



BPO CONTACT CENTRE.

WE DESIGN SERVICES.
WE DEVELOP SOLUTIONS.
WE MANAGE CLIENTS.

INTRODUCTION



At Netboss we approach Business Process Outsourcing (BPO) from the perspective of **specialising** in the process; at the same time our experience in various sectors allows us to export **best practices** from some sectors to others.

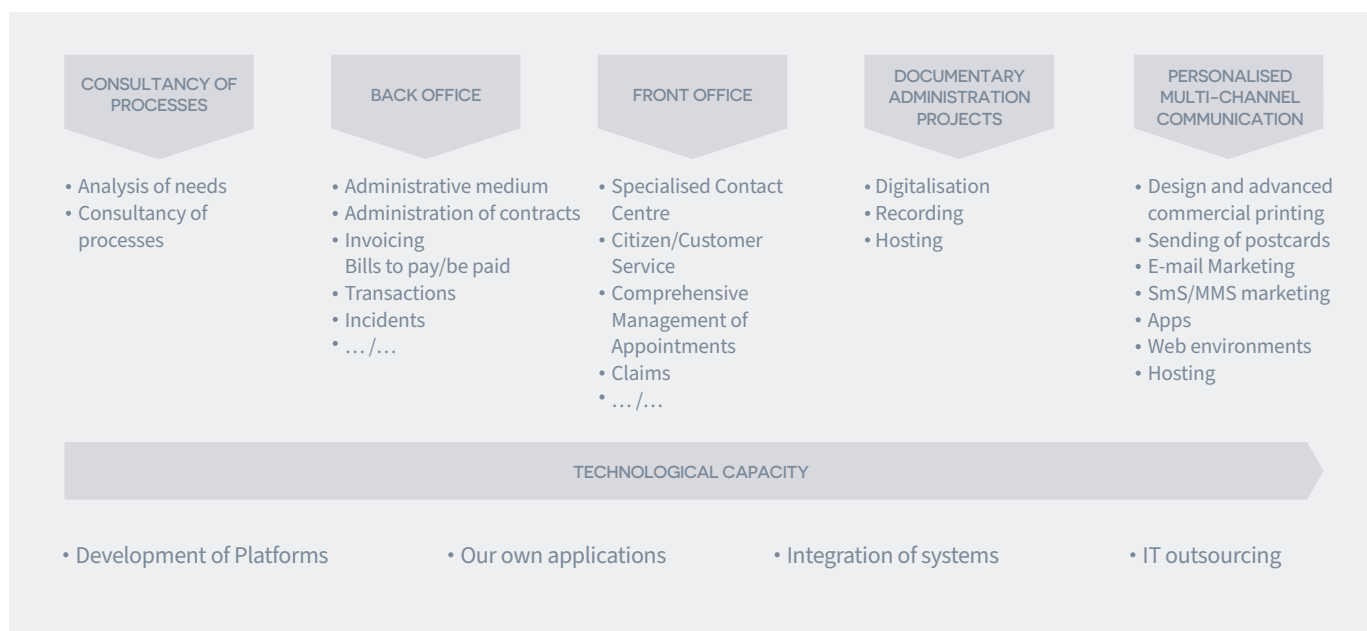
We stand out in the use of our best assets:

- The best administration practices
- Rapid implementation (time to market) of services
- The capacity to approach processes in a comprehensive manner (end to end)
- The technological capacity to develop and implement quickly processes on Customer Relationship Management (CRM) and Web and Multi-device environments (Apps)
- Human capital with a high level of specialisation in the BPO business

With a clearly differential model of the outsourcing of processes based on flexible global management and combining sectorial specialisation and technological capacity, we approach our work from several collaboration perspectives: Outsourcing, Joint Ventures, and Partnerships.

MAP OF OUR OFFER

Our capacities allow us to approach processes in a comprehensive manner:



WHO WE ARE

We are a company specialising in the implementation and management of all kinds of BPO services at a Contact Centre



Founded in 2000, we are a technology consultancy and services outsourcing with clients from all sectors of activity. This career path has been long enough to give us plenty of experience and short enough for us to have retained all the vitality required for new challenges and projects.

We outsource both projects connected with **business** and support (multi-sectorial) processes, concentrating on specialised Back Office and Front Office processes in which technology and/or knowledge represent a key asset.

We have a **complete multi-channel platform** located in Santander where we work for public/private institutions and companies from various sectors, operating both in a comprehensive manner (Full BPO) and in specific tasks (Out Tasking).

In our offer we combine our capacities (consultancy, technology, and outsourcing), our wide knowledge of business processes, and our network of global resources and partners to develop high-performance models based on differentiation and innovation.

Our mission is to help our clients to achieve partial or complete outsourcing which will allow them to delegate the management of their relationships with their own clients during the whole of its lifecycle, achieving joint objectives and thus achieving success.

COMPREHENSIVE SOLUTIONS FOR YOUR CLIENTS



SPECIALISED SERVICES

We design, implement, and administer specialised BPO services for each sector. ”

PUBLIC ADMINISTRATION OFFERS

Back office for administrative processes:

- Back Offices for processing dossiers
- Back Offices for aid and subsidy programmes
- Back Offices for taxes

Campaign Management:

- Management of Campaigns

MEDIA/TELECOM OFFERS

Administering the after-sales of services:

- Administering incidents on 2 levels
- Administering incidents on one level
- Administering planned work
- Reports for Clients
- Supervision of Customer Services
- Administering claims
- Administering invoicing incidents

HEALTH OFFERS

Patient Service:

- Administering appointments (primary and specialised healthcare)
- Administering surgical waiting lists
- Information and virtual administration of administrative procedures

Campaign Management:

- Management of Campaigns

FINANCE AND INSURANCE OFFERS

Means of Payment:

- Comprehensive management
- Prevention of fraud
- Incidents
- Loyalty programmes

Front Office:

- Telephone banking
- Help Desk

Citizen Service:

- Information services and multi-channel citizen attention
- Attention Offices for users of installations / public services

Housing Services:

- Information services and citizen attention for those seeking council houses

Administering the providing of services:

- Medium for the implementation of services and the administration of contracts
- Configurations

Campaign Management:

- Management of Campaigns

Back office for administrative processes:

- Back Offices for processing dossiers
- Information and virtual administration of administrative procedures

Own systems:

- Kairos365: multi-device and multi-language appointments
Professional and end user environments

Back office for administrative processes:

- Back Offices for processing dossiers
- Information and virtual administration of administrative

Campaign Management:

- Management of Campaigns



Our objective... helping our clients to meet their needs

CRM SOLUTIONS

We implement processes and manage services on the main CRM SAAS platforms on the market.



Interactive terminals



Apps

KAIROS365 SCHEDULING

Our technology can be fully integrated into your systems to give your organisation a complete basis for the centralised management of appointments, which also makes it easier for your current and potential clients to arrange an appointment in a totally independent manner.



1
The client requests an appointment over the telephone or on the mobility Apps.



2
Administration of the appointment from any device at any time.



3
Client reception. Administration of a new appointment.

KAIROS365 FSM

Kairos365FSM connects the field team to the client and to the rest of the operational areas of the organization. At Netboss we have redefined the concept of an FSM with a powerful and functional tool that focuses on operational needs, with a flexible solution that allows quick and easy deployments and evolutions.

The tool has built-in capabilities to adapt to business processes and operations seamlessly, taking multiple brand scenarios or various activities into consideration within an organization.



