



**Maximize
Communication
Availability**



INFOVISION

“We are very happy with solutions provided by **ABS India**, that provides easiest of interface bundled with comprehensive reporting that is essential for any BPO back-end operation”

Raman Kalia – Manager IT

InfoVision Group (IVG) is one of the largest independent IT enabled services companies in India. With over 14 years of experience and 4200 employees focused on delivering solution in running call centers, database management and back office support services for domestic and international customers.

InfoVision has the necessary resources and expertise to be able to successfully set up and manage projects on a global scale. InfoVision Group has successfully set up and manages inbound / outbound call centers for large MNCs.

InfoVision has clients from diverse industries like retail, telecom, entertainment, IT, electronic goods, banking and insurance.

IVG's core offerings include:
Customer Interaction Centers
- Loyalty Programs, Direct Marketing, Business Process Outsourcing- Data Capture, Data Conversion. Mail Management - Loyalty Programs, Direct Marketing, Training & Consultancy, Fulfillment Services, Data Management & Mining. Enabling Software / Technology & Business Process Outsourcing- Integrated / Customized Software Solutions (CareVision), Analytical Data Management Tools.

InfoVision Group operates call centers for its customers worldwide.

InfoVision was looking for a system for generating reports

The company was looking for a communication partner who would plan, implement & deliver contact center solutions, using the existing infrastructure & without any additional infrastructure investment.



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The Alcatel solution involved installation of Alcatel Omni PCX Enterprise system, with 120 agents, A system so robust yet easy to operate could run customized reports.

Alcatel Omni PCX Enterprise & ABS India could implement complex contact center solutions with customized reporting utilities. ABS India's technical expertise, project management skills & Alcatel All – In – One service portfolio could execute the solutions without any additional infrastructure costs.

Today InfoVision effectively uses state of the art, reliable, Alcatel Omni PCX Enterprise which help seamless contact center management, cost reduction on communication and higher operational efficiencies.

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Thanks to InfoVision's confidence in ABS India & Alcatel, today communication is made very simple.

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