

Agitech is in partnership with Competent Synergies for business process operations. Competent Synergies offers a wide range of outsourcing solutions and services that are designed to make business processes run efficiently. Established in 1995, Competent has been a leader in business process outsourcing (BPO), Call Center and Manpower Outsourcing services for clients in the banking, financial services, telecom and insurance sectors in the Northern India. Competent is certified for ISO 9001:2000 Quality Standards. Competent's services are structured along domain expertise based industry verticals and specialized horizontal services; this ensures that the relevant operational skills are readily deployed for ensuring optimal service delivery.

• ■ ■ **Competent's BPO services include:**

- o Bulk Courier
- o Collection
- o Verification
- o Surveyors & Assessors

• ■ ■ **Competent's Call Center** ■

Competent has one of the fastest growing call centers for a host of services. Competent provides high quality, value added contact center services to almost all the major telecom service providers in Northern India as well as India's leading private and nationalized banks. These call centers offer support in English, Punjabi and Hindi languages. Inbound and outbound calls are supported with back office processing and support. Competent offers end-to-end outsourcing solutions as well as a host of integrated remote support services. These services include customer care and technical support through multiple communication channels, backend transaction processing, outbound collections and telemarketing. The company has a 24X7 call center at four prime locations in India in Chandigarh, Mohali, Jalandhar and Jammu with more than 900 seats live, extendable to 2,000 on 90 days notice.

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Competent Synergies is a leader in Manpower Outsourcing in Northern India. Competent provides clients the flexibility to supplement their organization with temporary, contractual and/or permanent staff. Consultants and candidates are chosen on the basis of industry expertise, geography and work experience. In a span of four years the company has provided outsourcing solutions to corporations in the telecom, banking and financial services sectors.