



"Your Customers Our Priority, Your Business Our Obsession"

ContactSMT, a division of SM Telesys Ltd (A Public Limited Company listed at various stock exchanges) provides various, third-party offshore services relating to the professional management of its client's customers. The facilities are effectively blended in a Delivery Center that provides third party solutions for telephone, email, web, data entry and data mailing.

As one of the leaders we believe in quality customer support services and other Business Process Outsourcing solutions. A truly international company, we seek out and obtain the best customer care professionals.

Our international approach translates into a dynamic combination of talent, technology, management and operational efficiency. All these help us to offer our clients, only the best. **ContactSMT** has, over the years, pursued its corporate objective of "Putting your business in touch with people - *Effectively, Efficiently & Competitively*", through a sharply focused growth strategy. It rides on the credo of achieving the highest level of performance by providing services through the right mix of relevant technology and quality management.

Being an offspring of a Telecommunications company, we understand technology better than most players in this market and are always ahead with the latest in terms of Software, hardware, CRM etc. It helps us to troubleshoot better and faster and contain costs.

The contact centers set up by **ContactSMT** at multiple locations in India have excellent infrastructure facilities and dedicated leased (OFC/Satellite) circuits connecting them to the US PSTN.



Our Corporate Objective

Putting your business in touch with people - *Effectively, Efficiently & Competitively*.

We offer a range of services carefully tailored to cater to the specific needs of our clients. Also available is a customized service basket wherein the customer can specify a set of desired services.

We understand your business and seek to build strong working relationships that deliver results. Our competitive pricing structure, delivery methodology and unique engagement models help deliver value from day one. Our quality commitments and innovative thinking are inherent in all our client engagements. Our fully functional, highly scalable, globally networked with standby hardware & Tele link with

"We are an ISO 9001: 2000 Certified Service Delivery Center".



An ISO 9001:2000
Company

"We have Six Sigma Process Controls & Improvement Methodologies"



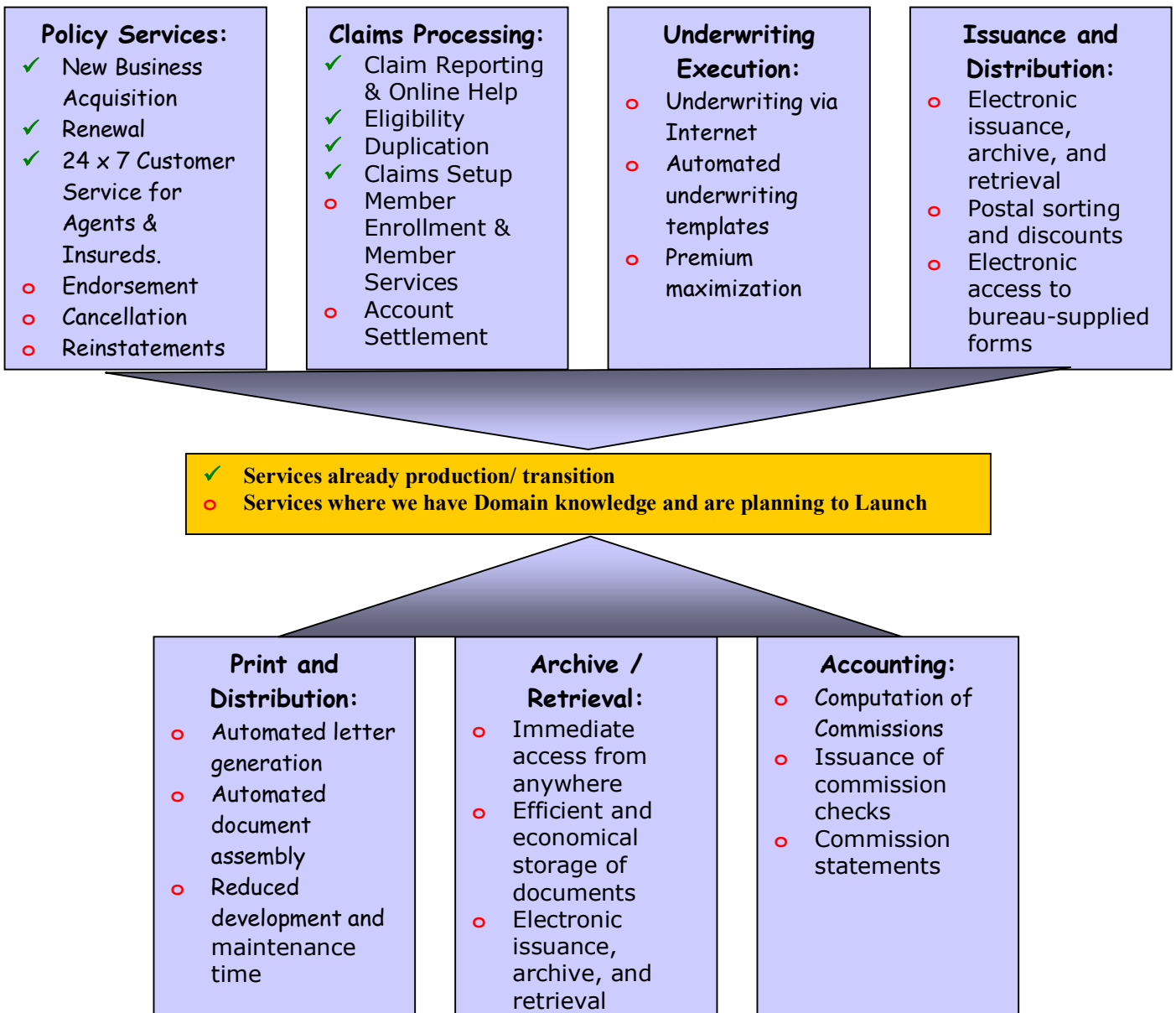
Our Services & Offerings

Insurance & Brokerage Services:

Policy administration for property and casualty insurance, life and pension annuities, or investments may not be strategic, but these business processes are still critical. ContactSMT combines this deep knowledge of the industry with proven outsourcing practices and state-of-the-art facilities to help you claim back time better spent on strategic



We provide the supporting information technology infrastructure & manage the business-process workflow - efficiently migrating operations to handle multi-currency capabilities, changing regulatory requirements, and other market drivers. We never lose sight of the importance of customer care and ensure you have skilled staff in every phase of the business process we're administering programs.



ContactSMT solutions and services help insurance companies customize their offerings more rapidly to meet consumer and agent preferences and motivations. We also help integrate numerous front, back and mid-office systems to reduce costs, and improve business processes. Through large scale dedicated Offshore Development Centers insurance industry clients have realized the high value impact that a flexible, high quality, and nimble partner can provide. We provide outsourcing services to global Insurance organizations.

ContactSMT Business process outsourcing (BPO) services helps insurance clients mitigate risks, re-engineer processes, launch new products faster, build systems and train people. We handle IT intensive business processes for our customers. Our proven global delivery model, combined with state of the art communication facilities and infrastructure helps us to provide services from data entry to knowledge services effectively. Our insurance processing services provide specialized solutions to the insurance sector and support critical business processes applicable to the industry right from new business acquisition to policy maintenance to claims processing.



Why ContactSMT?

ContactSMT operates both small and mid-sized Delivery Centers. Thus, depending on the client's requirements, the Company dedicates the facilities and services of one Delivery Center specifically for executing a particular campaign. The other advantages, which you as a **ContactSMT** Customer would enjoy, are:

1. **Experienced BPO team:** An experienced team having a strong background of shared & BPO Services and an experienced in bringing several multi-nationals into India.
2. **Experience:** Experience in critical process handling for various industry segments.
3. **Competitive pricing modules:** Transaction based pricing brings in a great deal of accountability.
4. **Derivability & Flexibility:** Transformational Model is linked to delivery of key performance measures thereby providing greater flexibility with 24 X 7 operations.
5. **Quick Ramp Up:** Ability to ramp up and deploy resources quickly
6. **Multi-location Contact Centers** linked with each other, building redundancies for round-the-clock operations.
7. **Quality:** High emphasis on quality ensures prompt & proper deliverables with zero deficiencies. Well-defined documented ISO 9001:2000 processes.
8. **Agent Quality:** Well-educated and trained agents with continuous retraining arrangements to execute campaigns.
9. **Technology:** State of the art, high-tech contact centers with the most advanced duplication network systems & software
10. **Training:** Ongoing course development for training & retraining based on everyday experience & improvement.



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