

Infinet Outsourcing, Inc. (Infinet-O) is an outsourcing company based in the Philippines. We provide **Business Process Outsourcing (BPO)** and **Knowledge Process Outsourcing (KPO)** solutions. We offer flexible delivery options, each of which is built on a foundation of quality and continuous improvement. We are built to address the challenges of small and medium-sized companies who want to realize the full benefits of outsourcing.

We provide a wide variety of BPO services including Back Office, Research, Finance and Accounting, Contact Center, IT, and Healthcare Outsourcing Services. We serve a number of industries, where we have developed deep domain expertise including: **Technology, Healthcare, Social Media, Research, Financial Outsourcing Services and other services industries.**

OUR CONTACT CENTER SERVICE OFFERINGS



- Inbound Services
 - Customer Care
 - Technical Support
 - Orders Processing
- Outbound Services
 - Customer Satisfaction Surveys
 - Business Intelligence
- Social Media Services
- Call Management System (CMS) IT Solutions
- Back-Office Data Management Services

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Infinet Contact, a leading provider of contact center outsourcing services, understands that a reliable team of customer service outsourcing agents is what a client needs to establish a strong bond with their customers. Every contact an agent makes can create a huge difference on a company's relationship with their customers.

With our deep domain expertise and highly skilled and experienced customer service outsourcing professionals, and strong focus on operational excellence, Infinet Contact will recruit, hire, train and manage your team of customer service outsourcing agents and strengthen your contact center operations.

By providing cost-efficient and reliable contact center outsourcing solutions, we make it easier for you to achieve and exceed customer expectations. Focus on what you do best. We'll take care of the rest.



Efficient outsourcing company for SMEs



COMPANY BACKGROUND

- Incorporated in 2005
- Privately held
- Located in Makati & Legazpi, Philippines
- 350 employees and growing steadily

CLIENT BENEFITS

- Substantial labor cost reductions leading to improved margins and cash conservation.
- Improved ability to ramp efficiently and become a more scalable business model.
- Virtual employees without the overhead, without risk, and without losing control.
- Ability to focus efforts and investments on other priority deliverables.



WHY US?

- We differentiate ourselves through high performance, continuous improvement in value and trusting business relationships..
- We are ISO 9000, ISO 27001 and Six Sigma certified. Quality is part of our DNA.
- We are designed to meet the needs of small to medium businesses. Our business size allows us to provide detailed attention and personalized service that our clients require.
- We make outsourcing easy. We create 'dedicated operating teams', customized to clients' specific requirements that operate like a virtual department for our clients.
- We are cost competitive due to our focus on quality, proper infrastructure investments and our recruit-to-order business model.
- Our leadership team is multi-national, experienced, creative, reliable and obsessed with client success.

[DOWNLOAD OUR CORPORATE BROCHURE](#)

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