

Voxtron Middle East

Corporate Profile

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Contents

- Company Profile 3**
 - Vision..... 3
 - Mission..... 3
 - Quality Policy 3
 - Founded 3
 - Our Team 4
 - Website 4
 - Offices..... 4
 - UAE..... 4**
 - Qatar..... 4**
 - India 4**
 - Management 5
- Products and Services 6**
- Key Customers 6**
- Key Partners..... 7**
- Why Voxtron..... 8**

Company Profile

Voxtron is based in Dubai, U.A.E has offices/affiliates in Germany, Austria, Belgium, Italy, Turkey, Tunisia, Hong Kong, Portugal and Thailand. For over a decade, we have been providing affordable customer engagement optimization solutions from leading technology vendors such as Enghouse Interactive, Sage, Verint, Clarabridge etc. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor.

Amongst the customers of Voxtron are large outsourced call centers and service providers, medium-sized and large companies, municipalities, bank and insurance companies, wholesale & retail companies etc.

Vision

To evolve into a global ITES solutions provider for every business house

Mission

Building lasting solutions through proactive and quality deliverables.

Quality Policy

We at "Voxtron" are committed to be recognized as a quality and proactive end to end IT Solutions provider. We shall strive to exceed our customers' expectations first time, every time considering their current & future needs. We shall enhance our technology, infrastructure and technical know-how to achieve continual improvement.

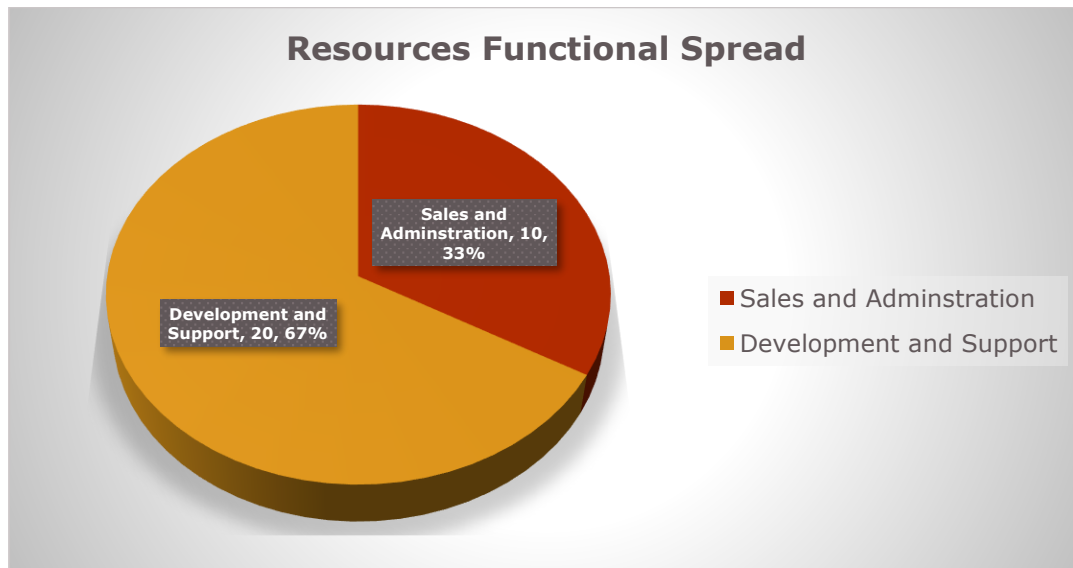
Founded

Voxtron Middle East is established in January 2010 in Dubai as a limited liability company under the laws of chamber Commerce, Dubai.

Our Team

Each and every one of our employees represent the spirit of our company: driven, committed, and passionate about their work. Our people are carefully chosen, highly skilled and meticulously trained. We go to great lengths to identify self-starters with diverse experience and skill sets to produce not just an effective workforce, but a well-rounded, talented and complementary team. We have the Commitment to highest quality, professionalism and ethical standards in everything we do. We encourage a customer focused culture and believe in going the extra mile to deliver against our promises and exceeding customer expectations.

30 resources are employed in Voxtron Middle East.



Website

www.voxtronme.com

Offices

UAE

Voxtron Middle East office in Dubai at M103, Al Hilal Bank building, Al Qusias, Dubai UAE,

Tel: +971 4 293 0000, Fax: +971 4 280 7572

Qatar

505, Markaz Al Mana Building Street No. 310, Zone No. 16 Al Mattar Street, Najma, Airport Road Doha, Qatar

Tel: +974 44864472

India

Office #:9A-6, 9th Floor, Wing1. Jyothirmaya, Infopark Kochi Phase 2

Ernakulam, Kerala, India

Management

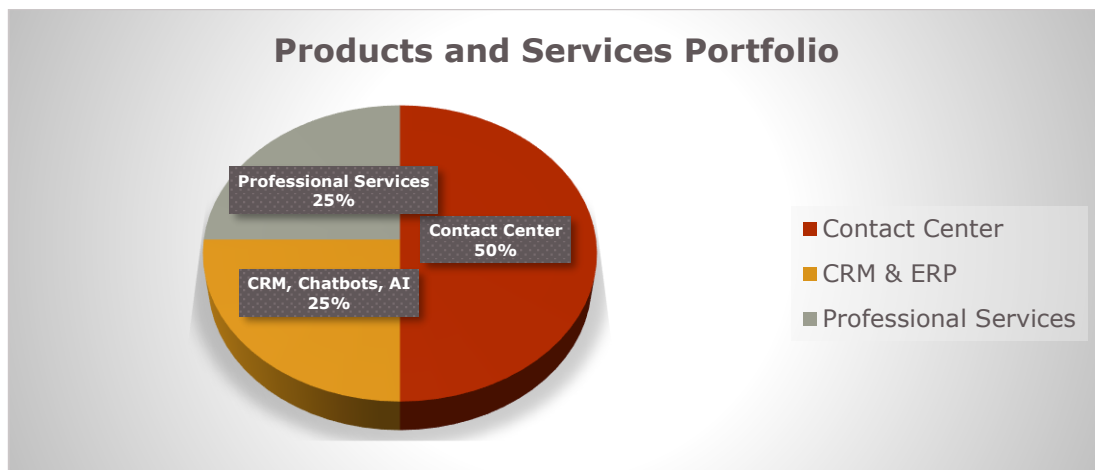
Our management team comprises of professionals and technology experts who stress on high standards of corporate governance and business ethics. In addition, a team of experienced and dedicated professionals hold functional responsibilities in key areas to assist the management.

CEO: P. Thomas is a Computer Science Graduate with an MBA having 20+ years of IT industry experience. He has been associated with Voxtron for more than 15 years,

CTO: Prakasan Venkatachalam is a Science Graduate with over 20 years' industry experience. He is specialized in telephony applications and has over 15 years of direct experience with Voxtron products

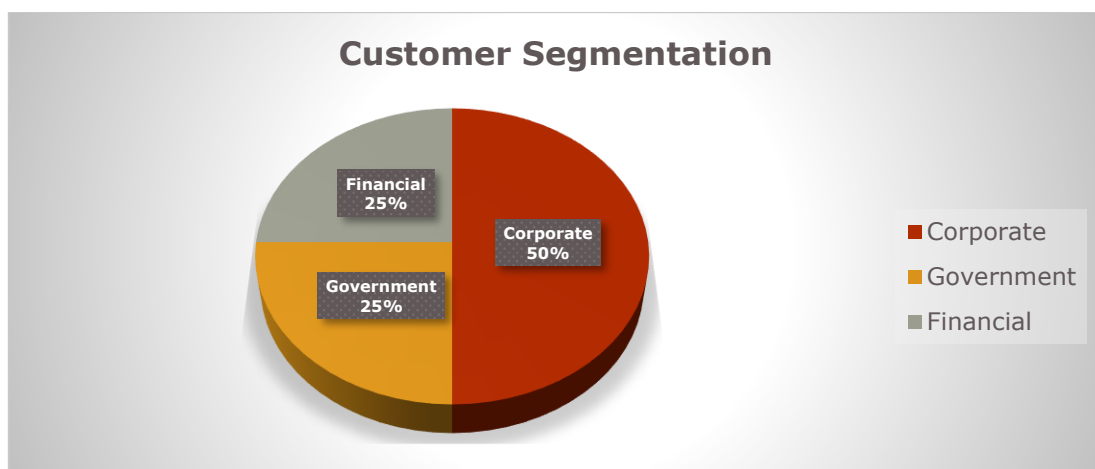
Products and Services

Voxtron specializes in providing customer engagement/interaction optimization solutions such as Omni channel contact centers, Self-service applications, CRM solutions, Workforce optimization Suite, Social Media Monitoring, Chabot's & Conversational AI solutions, Enterprise Complaint and Feedback Management Systems etc. These solutions help organizations enrich customer interactions, improve business processes, and optimize their workforces in order to enhance loyalty, increase revenue, mitigate risk, and manage operational costs. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements. Our solutions are based on the realization of numerous projects and the needs of our customers.



Key Customers

Voxtron has the experience and track record in building long-term relationship with large organizations and has built an impressive client list on the strength of its track record to successfully deliver projects on time and cost without compromising quality. This is reflected in our blue chip customer base of more than 250 clients in the region and over 1000 installations worldwide.



Key Partners

We have partnered with many leading technology vendors and use best-of-breed technologies, products, and services to develop solutions for effective deployment.



**Enghouse
Interactive**

Multimedia Contact Centers, Customer Interaction Solutions, Voice Recording and Quality Monitoring Solutions, Real-Time Speech Analytics



**Customer Relationship Management
Sales Force Automation, Marketing and Customer Care, Microsoft Gold Partner**



Odoo is a suite of open source business apps that cover all your company needs: CRM, eCommerce, accounting, inventory, point of sale, project management, etc.

COGNIGY·AI

Conversational AI



Chatbot's & Conversational AI, Enterprise Messaging Solutions

Why Voxtron

Solutions today are rarely simple — they demand technologies from a range of vendors plus skills across a number of disciplines. We have a highly skilled, highly experienced, highly competent resources to deliver the most challenging projects. Our involvement spans consulting, design, implementation and comprehensive post-sales support, including 24/7 cover and a quick response time, which is unmatched and key driver of competitive advantage for **Voxtron**.

- **Voxtron** has over 20 years of expertise in providing customer interaction solutions
- 250+ regional customers
- Wide range of customer interactions solutions under one roof
- Highly Knowledgeable and Trained Resources
- Multi-platform technological skills
- Proven track record of delivering medium to large projects successfully
- Successful Track Record with a loyal client base
- Dedicated 24x7 customer Service **(800-VOXTRON)**