

BUSINESS PROCESS OUTSOURCING DATASHEET

SERVICES OFFERED

FRONT-END – CLIENT-FACING

- Sales, Recruitment, IT Staffing, market research
- Call center service

BACK-END PROCESSES

- Compliance
- Human Resource
- Compliance
- Finance & Accounting

CLIENT TESTIMONIALS

"It was a pleasure working with Compvue. They delivered their proposed product on time, on budget, and to all of our expectations. Would definitely use again if we had a good fit for the project."

**Derek Brown, Pronto
Marketing**

ABOUT COMPVUE

Compvue Inc is an Information Technology Consulting and Business Process Outsourcing firm serving government; healthcare; and high-tech sectors. Compvue's technology focus includes Microsoft technologies, Mobile, Web2.0, Software Product Engineering services and custom software application development, maintenance; and support.

Compvue's Business Process Outsourcing services help small and mid-size organizations by making their businesses more productive, operationally cost effective and grow in revenues & profits. The key processes run by company include customer interaction and back-office support processes.

Headquartered in California, USA, Compvue is a Microsoft Certified Partner; an HP Business Partner; member of IBM PartnerWorld program; and BlackBerry Technology Reseller Community. The company runs its outsourcing operations from its strategically located global delivery centers in India and Philippines.

OUR EXPERTISE

With a large number of skilled IT, R&D, and Call center facilities, Compvue provides a complete range of Process Outsourcing Services. With our help, you can focus on core business processes by taking advantage of our low-risk/high-flexibility BPO services. Compvue enables you to meet challenging and dynamic business goals by offering our low-cost and high ROI process outsourcing services.

We guarantee a significant reduction in your overall operational costs while providing you with industry standard Process Outsourcing Services.

FRONT-END PROCESS EXPERTISE:

- **Staffing & Recruitment** includes providing skilled and qualified resources on contract, per-day & direct hire basis. It also includes cold calling; video profiling; reference checks; direct hiring; and lead generation.
- **Technology Consulting** includes managing onsite and remote IT resources; technology assessment; technology strategy; workflow automation; and roadmap designing
- **Customer relationship management** includes customer service and support; help desk support; product support; and market research.
- **Research and analysis** includes market research; and primary/secondary research.
- **Sales and marketing** Involves outsourcing activities relating to surveys, cold calling, sales pitch and scripts; lead generation; and nurturing the leads.

CLIENT TESTIMONIALS

"I would definitely recommend. Project was completed on time. Communication was excellent. Final product was excellent."

- Marc, The Athlete Village LLC

INDUSTRIES SERVED

- Healthcare Firms
- Hospitals
- IT Staffing Firm
- A Firm from Aviation Industry

BACK- END PROCESS EXPERTISE

- **Human Resource and Training** includes recruitment; training and development; managing database of resources; management of contracts as well as retention and attrition.
- **Finance and accounting** processes include expense management; credit and debit support; auditing, invoice management; accounts receivable and payable in addition to resolution of billing disputes.
- **Compliance includes** validation of compliant nurses according to the local law and regulations, background checks; license verification; compliant Medical forms; HR forms; sponsored audits and assessments.
- **Back-office non-voice processes** include data entry; edits, corrections; enrollment processing; fax processing; and also includes payroll processes such as processing timesheets; managing contracts, database and jobs.
- **Transaction processes** deal with the main function of payroll maintenance. It can also include processes such as research, payments, billing etc.
- **Administrative support** includes conversion of documents, data entry, document scanning, processing of forms, and other secretarial tasks.

OUR DIFFERENTIATION

- Leveraging of information technology using video, VoIP, and instant messaging
- Custom process design on a per-client basis
- Full visibility, extensive audit, and governance
- SLA driven performance
- Seamless project delivery via high-tech facilities in the USA, India, and the Philippine

POTENTIAL BENEFITS TO CUSTOMERS

- Reduction of operational costs by more than 60%
- Improvement of work efficiency
- Expedition of business set-up
- Improving scalability
- Continuously improving business performance with standardized business procedures

GETTING STARTED

Our process outsourcing services allow organizations to prepare for new economic realities by improving these firms' responsiveness to near-term cost pressures. Meanwhile, our innovative long-term approaches support your entire organization. With our high-tech infrastructure, we offer our customers a global reach, industry-leading breadth of experience, and long-term business stability.

To find out how Compvue can help you run your business more efficiently, and to get started with our BPO services, please reach us at contact@compvue.com
Or call us at: +1 408 524 3001

Disclaimer: This document is for informational purposes only. This is not a commitment to deliver a project or functionality and should not be solely relied upon in making purchasing assessments. The development, release, and timing of any features or functionalities described in this document remain at the sole discretion of Compvue.

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