



COMPANY PROFILE

**Maximize Efficiency,
Minimize Costs:
The Easy way**

Reduce your HR costs by up to

60% 

2024



About Us

BPOZIP is a premier Business Process Outsourcing (BPO) partner dedicated to empowering businesses worldwide with innovative outsourcing solutions. With a relentless commitment to excellence, we strive to redefine industry standards and drive unparalleled efficiency in business processing.

OUR VALUES

At BPOZIP, our values are the cornerstone of everything we do. We are guided by integrity, professionalism, and a relentless pursuit of excellence in all aspects of our business.

Our Vision

To be the global leader in business process optimization, setting new standards of excellence, innovation, and quality in outsourcing solutions by delivering significant cost savings and exceptional value to our clients worldwide.

Our Mission

Our mission is to empower businesses with tailored outsourcing solutions that optimize performance, drive growth, and cut operational costs by up to 60 percent, ensuring long-term success and sustainability.

Our Goal

To be the preferred global BPO partner, renowned for excellence, a customer-centric approach, and transformative impact on clients' success, reducing operational costs, driving innovation, and delivering quality.



M.Safwan Bin Tahir

The visionary founder of BPOZIP

Specializing in seamless ecommerce operations management, Safwan brings over a decade of experience in offshore projects within the BPO industry, with a strong command of customer services and backend operations management. His strategic acumen and innovative approach have been pivotal in driving BPOZIP's success in optimizing processes.

As a seasoned professional in ecommerce operations management, logistics, customer services, and offshore BPO operations, Safwan spearheads initiatives to streamline operations, enhance efficiency, and reduce costs for global clients.

His commitment to excellence and relentless pursuit of innovation have positioned BPOZIP as a trusted partner for businesses seeking to thrive in both the digital marketplace and traditional sectors.

Safwan's leadership has not only propelled BPOZIP to new heights but has also set industry standards for quality and performance, ensuring lasting partnerships and sustainable growth.

Experience

BPOZIP (Founder & CEO):

Currently managing portfolio of multiple Southeast Asian ecommerce and logistics clients. Providing backend operations staff, de-briefers, customer services agents and 3pl key account managers.

STAPLES INC., Canada (Senior Manager Operations - Logistics & Fulfillment):

Lead multiple fulfillment centers operations, managing order flows with 3PLs across North America, and overseeing ground operations, planning, inventory, dispatch, and strategic partnerships.

ALIBABA Group (Global Head Transport - 3PL Logistics & Distribution):

Spearheaded e-commerce package delivery operations across South Asia, with 84+ 3PLs, handling 5M packages monthly, negotiating cost reductions, and optimizing delivery success.

ALIBABA Group (Global Head Cross border Operations):

Pioneered South Asian cross-border ecommerce, launched five fulfillment centers, achieving 6% to 22% growth, with reduced lead time from 30 to 10 days, and increased success rate from 65% to 85%.

TCS PVT LTD (Operations & Procurement Controller - MMS Logistics):

Handled logistics projects across Pakistan, overseeing a team of 484 staff members. Managing strategic project execution, ensuring efficient logistics operations and customer satisfaction.

Credentials

- Certified Supply Chain Professional (CSCP-APICS, USA)
- Masters in Project Management
- Master's in Business Administration (Supply Chain)
- Bachelor of Business Administration (Supply Chain)



Inbound & Outbound Calling



Live Chat Support



Help Desk



Email Support



CCTV Surveillance



Dispatch & Logistics Management Services

Things we *Love* to do



Digital Branding & Marketing



Lead Generation & Appointment Setting



Janitorial Services



Tailor made Outsourced Solutions



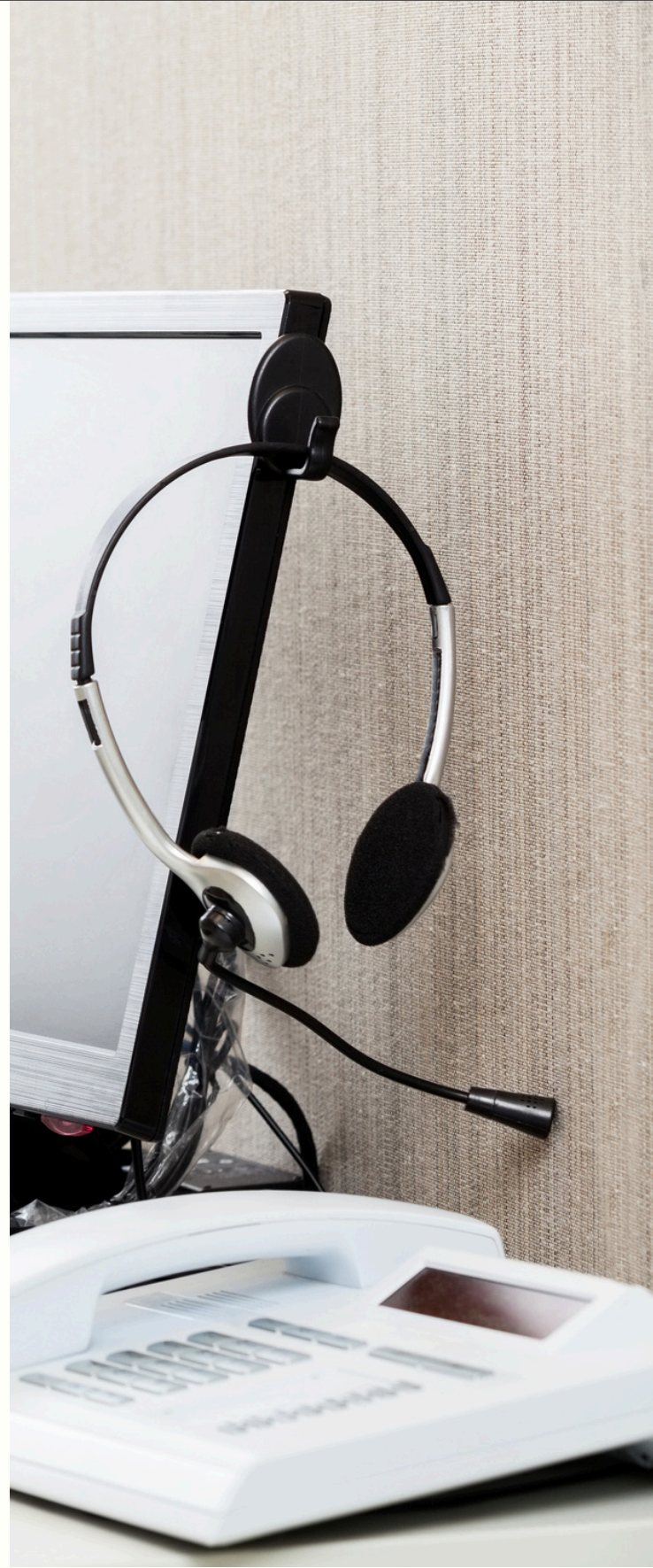


Inbound & Outbound Calling

Our comprehensive call center solutions are designed to expertly manage a wide range of customer interactions, including inbound inquiries, sales calls, and support services. We understand the importance of each customer touchpoint, which is why our trained professionals ensure every interaction is handled with the utmost professionalism and efficiency. By prioritizing customer satisfaction and delivering exceptional service, we help enhance your customers' experience and foster loyalty.

Our solutions seamlessly integrate with your business operations, allowing you to maintain high service standards without compromising on efficiency. We are committed to driving business growth by optimizing customer interactions, providing valuable insights, and supporting your sales and support teams. With our expertise, you can focus on your core business while we take care of your customer communication needs.

Partner with us to elevate your customer support, build lasting relationships, and see tangible improvements in your business performance. Our tailored approach ensures that your specific needs are met, and your customers receive the best possible service, contributing to your overall success.



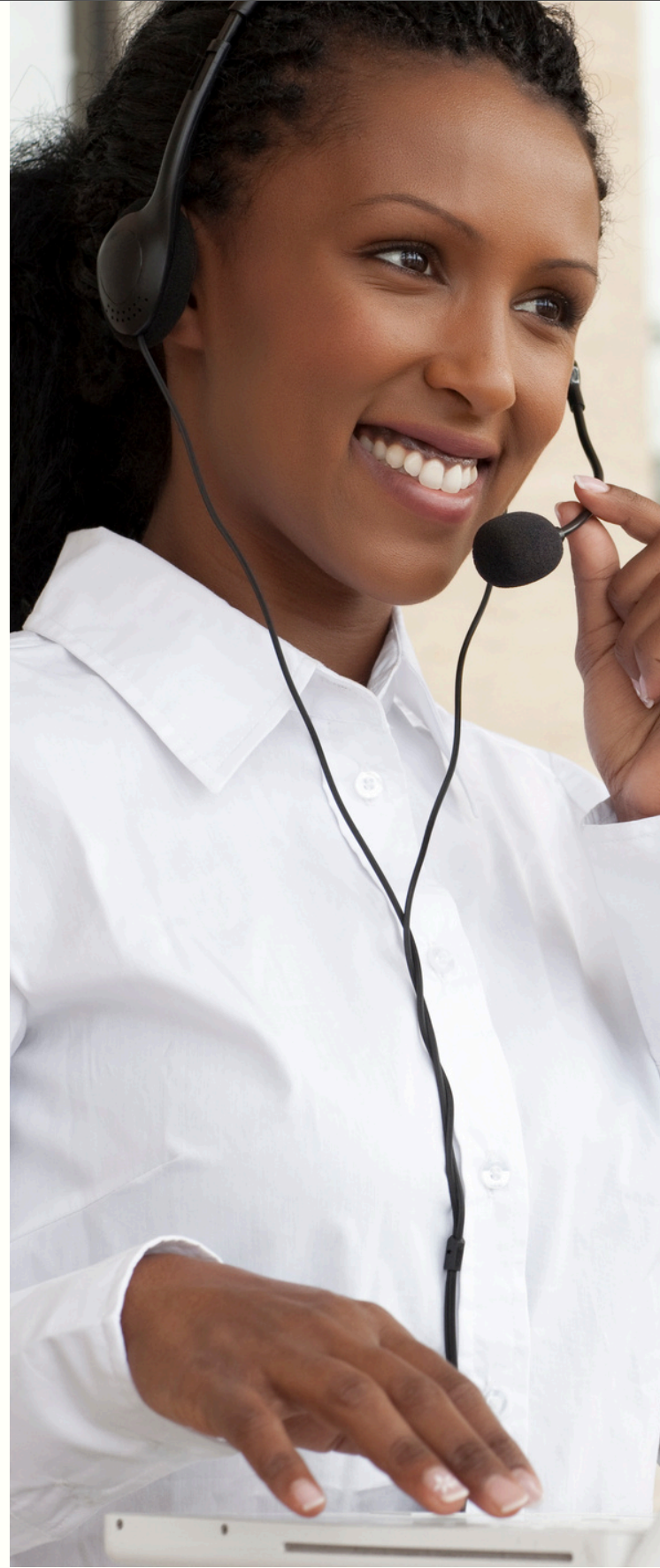


Live Chat Support

Whether you're a startup or an established company, our 24/7 live chat support team is dedicated to enhancing your customer experience. We prioritize real-time engagement, offering instant assistance tailored to each individual's needs, ensuring they feel valued and understood.

Our efficient live chat support drives conversions and boosts customer satisfaction by providing immediate responses, swiftly resolving issues, and offering guidance. With our trained professionals, you can trust that your customers receive top-notch support around the clock.

Experience 100% customer satisfaction with our live chat support services, seamlessly integrated into your systems for operational efficiency. Whether you're just starting out or have years of experience, our support can help you meet your customer service goals and drive business growth. Partner with us to deliver exceptional service and witness the positive impact on your customer relations and overall success.





Experience seamless technical support with BPOZIP's dedicated help desk team. Whether you or your customers encounter challenges, our professionally trained experts are here to efficiently resolve technical issues and enhance user experience. Trust our reliable help desk support solutions to keep your operations running smoothly.

At BPOZIP, we understand the critical role of prompt and effective technical support in maintaining productivity and customer satisfaction. Our help desk team is equipped with the latest tools and knowledge to diagnose and solve problems swiftly, minimizing downtime and ensuring continuity. We offer round-the-clock support to address issues as they arise, providing peace of mind and allowing you to focus on your core business activities.

Our service is tailored to meet the unique needs of your organization, offering personalized solutions and proactive maintenance to prevent potential issues. With BPOZIP, you benefit from a team that is not only technically proficient but also committed to delivering exceptional customer service. We aim to build long-term relationships with our clients by providing consistent, high-quality support that exceeds expectations.

Choose BPOZIP for your help desk needs and experience the difference our expert team can make. Let us handle the technical challenges while you concentrate on achieving your business goals.





Email Support

Enhance customer care and streamline communication with BPOZIP's prompt and personalized email support services, available 24/7. Our dedicated team ensures timely responses and effective resolution of customer inquiries, delivering a seamless experience for your valued customers.

At BPOZIP, we understand the crucial role of efficient communication in maintaining customer satisfaction and loyalty. Our email support team is committed to providing comprehensive assistance, addressing queries and concerns with precision and professionalism. Whether it's a simple question or a complex issue, we handle each email with the utmost care, ensuring that your customers receive the information and support they need promptly.

Our services are designed to integrate seamlessly with your existing customer support framework, offering tailored solutions that meet the specific needs of your business. With BPOZIP, you can rest assured that every customer interaction is handled with a personalised touch, reflecting the values and standards of your company. We prioritize clear and empathetic communication, turning potential challenges into opportunities to strengthen customer relationships.

By choosing BPOZIP's email support services, you can focus on your core business activities while we manage your customer communications efficiently. Experience the benefits of our expert team and enhance your customer service strategy with our reliable and responsive email support. Let us help you build lasting connections with your customers, ensuring their satisfaction and loyalty. With BPOZIP, excellent customer service is just an email away.





CCTV Surveillance

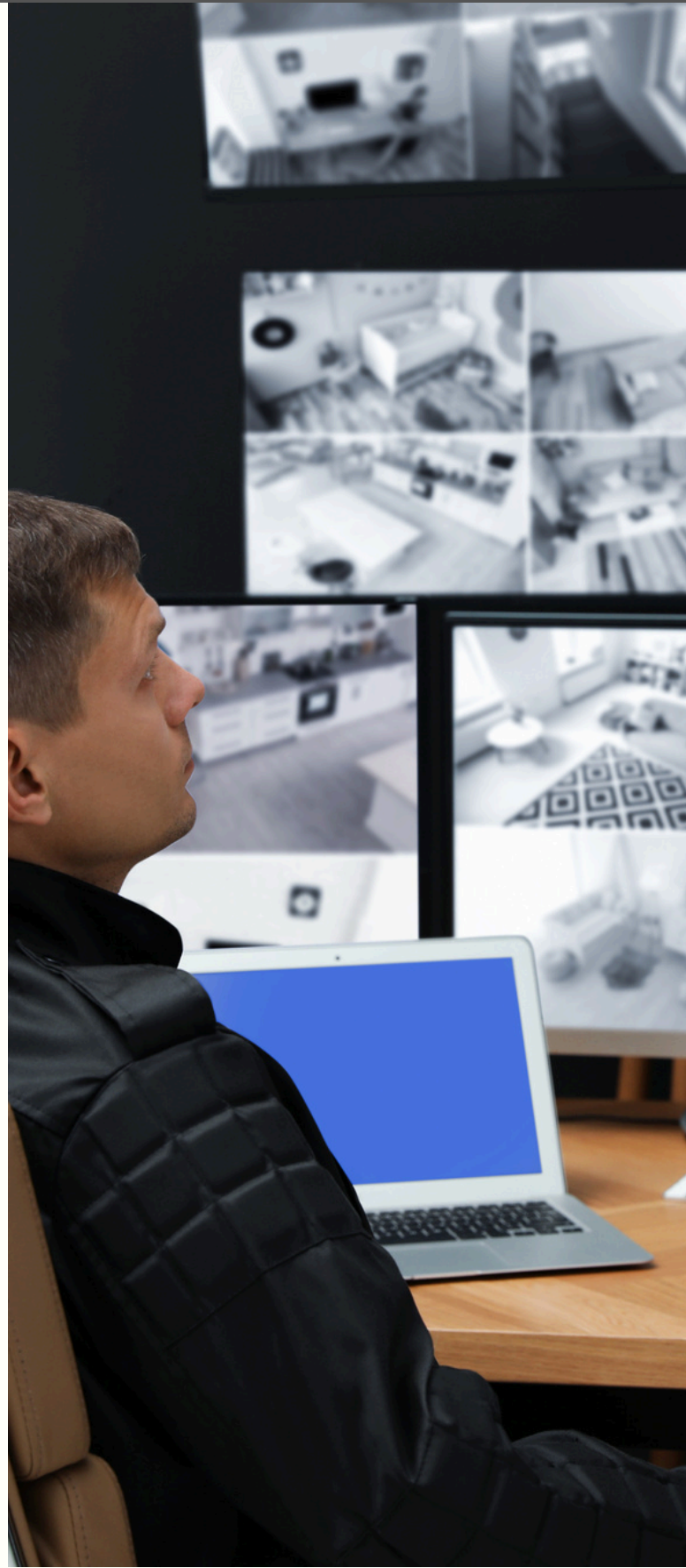
Our security-certified team monitors CCTV systems round the clock, providing real-time information and alerts as needed. Ensuring your premises remain secure and always protected is our top priority. Trust our vigilant surveillance solutions for peace of mind and proactive security measures.

At BPOZIP, we understand the importance of continuous surveillance in maintaining the safety and security of your property. Our expert team is dedicated to keeping a watchful eye on your premises, identifying potential threats and addressing them promptly. With our advanced technology and highly trained personnel, we offer comprehensive monitoring services that are both reliable and effective.

Our round-the-clock surveillance includes detailed reporting and immediate alert systems to keep you informed of any suspicious activities or security breaches. We tailor our services to meet the specific needs of your organization, ensuring that your security protocols are robust and responsive.

By choosing BPOZIP for your CCTV monitoring needs, you can focus on your core activities, confident that your security is in expert hands. Our proactive approach not only deters potential threats but also provides swift responses to any incidents, minimizing risks and enhancing overall safety.

Experience the peace of mind that comes with knowing your premises are under constant, professional surveillance with BPOZIP's vigilant security solutions.





Dispatch & Logistics Management Services

At BPOZIP, we offer comprehensive dispatch management services to optimize logistics operations across North America. Our dedicated team provides 24/7 support, ensuring seamless operations and prompt issue resolution. Using advanced tracking technologies, we provide real-time updates on delivery statuses, keeping you informed from origin to destination.

Our route optimization software plans the most efficient routes, minimizing travel time and costs while maximizing delivery speed and reliability. We also manage load planning to ensure trucks are fully utilized, reducing empty miles and improving overall efficiency.

We oversee driver scheduling, performance monitoring, and compliance with regulations to maintain the highest safety standards. Communication with customers about delivery schedules, delays, and other critical information is handled professionally to ensure high satisfaction. In case of unforeseen circumstances, our team responds quickly to reroute deliveries and minimize disruption.

Our services include detailed reporting and analytics on key performance indicators (KPIs), helping you make data-driven decisions to enhance your logistics operations. We also integrate our dispatch management services with your existing logistics systems, providing a seamless workflow. Partner with BPOZIP for reliable, efficient dispatch management that will elevate your logistics operations in North America.





Digital Branding & Marketing

Elevate your brand identity and market presence with BPOZIP's expert branding, digital marketing, and social media services. Our specialized team excels in crafting impactful brochures, professional reports, and memorable logos while delivering comprehensive marketing strategies that resonate with your target audience.

At BPOZIP, we understand the critical role a cohesive brand identity and effective marketing play in today's competitive landscape. Our seasoned professionals collaborate closely with you to gain deep insights into your brand values, objectives, and target market, ensuring that every design, digital marketing campaign, and social media initiative authentically represents your brand essence.

From captivating brochure designs that effectively communicate your message to polished reports that convey professionalism and credibility, we offer creative solutions that distinguish your brand. Our logo design services focus on creating visually striking and memorable logos that encapsulate your brand identity and values, leaving a lasting impression on your audience. Additionally, our digital marketing and social media strategies are tailored to amplify your brand's visibility, engagement, and growth across all online platforms.

With BPOZIP, you can trust that your brand and marketing efforts are in expert hands. Let us help you stand out in the market and unlock your brand's full potential. Whether you're launching a new brand, refreshing an existing one, or seeking to enhance your digital and social media marketing strategies, our dedicated team is committed to helping you achieve your goals and make a lasting impact in your industry. Experience the difference of partnering with BPOZIP for all your branding, digital marketing, and social media needs.





Lead Generation & Appointment Setting

Fuel your business growth with BPOZIP's expert lead generation and appointment setting services. We specialize in identifying and nurturing qualified leads, as well as scheduling appointments for your customers. Let us help you expand your reach, engage with potential clients, and accelerate your sales process effectively.

At BPOZIP, we understand that generating leads and setting appointments are vital components of a successful sales strategy. Our experienced team utilizes advanced techniques and tools to pinpoint and cultivate leads that align with your target audience and business objectives. From initial contact to appointment scheduling, we handle every step of the process with precision and professionalism.

By outsourcing your lead generation and appointment setting tasks to BPOZIP, you can free up valuable time and resources to focus on core business activities. Our proactive approach ensures that your sales pipeline remains robust and dynamic, driving business growth and maximizing opportunities for success.

Whether you're a small startup or a large corporation, our customizable solutions are designed to meet your specific needs and goals. Partner with BPOZIP and let us become an extension of your sales team, working tirelessly to fuel your business growth and drive revenue generation. Experience the difference our expert lead generation and appointment setting services can make for your business.





Janitorial Services

A clean and organized workspace is essential for productivity and employee well-being. BPOZIP's professional office cleaning services ensure that your work environment is always spotless and inviting. Our experienced team uses top-quality equipment and eco-friendly products to provide thorough cleaning tailored to your specific needs. From daily maintenance to deep cleaning sessions, we customize our services to fit your schedule and requirements, ensuring your office remains a healthy and efficient space. Our mission is to create a clean, healthy, and productive work environment through exceptional cleaning solutions designed to meet the unique needs of each client. With years of experience and a dedicated team of professionals, we ensure your workspace remains spotless, promoting a positive atmosphere for both employees and visitors.

We manage everything from dusting and wiping down all surfaces, including desks, chairs, and office equipment, to vacuuming and mopping floors to ensure they are clean and presentable. We empty trash bins and replace liners, clean and sanitize restrooms, restock supplies, and clean kitchen areas, including wiping countertops and appliances. High-touch areas like door handles, light switches, and elevator buttons are regularly disinfected. Our deep cleaning services include thorough carpet and upholstery cleaning, window cleaning, furniture polishing, and detailed cleaning of storage areas. We use eco-friendly disinfectants to reduce the spread of germs and viruses, ensuring a hygienic workspace.

Our specialized cleaning services include after-hours cleaning, event cleanup, and post-construction cleanup, all tailored to your needs. With a dedicated, trained staff and an environmentally friendly approach, we deliver reliable, high-quality services that minimize disruption to your daily operations. Our competitive pricing ensures you receive the best value for your investment.





Tailor made Outsourced Solutions

Specializing in handling tailor-made outsource projects and long-term contracts, BPOZIP offers services that include providing dedicated teams on demand to cover 100% of your backend operations. We excel in diverse areas such as medical billing, dispatch services, accounts management, and more, ensuring seamless integration and operational efficiency.

At BPOZIP, we understand the critical need for reliable and efficient backend operations to support your business growth. Our experienced professionals are committed to delivering top-notch services tailored to meet the specific requirements of your projects. Whether you need support for medical billing processes, dispatching services, or meticulous accounts management, we have the expertise to handle it all.

Our approach involves closely collaborating with you to understand your business needs and objectives. This enables us to deploy dedicated teams that integrate seamlessly into your existing operations, providing consistent and high-quality service. By leveraging our specialized skills and advanced technology, we help you streamline processes, reduce costs, and enhance overall productivity.

With BPOZIP, you can trust that your backend operations are in capable hands, allowing you to focus on your core business activities. Our commitment to excellence and customer satisfaction ensures that we not only meet but exceed your expectations. Experience the difference of working with a partner that prioritizes your success. Let BPOzip manage your backend operations, providing the support you need to achieve operational efficiency and business excellence.



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Thank You

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