Switch.

¤Power backup round the clock.

" Our Infrastructure
also takes
part in challenges "

Volume Overflow

High Performance

Load Balancing

Call Center Cloud Routing Technology

Efficient Call Handling

Multi-Center Skills Routing

Multiple Options

BlueByte operates a scalable and robust technology infrastructure consisting
of proprietary and customer developed applications and a completely converged
secure global network.

All critical components have redundancy and are designed to seamlessly allow
redirecting traffic from one location to another. BlueByte can integrate its
systems with their client applications to align with client business processes.

Production floor is continuously monitored under Cameras.

System based security measures:

- All systems are password protected.

- USB ports are disabled on all machines.

- Restricted internet access to protect the confidential data from sending out of the office network.

- Employees will be working on a secluded section so as to enforce that all these measures are implemented.

> **THEY WANT WHAT WE'VE GOT.
> BUT, WE DON'T GIVE IT TO THEM.**

OUR LEADERSHIP TEAM

Vinaykumar Konnipati – CEO

Has over 5 years of experience in Telecom, IT and ITES domain. Having worked in couple of start-ups and TATA consultancy services. Currently heads the BPO division at BlueByte IT Solutions.

K. Ram Eswar–Business Consultant

With his MBA from IIM Kolkata, having more than 7 years of experience in business analytics, he pops into the picture for all client acquisitions.

*"The customer's perception is **our** reality."*

Eswar Kolli–Team Lead

Leading Publishing vertical.

Mahesh Babu Y –.net Consultant

With 5 years of experience in .net technology, He leads Web development team.

BlueByte IT Solutions India Pvt. Ltd.

D.No: 5-771 First floor – Nagasindhu Towers

7th Line, Koppurao Colony Mangalagiri-522503

Guntur Dist., Andhra Pradesh. (INDIA)

Phone: (+91)8645 236433.
sales@bluebytetechnologies.com
support@bluebytetechnologies.com