



Daleel
INTERNATIONAL



We listen.. We care

Company Profile



Daleel International Co. W.L.L

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About Daleel International

"Before we learn a whole lot about you, perhaps you should know a little about us first"

Daleel International was established in 2003 which belongs to Arabi holding group. We are one of the pioneers in the BPO and Call Center industry based in Kuwait .Our expertise lies outbound-inbound business processes and our outbound service includes Telemarketing, Tele sales ,Tele research, order taking, Lead generation, cross selling and up selling and Market surveys. Our Inbound service includes Customer support services, Helpdesk services, pre and post sales services and product enquiry. Our potential clients across various industry like Retail, Telecom, IT, Travel, Banks, Insurance and Automobile.

Our business is designed to help companies to increase their revenue without even worrying about day to day affairs of their customers. Daleel international has the necessary tools to give your customers the best experience. We are a quality-driven organization that believes in exceeding our client's expectations.

Our innovative teams, enterprising solutions, collaborative approach and long-term partnerships will give you a competitive advantage in customer service. Operational excellence and quality conformance are the benchmarks of the BPO solutions and call center services offered by Daleel International, Kuwait.

Daleel International located in the heart of Kuwait city, offers outsourced customer interactions services for Domestic and International Markets.

Our Unique Selling Proposition lies in providing our customers with Quality at the right Price. "Our motto in this regard is "You will come to us for our Price but will stay for our Quality".

Our Vision

To be a leader and maintain a profitable growth in the business process outsourcing industry by innovating and harnessing the energy, passion and teamwork of our people to offer solutions that delight our customers.



Our Mission

With our expertise and history of delivering on all agreements, we let you focus on your core competencies and promote and protect your brand. With numerous clients and distinct programs we achieve success by leveraging best practices and following strategic models based on our expertise and experience. We guarantee you:



- Cost reduction with peace-of-mind
- Reliable, risk-free business continuity
- Flexibility and control
- Scalable capacity to specific needs
- Comprehensive entry and exit plan
- Defined workforce realignment plan
- Minimized risk with maximized cost benefits

Our Core Values

Our core values are intrinsic to the way we work to strive towards leadership, trust and customer loyalty. We are dedicated to develop and deliver products & services that consistently exceed the expectations of our customers.



Respect: We respect and value our relationship with our customers, employees, all stakeholders and the society.

Commitment: We are enthusiastic and self-motivated team who are committed to provide innovative solutions and quality services to our valued customers. We are responsible and accountable for our actions in our work and personal life.

Customer Focus: Our success depends on the success of our customers. We provide our customers with our comprehensive experience and solutions so they can achieve their objectives effectively.

Innovation: We encourage innovation to shape our future. We strive to create an open and friendly environment, and recognize creativity and original thinking.

Teamwork: We work towards common goals through open communication, mutual support, trust and understanding. We respect each other and build upon our strength and experience.

Our Management

Our management is highly experienced in various capacities such as Contact centers; IT, Marketing, Operation's Cycle, and Management ...etc. and believe that learning is a never ending process.



We're engaged with and want to welcome ideas from all levels of the organization.

Our management listens carefully to our people who are in direct contact with the customers, in order to understand and develop the daily operations and communications.

Daleel's Services

Inbound Voice Services:

"Focus on your core business by outsourcing with us"

Customer support services:

The customer support services at Daleel International are devised to provide high-quality customer interaction, thereby nurturing relationships to their fullest. Multiple response channels cater to 24X7 customer support.

Pre and Post Sales Services:

In keeping with its credo of end to end solutions, Daleel International assists you in every stage of the process, including the pre-sales stage where it satisfies all the queries of your customer to after-sales scenario where your customer might need assistance with the usage of your product.

Help Desk Services:

The helpdesk services at Daleel International include offering 24/7 technical helpdesk for IT and non IT related firms like banks, financial institutions and other large and medium enterprises. The helpdesk will offer technical support including hardware and software related technical support, authentications and product support for internal employees of a firm and customers of the firm as well.

Toll Free Numbers:

Daleel International flexible toll free services enable your customers to conveniently communicate with you and your business. Our intelligent network lets you route incoming toll-free calls according to business needs and, in most cases, without any special equipment or significant expense.

Outbound Voice Service:

"Delight your customer in real time through us"

Daleel telemarketing helps your business to effectively and efficiently identify, target and acquire customers, giving your company an edge in guaranteeing better sales and return on investment.

**General Information Lines:**

Daleel International helps to provide customers with basic information about your company.

Product Information Lines:

Provide customers with specific information about your products and services.

Advertisement Response Lines:

Insure that incoming calls in response to ads get handled professionally and efficiently, even if your business is periodic, seasonal, or goes through peak times.

Campaign Measurement:

Helps you gauge responses to various marketing campaigns and evaluate their effectiveness.

Events Traffic Generation:

Allows you to plan for the event itself while we make sure that the right people will be there, by managing invitations and hit lists, and providing post event evaluation and follow up.

Database Profiling & Validation:

Gathers an invaluable archive of information on your potential customers, and allows you to segment the market and improve your targets.

Customer Satisfaction Surveys:

Provide you with essential information about where your business should be heading, by finding out how customers rate your products and services.

Tele Research:

Allows you to make rapid and comprehensive contact with the market, saving time, and keeping you one step ahead of the rest. This is achieved by working closely with renowned marketing agencies and other information-intensive businesses to collect relevant market data.

Tele-Sales:

Response To Sales Advertisement

Ensures that when customers call about a product being advertised the interaction is handled in a way that generates sales.

Lead Generation

Guarantees the proper follow up with your best prospects, allowing you to pinpoint and pursue better opportunities for making sales. It identifies, qualifies, prospects, and arranges appointments for your sales force, if required.

Order-Taking

Ensures the quickest, most cost-effective way of professionally processing sales and routing them to branches 24 hours a day.

Cross & Up Selling

Channels increase your average revenue per customer by matching your offerings to customers' carefully studied needs.

Distribution Channel Follow-up

Ensures outlets are constantly linked, for optimum efficiency in delivering your products and services.

Web Enabled Services

"Avail round the clock service to your customers through us"

Living In an era that is driven by technology & Internet, brings along the convenience of web enabled customer interaction. Its numerous unique benefits for your business include, among others, the optimization of business opportunities and cost savings. Daleel's web services



include real time e-mail management, live chat, web callbacks, webs collaboration, web call through, electronic FAX and e-commerce transaction processing. Here is the complete range of Daleel's web-enabled services.

E-Mail Responses:

The e-mails of your customers, generated from various sources, be it your advertising campaigns, business literature or sales calls, are responded to with utmost finesse by Daleel international.

Chatting:

Daleel international also offers on-line chat services to extend further assistance to your customers in every aspect of your business.

Customer Support:

Daleel international provides comprehensive customer support on web through various web enabled contact points.

Research & Analysis:

We carry out research and analysis over the web to provide our clients with relevant information.

Data Base Cleaning & Updating:

Another useful service offered by Daleel international is maintaining constant link with customers to keep the database alive and useful.

BPO Services:

"Let us Relax... we take care of your Data management services..."

Data Entry:

Data Entry referred as processing of data or text documents into programs with job specific instructions. Data entry can considered as process of entering data into a computerized spreadsheet or database. High level of accuracy and confidentiality are the essential requirement for the any data entry services buyer. A good data entry services will manage all data entry needs and can even advise how to reduce cost. Some of the data entry services of Daleel international are as follows:

- ✓ Online Data Entry
- ✓ Offline Data Entry
- ✓ Image Data Entry
- ✓ Database Data Entry
- ✓ Text and Numeric Data Entry
- ✓ Data Entry for Mailing List
- ✓ Catalog Data Entry
- ✓ Data Entry of e-books
- ✓ Data Entry of Surveys
- ✓ Data Entry of Questionnaires
- ✓ Data Entry of Company Reports
- ✓ Data Entry of Insurance Claims
- ✓ Data Entry from Printed / Handwritten Source
- ✓ Data Entry from Yellow Pages / White Pages
- ✓ Data Entry of Dictionaries& Manuals
- ✓ Copying, Pasting, Editing, Sorting & Indexing
- ✓ Legal Documents Entry

Data Conversion:

Daleel International provides **data conversion services** designed to meet the unique needs of all clients. We specialize in providing data conversion services to organizations with large amounts of information and complex system requirements. The goal of our data conversion services is to help you standardize your diverse information and store it in a central repository, allowing you to utilize it in your content management systems. Some of our services are as follows:

Document Conversion:

- File Format Conversion
- OCR
- DTP
- Internet publishing
- Books to HTML, XML, XHTML and MS Word
- Paper Documents/scanned images to MS Word
- Scanning and conversion of paper documents
- Book Conversion
- Scanned paper reports/images to Electronic Format
- XML Conversion
- PDF conversion PDF to text, HTML etc..

Database updating and cleaning:

Daleel International provides database updating and cleaning service designed to help companies to keep their data updated and transform database into a powerful marketing tool. Daleel International updating contact details and cleaning address from existing data. Database cleaning on the phone delivers quick, accurate, comprehensive results and extracts information from contacts that other methods cannot. Therefore we can help to make your data very accurate and up to date.

Other services:

Include the handling of reservations, subscriptions, and membership renewals. We also provide **Invoice printing & Distributing, Claims Processing, Collections and IVR (Interactive Voice Response)** services.

Future Services of Daleel International:

- HR & payroll processing
- Finance and accounting

Daleel International.. Your Right Choice

"Factors to choose Daleel International" IT Infrastructure Outsourcing Services

A company with advanced IT infrastructure which combines its platforms with technological innovation and automation to deliver its services to reputed companies in Kuwait and internationally.

Daleel International technology is state-of-the-art, giving you the leading edge in your customer program.

The infrastructure has been designed to provide redundancy in the network and equipment; ability to integrate / manage all technologies. Best in Class Equipment; have been used to provide uninterrupted, quality service to the customer.

In order to meet today's demanding call center requirements; Daleel International has developed substantial technology capabilities, including Internet enabled workstations for today's multi-channel contacts.

Our technical experts are specialists with multiple years of call center technology experience and are focused on program requirements, accuracy, quality, and system's effectiveness.

Our technology helps to deliver more rewarding customer interactions, and improves customer experience with faster response times, higher levels of accuracy and a consistent flow of information which strengthens your customer service .The end result is consistency and lower costs in operations delivery to guarantee greater end-customer satisfaction.

Human Resources:

Daleel International recruits, trains and retains its employees through best in class human resources practice. In this business, any success will rely on the people who are in direct contact with your customers.

Daleel is committed to employ and retain the best contact center professionals. We carefully recruit the right people for the right job and take the time train them for success, develop their career, and provide them with knowledge. We are hiring the finest by adapting the following strategies:

- Direct Recruitment Strategy
- Minimum graduate level candidates
- Resource selected to suit specific client needs
- Succession and progression
- Planning
- Employee reward and recognition
- Equal opportunities

Training:

Besides the generic induction training, Daleel international has several ongoing training and development programs.

These programs are tailored to suit specific client needs and individual aspirations and include process training, and product and Service enhancement training sessions. The realized performance measures are later summarized to furnish you with timely reports, so you can keep a tab on your business without a worry in the world.

Operating:

Operational excellence in the Call Center is like organizing and managing a successful event. Knowing the correct procedures of operations to excel and succeed to meet and exceed the customer requirements.

We handle our operation with excellence by providing continuous training and development, monitoring and evaluating the performance of our Agents.

We maintain quality in our operations and produce the weekly report to our clients which help them to understand the entire work flow of our operation.

Facilities:

Daleel International provides modernized infrastructure set up and rest place for the agents. We also provide specially designed workstation furniture, cafeteria and recreation area to our agents and its make them to feel more comfort, relax and energetic at all times. Our facilities help agents to increasing their productivity.

Our Methodology

For business process outsourcing & contact center, we act as an extended arm of our client or customer. Our call center operations provide efficient services to our clients to retain the customers. Therefore, a complete understanding of the clients business as well as its processes, practices and the local culture becomes very important.



We adopt a complete BPO & contact center migration and transition management, which comprises of the following activities:

- Identification of outsource activities
- Identification of outsource solutions
- Documentation of operating plan with performance requirements
- Pre-process training
- Client specific process training
- Implementation of project
- Continuous quality control
- Removal of irritants
- Completing the transaction
- Implementing the client feed back
- Continuous interaction with the client
- Comprehensive Implementation

Our Advantage

Our advantage goes beyond what clients have come to expect from a leading BPO & Contact Center services provider. The difference lies in our ability to exceed client expectations while consistently providing added value in the following ways:



- The use of innovative processes, ideas and technology to save clients money while delivering greater value and incremental benefits.
- A corporate culture dedicated to performing beyond client expectations
- Extensive use of Quality Management initiatives to enable process improvements exceeds industry benchmarks, identify opportunities for automation and eliminate redundancies
- "One-stop shop" for state-of-the-art global technology and BPO solutions."
- Proven partnering ability to become an integral part of your organization and strategy

Our Offerings

Focus on your core business by outsourcing your call center needs to our 24x7, high quality, multi-skilled Contact Center. Expand the capacity of your existing call center through routing the overflow and the off-working hours traffic To Daleel Contact Center. Extend the regional coverage of your existing contact through allowing Daleel Contact Center to handle your customers' contacts in the Middle East and the whole world. Assist you in building, operating, and improving the performance of your own call center.

Infrastructure:

Call Center Infrastructure is an important vehicle for its success. Daleel Contact Center depends on: Latest Technologies for the voice switching. Redundant connection to the telecommunication network through PRI trunks.

We are capable of handling multimedia contacts mail, (e-web chat, SMS, etc). Full continuity of business procedure is established to guarantee uninterrupted operations.

Quality Assurance:

Our quality assurance policy is to constantly evaluate our agent's performance and redefining standards. We never evaluate performance based on quantity only, but we consider the quality (customer satisfaction) in parallel with quantity as our benchmark for our agent's performance.

Another key component of our Quality Assurance is maintaining an environment where agents know they are part of your team. We recognize the fact that energetic, enthusiastic and self motivated agents can produce exceptional results.

These motivational tactics help us produce and retain a stronger and more productive workforce. In a service environment, once a mistake is done, the client immediately feels it.

At Daleel contact center we believe in preventing mistakes before they actually happen.

Accordingly:

Our agents and supervisors are certified. Our agents are mainly university graduates with required multilingual mix.

Flexibility:

We understand the kind of urgency to start and the seasonality of business, which the contact center has to Accommodate. We can setup most operations within 2-4 weeks as we have access to a large pool of skilled agents. We can increase/decrease our operation to match the contact traffic and the business needs.

Successful References

Our customers include government sector, private sector and reputed companies in Kuwait. A list of satisfied customers who have been able to increase their revenues and customer base by utilizing our services are shown below:



- *Al-Mulla Group*
- *Civil Service Commission*
- *Microsoft*
- *KAMCO (Assets Management)*
- *Bee Healthy (Beauty Care)*
- *Qualitynet*
- *Global Direct (ShowTime)*
- *Kuwait Airways Corporation*
- *Arabi Holding Group*
- *The Sultan Center*
- *Maachla Delivery Services*
- *ATW (EWC)*
- *Bait Al-Mal Company*
- *Gateway*

We developed proven experience and solid solutions in many sectors. A list of focused sectors is shown below, by industry:

- *Retail*
- *Financial institutions*
- *Information Technologies*
- *Telecom Services*
- *Travel (Airlines, logistics, cargo & shipping)*
- *Banks*
- *Insurance*
- *Real estate*
- *Hospital*
- *Hotels*
- *Law firm*
- *Automobile*
- *Home appliances company*

Contact Information

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To be always in touch

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