



## BUSINESS PROCESS OUTSOURCING



### GlowTouch BPO Services can recruit, train, and deploy resources quickly

Business Processes Outsourcing (BPO) involves moving certain functions from an organization to a third party who is very skilled in that area while lowering the total cost of performing the function. A direct and immediate effect of the outsourcing is a significant increase in productivity. This pushes the function out of the client's back-office, into a front office cost center, which can then be managed and driven by performance metrics.

Customer support is a common function that can be outsourced. Many businesses may have difficulty providing good customer service for various reasons ranging from lack of adequate staffing levels to the prohibitive cost of providing these labor-intensive services. GlowTouch BPO services can recruit, train, and

deploy resources quickly thus saving you time and money. Our teams in India are fully backed by our US headquarters and managed by experts to ensure quality. We can support 24x7 operations across the globe with the ability to scale to any size needed.

Low costs are to be expected, but our superior performance has emerged as the greatest source of long-term value creation for our customers. With GlowTouch BPO you can stay focused on the strategic areas of the business while we provide the tactical support needed to get things done. Contact us to learn how to leverage BPO in your organization to reduce cost and improve service levels.

**More  
Resources,  
Higher  
Productivity,  
Lower Costs**

BUSINESS PROCESS OUTSOURCING (BPO)	CUSTOMER SUPPORT	TELEMARKETING	DATA & DOC PROCESSING
"GlowTouch Technologies is our one stop shop for our technical and customer support needs as well as other business processes. They have been able to absorb all aspects of our business model in order to deliver an outstanding experience for our customers"	3 Tier phone, chat and email support for all many different types of customer support issues	Outbound telemarketing and sales support	Capturing, digitization, and processing of data from various sources