

Collaborate and strengthen,



e square services

let us take care of your  
Business Processes

- Hiring
- Training
- Payroll
- End-to-End Telesales
- Inbound Contact Center
- Customer Relationship Management

e square services

People behind esquare services have been involved in middle to top management positions in cellular industry of Pakistan, since cellular inception in Pakistan in 1990. Esquare services was established in July 2006, but before its inception its directors were involved in telecom consultancy & card payphone services, from the platform of Busy Telecom (Pvt.) Limited.

## services

### *1. Out sourced employment services*

We have been serving the contact center industry for long time, exclusively managing their hiring, payroll management, complete training including product knowledge and customer services support.

We are maintaining 400 customer service executive for Ufone call center, the second largest cellular service operator in Pakistan and 300 CSR for PTCL call center & contact center, largest telecommunication company of Pakistan, both are subsidiaries of Etisalat Dubai.

We have been hiring and training for McDonald's, Cybernet, Lakson and Express TV in the area of customer services, customer relationship and internal coordination. So far 88 CSR have been hired & trained.

### *2. Telecom consultancy*

Commercial turnkey consultancy to PTCL – for the launch of their WLL product, V-PTCL.

### *3. End-to-End telesales*

Apart from hiring, training & outsourcing employment services, Esquare is running exclusive telemarketing services for Ufone. Under this contract, we are managing Outbound Telemarketing operations for Ufone special promotions.

The scope of this contract include,

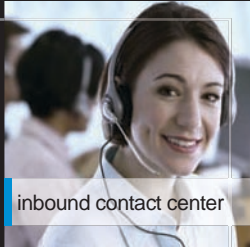
- Telesales
- SIM & hand set delivery
- MNP sales processing
- Document & payment collection
- Activation processing
- Managing Ufone inbound UAN: 111-333-700 (9am-5pm)
- Customer retention & billing

We have a full fledged customer relation management infrastructure, application software, procedure and human resource to maintain post pay customer's billing & collections.

We have state of the art call center setup to cater, multiple inbound and outbound campaigns.

#### 4. Training

We have rich training expertise in shape of our lead trainers. From basic customer service, call center & sales trainings to most comprehensive and internationally recognized/certified behavioral training programs, our training depth is unmatched, especially in telecom industry.



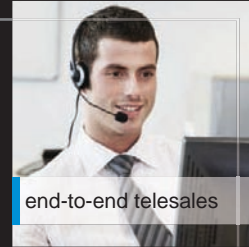
inbound contact center



hiring



training



end-to-end telesales



CRM

#### *Position statement*

*We are uniquely placed to serve any business,  
their need in the areas of  
Hiring, training, sales, CRM and payroll*

#### our valued clients

- PTCL
- Ufone (PTML)
- McDonald's
- V-PTCL
- Express TV Channel
- Cyber net
- Lakson
- EBM

#### key personnel

- Javed Ahmed Sheikh – *CEO*
- Mohammad Tariq – *Director Information Services*
- M A Azhar – *Director Commercial*

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