

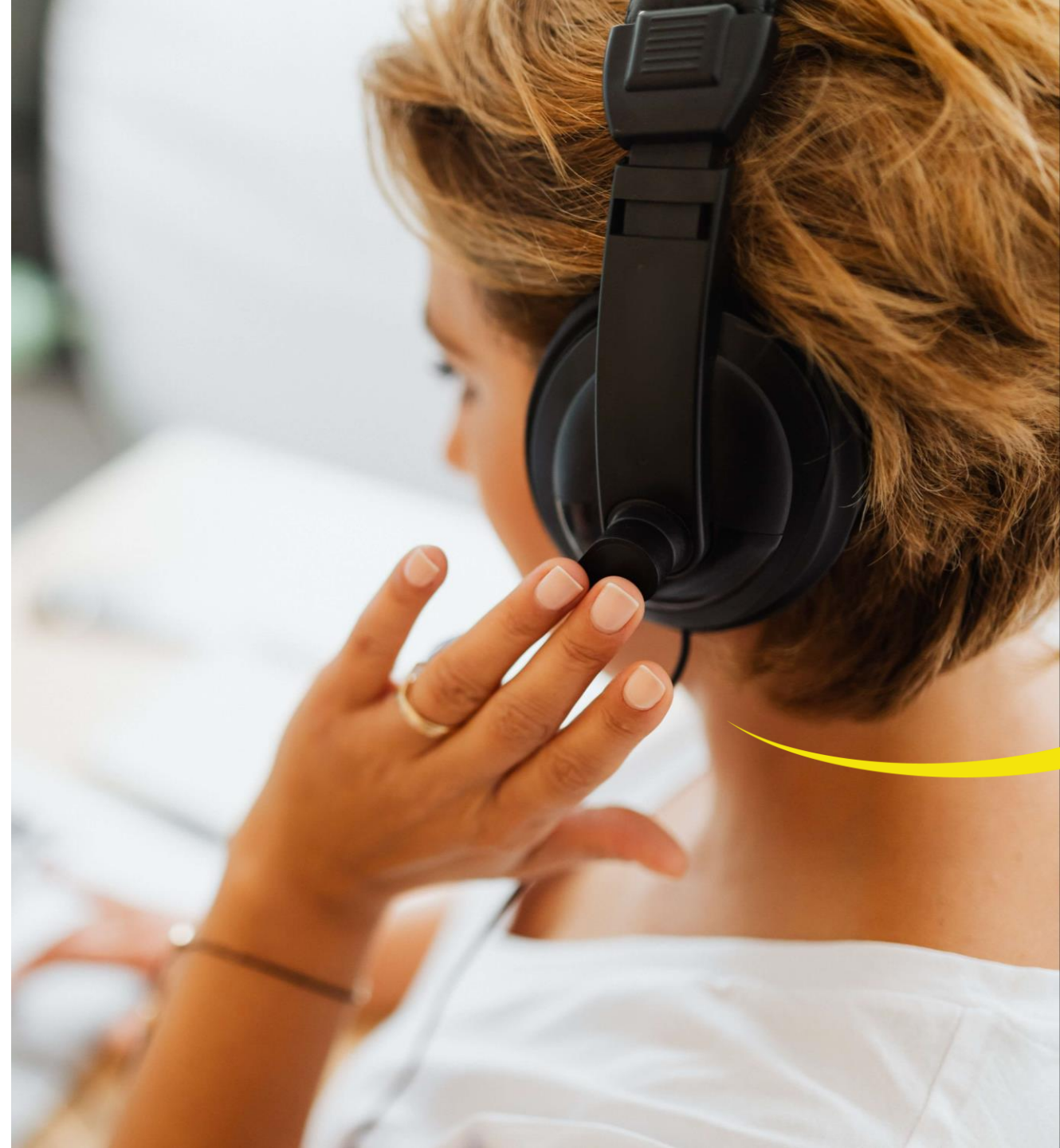


An ITG Company

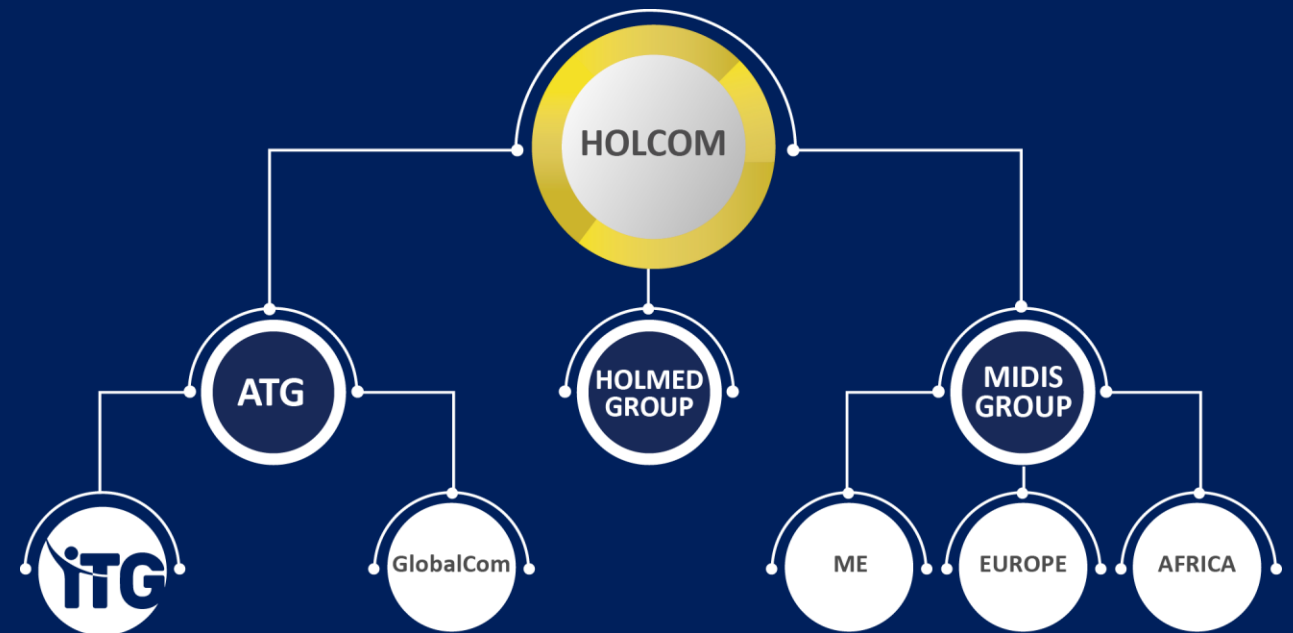
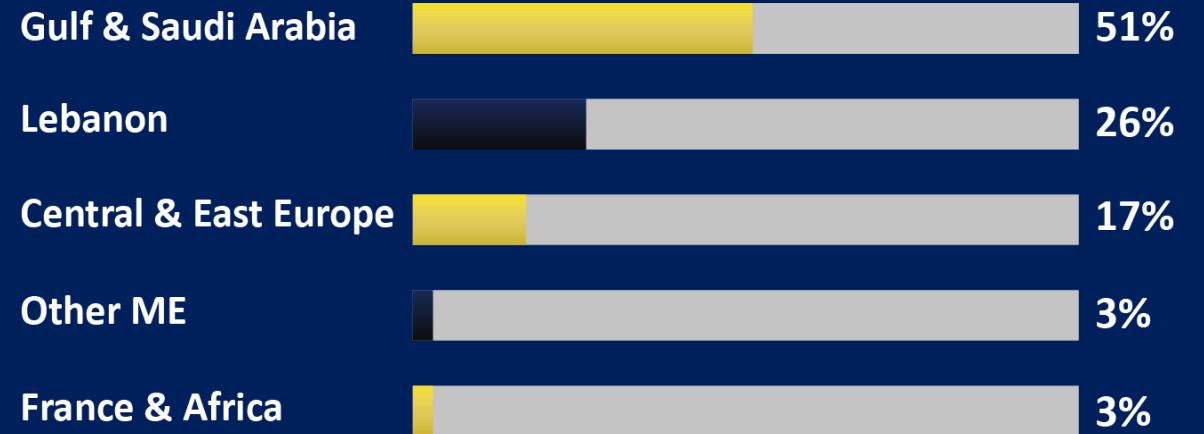
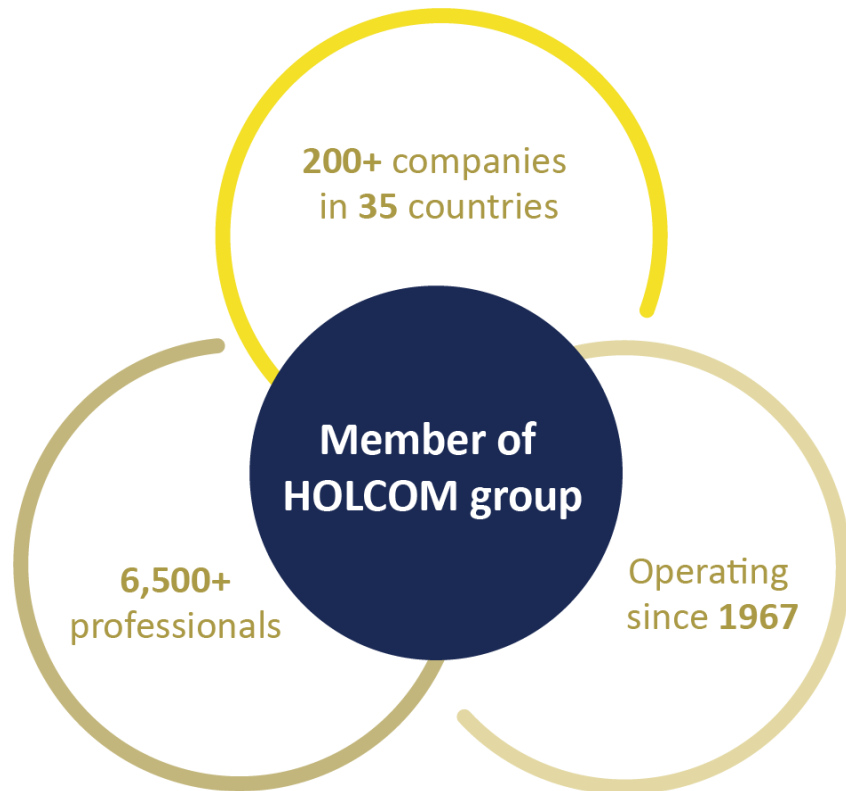
CORPORATE PROFILE 2026

Tony Mouawad

General Manager



OUR ROOTS



OUR AFFILIATES

Software & Solutions

AMIST

BRITGE

IMS

ITB

KLAREO

MDSL

PRIMEWARE

Enterprise & Services

ABSEGA

CORRUS

COPYTECH
SMART BUSINESS SOLUTIONS

Crystal
Networks

MIDWARE
data systems

TELESUPPORT
International

TELESUPPORT
Global

Site & Power

ECOSYS

MES
Mideast Energy Solutions

MPS
Mideast Power Systems

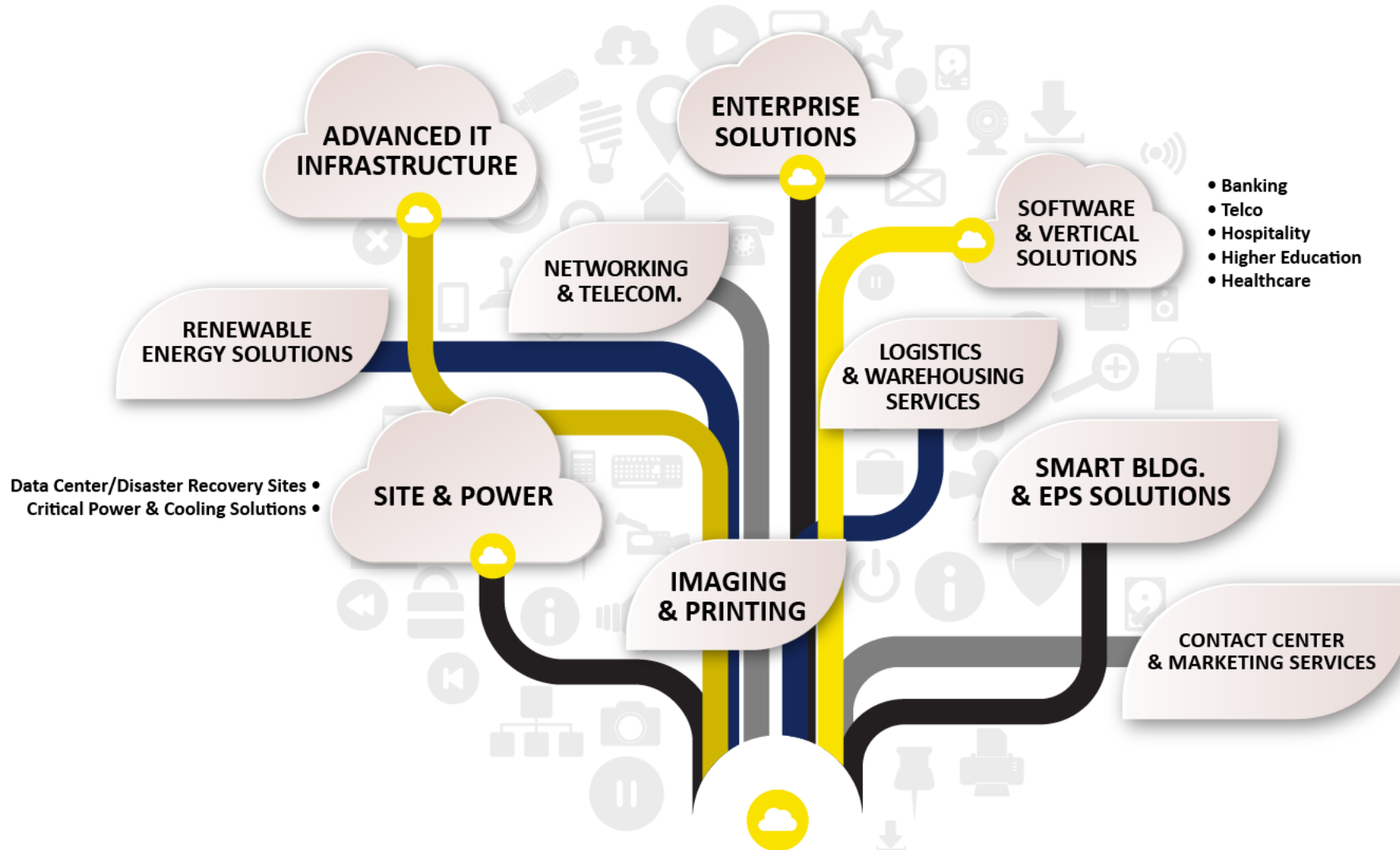
Distribution & Retail

460estore
An ITG Company

PCDealNet

X-TREME
LOGISTICS

OUR SOLUTIONS TREE



Also available as a CLOUD-based service

INTERNATIONAL PRESENCE



OUR SETUP



Open 24/7
Covering all time zones



**250+ support stations
equipped with**

- Networked Computers
- IP Phones



252+ Employees



14 Voice E1's
(410 voice channels)



VoIP ready
– Unlimited



OUR SYSTEMS REDUNDANCY

Redundant Facilities

In Lebanon 2 call centers working as one, and in parallel
Beirut | North Lebanon
An additional layer of business continuity is ensured through TSG in Tunisia, serving as a backup facility

Redundant Connectivity

Local provider
Satellite provider

PBX Redundancy

2 PBXs working in parallel mode
Calls can be easily diverted to another call center



OUR EMPLOYEES PROFILE

Graduates

in Computing Sciences,
Engineering, Business
Administration, & others

Recruited on the basis of essential skills

Communication, positive
attitude, persistence,
enthusiastic, passionate
for customers, adaptable

Customer service oriented

Trained on technical & soft skills

Multi-lingual



WHY TO OUTSOURCE YOUR CALL CENTER?



WHAT DO WE DO?

**We take in charge your call center needs
and let you focus on your business**

We process your inbound & outbound calls using

- Updated call center technology
- Trained resources to meet your requirements
- Our processes and systems refined by our experience



OUR EXPERTISE



OUR EXPERTISE

IT SUPPORT

- 21 years of experience
- Diverse technical know-how
- Capability to accommodate different levels of support
- Availability of labs to train our agents



OUR EXPERTISE

SALES

- **14+ years experience in Inside Sales Organization, creating opportunities, and generating & closing leads**
- **13+ years in account management with a team that has done an excellent job in closing deals on international market**
- **17+ years in Telemarketing**



OUR EXPERTISE

CUSTOMER SERVICE

- 15+ years of experience
- Catering for customer needs is in our DNA
- Polyvalent team



OUR EXPERTISE

COLLECTION

- **7+ years of experience**
- **Skilled team**
 - Specialized in collections
 - Accounting background
 - Familiar with legality processes



OUR EXPERTISE

LIVE CHAT SERVICES

Live chat services help add a human factor to your website, allowing your business to tell its story, and solve customer issues all at once

- Real-time convenience to customers
- Build customer loyalty
- Improve your service
- Develop deeper customer relationships
- You stand out amongst competitors
- Cost efficient



OUR EXPERTISE

AI-POWERED SOLUTIONS



OUR EXPERTISE

INDUSTRY SECTORS

- Banking
- Telco
- Distribution
- Information Technology
- Insurance
- Internet Service Providers (ISP)
- Service Companies
- NGOs
- E-commerce

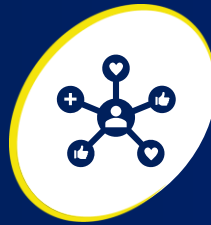


CUSTOMER ENGAGEMENT CHANNELS

Unified through an AI-powered omnichannel platform



Voice Support



Social Media



Email



**Live Chat /
Instant Messaging**



Mobile App



OUR AGENTS MANAGEMENT

Strong Emphasis on Initial & Continuous Training

Training Topics

- Telephony skills
- Customer approach
- Telesales techniques
- Generating leads & cross selling
- Handling irate customers
- Job-specific training

Coaching

- Call Center culture
- Importance of logistics
- Process & procedure
- Customer orientation

Organization Structure

- Experienced supervisors managing the agents

Good Work Environment & Atmosphere

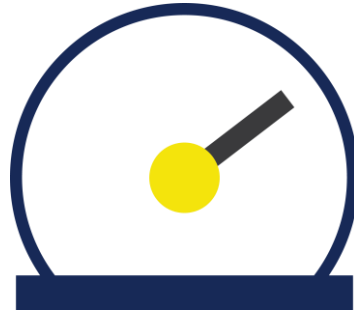


OUR PROCESSES



**Flexible to Adapt
to Customer Specifics**

- Technologie
- Logistic



**Measurable and
Constantly Improved**



**Based On
Best Practices**



QUALITY ASSURANCE



We dedicate external people to perform live Quality Assurance (QA)



Supervision of agents | 24/7



Based on the results of each QA, we generate customized training sessions for our agents



Escalation process & support | 24/7

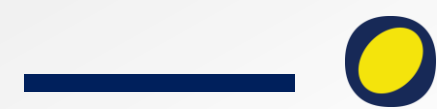
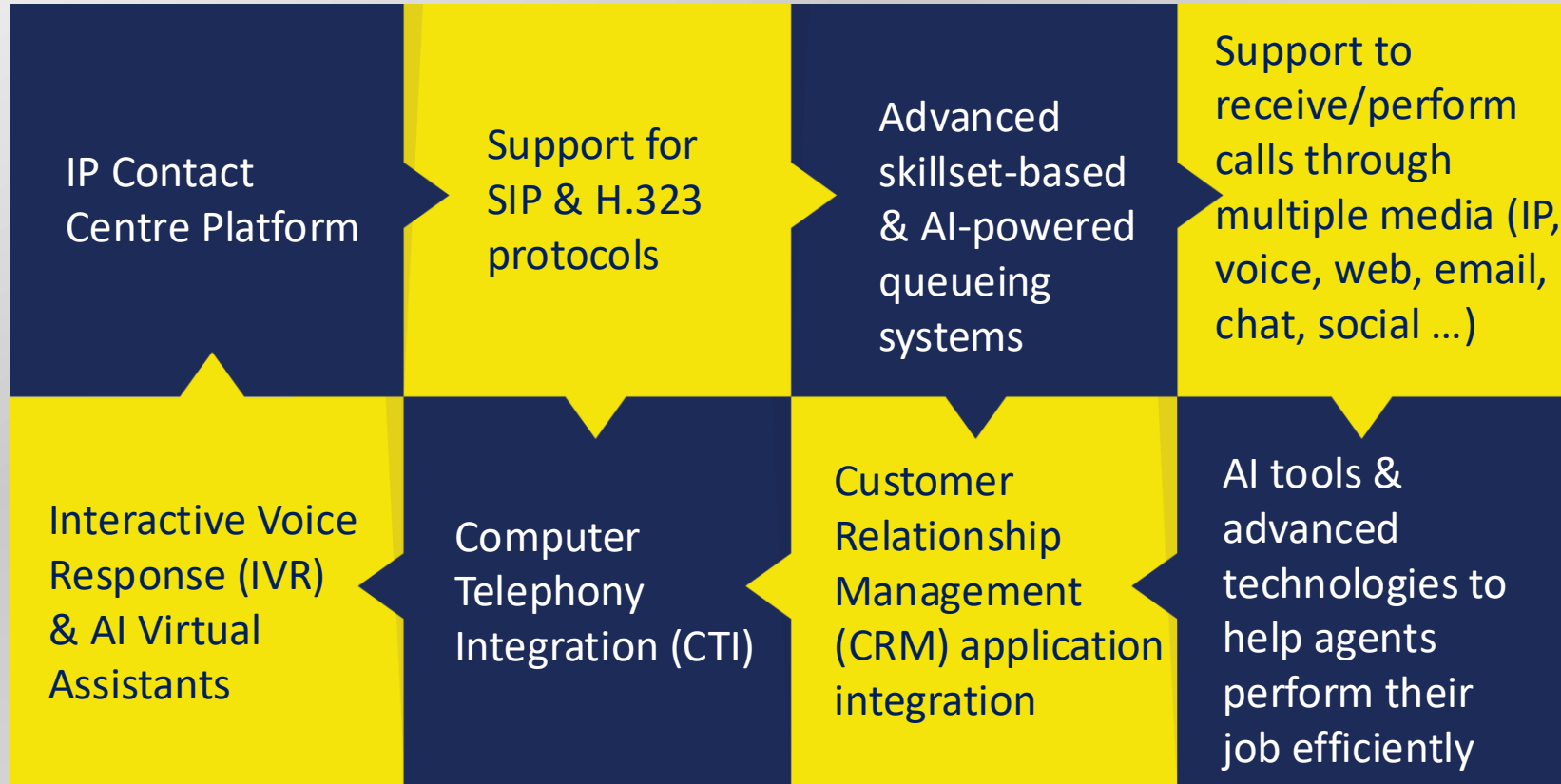


QA approaches

- Listen to live and recorded calls
- Call and act as a customer



OUR TELEPHONY & COMPUTER TECHNOLOGY



SCALABILITY OF OUR RESOURCES

Telephony System

- 1,400 stations
- Any type of incoming lines, E1, Cell, providing

Robust Applications

- Call logging database
- CRM
- Others

People

- Increasing resources per project / period

Facilities



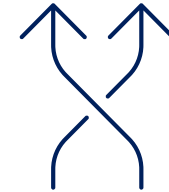
OUR PERFORMANCE



**Current Volume
of Daily Calls**
(Excluding the outsourcing
team calls) More than
15,000 calls



**Average
Response Time**
Less than 30 seconds



Resources and technology
are easily upgraded to
accommodate
new projects

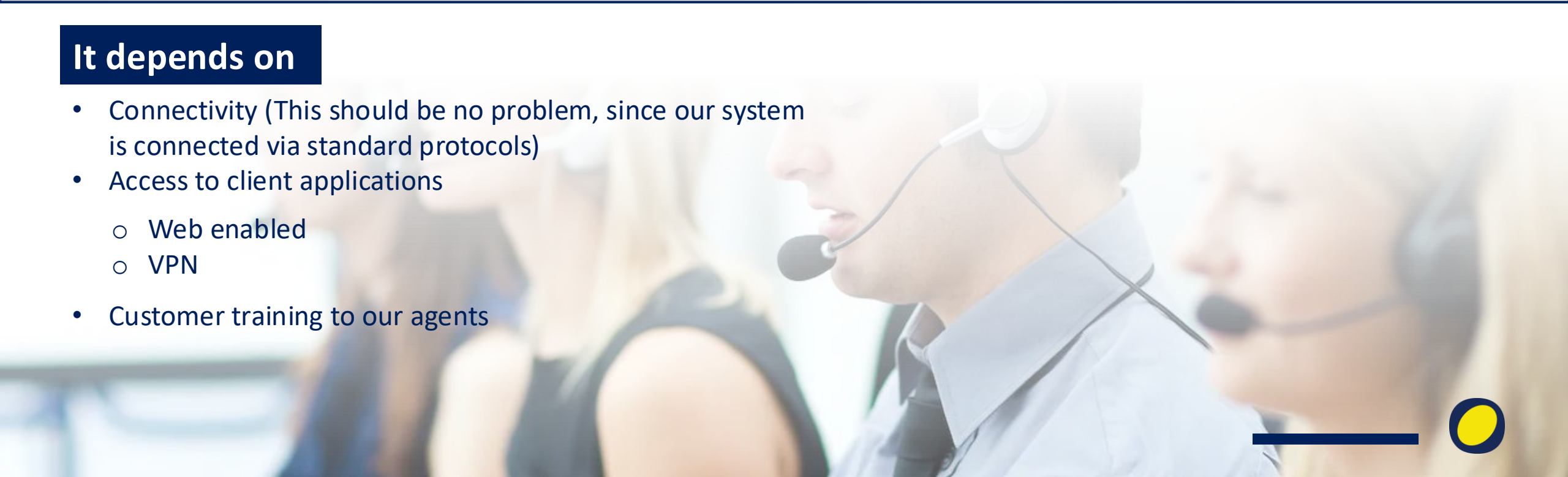


READINESS TO TAKE THE FIRST CALL

**Based on our experience,
it takes 2 weeks to 3 months**

It depends on

- Connectivity (This should be no problem, since our system is connected via standard protocols)
- Access to client applications
 - Web enabled
 - VPN
- Customer training to our agents



OUR CLIENTS

International Support

INFORMATION TECHNOLOGY



OTHERS



OUR CLIENTS

Local Support

BANKING



INSURANCE



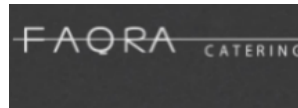
OUR CLIENTS

Local Support

ISP / TEELCOM



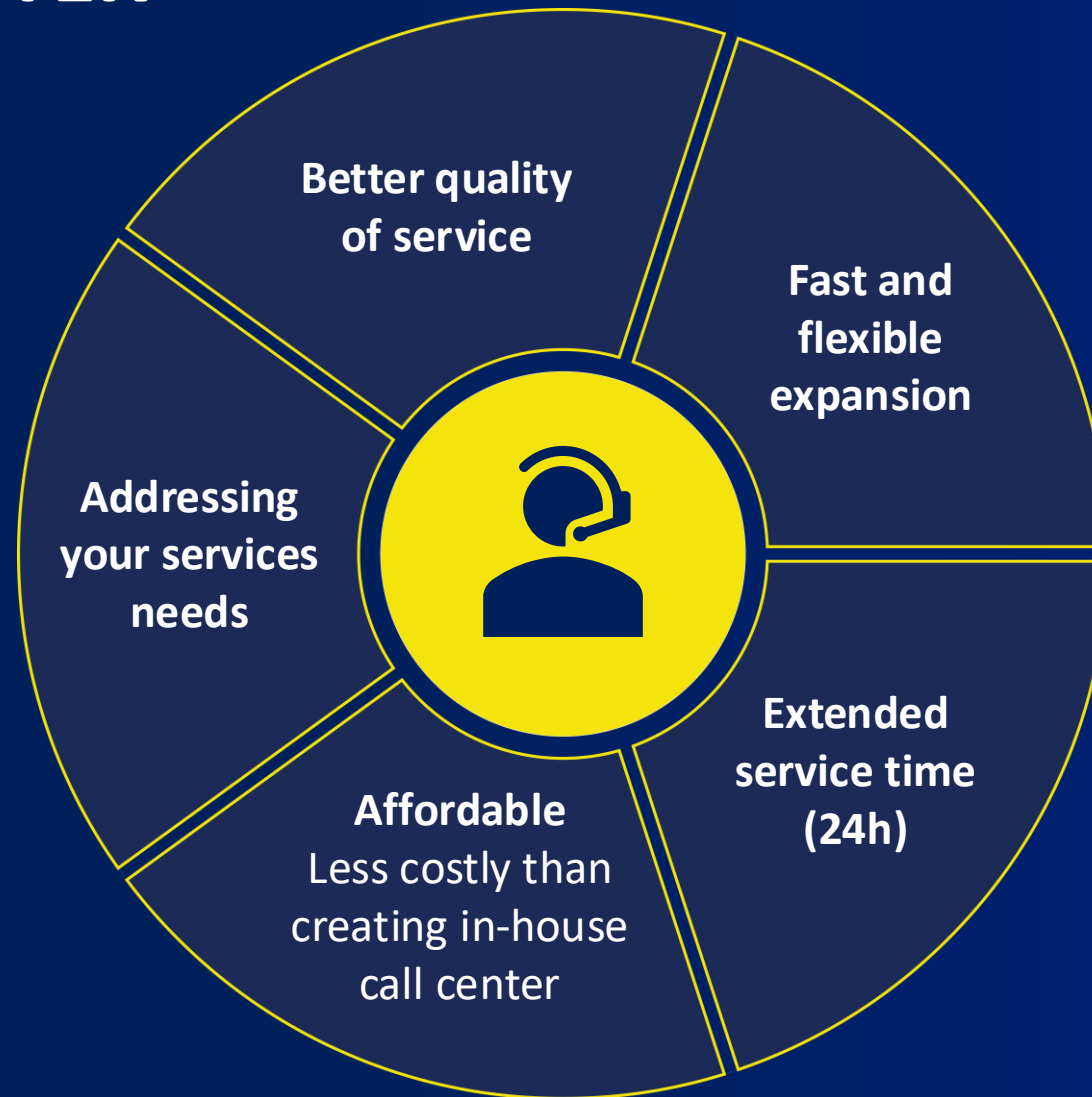
OTHERS



OUR CALL CENTER



ADVANTAGES OF OUTSOURCING YOUR CALL CENTER





An ITG Company

For more info

www.telesupport-int.com

