



Company

IIMI offers you a complete contact center solution. We have a solid process in place, based on a secured technology infrastructure and backed by competent people. We are HIPAA compliant as well as ISO 27001:2005 certified. What set apart IIMI from others are its presence in three different countries and 12+ years of impeccable service record within the BPO industry.

People

The quality of call center agents ultimately decides the business results. As the front line worker, they dictate your customers' experience with your organization. Customers with a negative experience will go elsewhere.

Thousands of applicants are screened and the best are being selected for customer interaction jobs. Spoken and written communication skills are ensured to be up to the standards you demand. Our human resources include:

- 1,600+ full time and dedicated employees
- Added ON-CALL operators for rapid scalability
- Agents with neutral accents
- Agents with solid experience at other call centers serving US and European companies
- Background check & confidentiality measures

Process

How we deliver the service and solution to you is the "process". It is carefully planned out, regularly evaluated and periodically modified to gain incremental improvements. We monitor our own performance, look for scopes for higher operational efficiency and strive for increased customer satisfaction. We analyze our own mistakes, try to get to the root cause and remove any possibilities for a second occurrence. We try to predict "break points" and put in the necessary safeguards. We maintain an open communication throughout the process, both with our client as well as with any other stakeholders. This open communication builds the strong foundation for a solid process.

Services

Inbound and outbound telephone support, web-based assistance and email correspondence support for:

Inbound Call Center Solutions

- Telemarketing
- Customer Service
- Technical Support
- Order Taking

Interactive Solutions

- Help Desk
- Interactive Voice Response
- Blast Messaging/Voice Broadcasting
- Direct Response Management

Outbound Call Center Solutions

- Telemarketing
- Lead Generation
- Appointment Setting
- Sales
- Market Research
- Surveys

Back Office Solutions

- Fulfillment Services
- Data Entry Services
- Data Capture Services
- Web Based Research
- Medical Transcription Services



Technology

Reliability, flexibility and redundancies are the key considerations for IIMI in choosing the right mix of technology. Highlights of our technology infrastructure are:

- Absolutely secured infrastructure as required by HIPAA and ISO27001:2005
- Compatibility and integration between technologies
- Access to multiple service providers' networks
- Bandwidth provisioning on demand to facilitate quick ramp up
- In house support staff and enhanced service agreement with service vendor
- No single point of failure in the systems and the network
- Technology partnerships with multiple vendors
- Real-time and historical agent performance tracking with IVR technology to record and store successful calls
- Smart report generation including up-to-date online access to standard reporting and critical marketing information

But ultimately it is the people behind that technology that delivers. We at IIMI understand it and value it the most.

Differentiators

Diversified Country Risk

Our call centers are in three different countries: India, Sri Lanka and Bangladesh. All are 100% owned by IIMI. Local holidays and festivals never affect IIMI's 24/7 operations.



Secured

IIMI has already achieved ISO 27001:2005 certification for information security management.

We are also HIPAA compliant. Top international audit firm regularly audit IIMI to ensure its compliance to latest HIPAA Acts.



We are working toward achieving COPC-2000 CSP certification by demonstrating our compliance to over 30 different items of contact center performance as outlined in COPC-2000 CSP Standard.

Clever Reporting

IIMI's reporting is clever. It is customized, comprehensive, un-cluttered and available for you online. IIMI's job does not end with attending your customer calls. Next phase begins with learning from each of the interactions, gathering information, presenting that to you in a meaningful way.

We give you our performance, efficiency, talk and handle times. But more importantly, our clever reporting also gives you better business intelligence, deeper insight to your customer needs, habits and tendencies, finally the right tools to develop or improve your business. We can prove that your outsourcing call center operations to IIMI can actually generate profit for you.

Best Breed of Systems & Technology

We have a stable environment with over 99.99% uptime with multiple redundancies.

Unparalleled Track Record

IIMI has 12 years of experience in the BPO industry. We take pride in serving many Fortune 500 companies and world renowned blue chip clients around the world.



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