



Technosaga Infotech Private Limited

Call Centre

"Boost Customer Satisfaction with Technosaga's Reliable Call Center Solutions!"

Data Management

"Secure & Streamline Your Data with Technosaga's Expert Management Solutions!"

IT Services

"Empower Your Business with Technosaga's Reliable & Scalable IT Solutions!"

ABOUT OUR COMPANY

Technosaga Infotech Pvt. Ltd. is a leading BPO company based in Bihar, offering comprehensive outsourcing solutions to businesses worldwide. We specialize in customer support, data processing, telemarketing, and back-office services, delivering high-quality results tailored to our clients' needs. Our team of skilled professionals ensures timely project delivery with a focus on efficiency and client satisfaction. Technosaga Infotech is your trusted partner for scalable and cost-effective business process outsourcing solutions, whether you are a startup or an established enterprise.

“ In the BPO industry, our strength lies in turning challenges into solutions, empowering businesses to focus on what they do best. ”



PartnerUp and Ignite Your Business

Unlock your business's potential by partnering with Technosaga Infotech. When you hire us, you gain access to a team of experts dedicated to delivering tailored solutions that drive success. Our comprehensive services in customer support, data management, and IT are designed to streamline operations and enhance efficiency. With our commitment to quality and client satisfaction, we help you focus on growth while we handle the rest. Let's achieve success together!

OUR SERVICES

At Technosaga Infotech, based in Patna, we excel in delivering professional BPO services tailored for your business needs. Our expertise spans comprehensive call center solutions, from customer support to technical assistance, ensuring seamless customer interactions. We also specialize in precise data management services and innovative IT solutions, backed by a team of seasoned professionals committed to excellence. Trust us for reliable, efficient outsourcing that enhances your business's operational success

Call Center Services

Our call center services offer expert inbound and outbound support, including customer service, technical assistance, Telephonic Survey and telemarketing. We ensure seamless, professional communication to boost client satisfaction.

Data Management

Our data management services provide precise data entry, processing, and analysis to help businesses organize, secure, and utilize data effectively, enhancing decision-making and operational efficiency.

IT Services

Our IT services include custom software development, IT support, Digital Marketing and consulting. We deliver innovative tech solutions to optimize operations, improve system performance, and meet evolving business needs with expertise.

Why Technosaga Infotech



Comprehensive Service Portfolio

From call center operations through data management and IT, we provide an integrated set of BPO solutions across a wide range of business activities.



Expert Team

Our highly qualified and experienced professionals ensure quality service delivery and customer satisfaction.



Client-Centric Approach

We value understanding client needs and deliver customized solutions to help clients achieve their goals.



Advanced Technology

We offer quick, durable, and highly innovative solutions to improve operations through the use of advanced tools and technology.



Cost-Effective Solutions

Active outsourcing helps us support companies in reducing the cost of operation without compromising on quality.

Call Centre

At Technosaga Infotech, our call center services are designed to enhance customer experience and support your business growth. We offer a range of flexible, efficient, and professional call center solutions tailored to meet your unique business needs. Here's an overview of our services:

“Customer Support Services”

- ▶ **Inbound Support:** Handle customer queries, complaints, and requests professionally to ensure a high level of customer satisfaction.
- ▶ **24/7 Support:** With round-the-clock availability, we ensure your customers are attended to anytime they need assistance.
- ▶ **Technical Support:** Provide expert support for product or service-related technical issues, guiding customers to quick resolutions.

“Outbound Sales and Telemarketing”

- ▶ **Lead Generation:** Identify and connect with potential clients, qualifying leads that match your ideal customer profile.
- ▶ **Sales Campaigns:** Skilled agents conduct targeted outbound sales calls, promoting your products or services and driving conversions.
- ▶ **Appointment Scheduling:** Help manage appointments efficiently for your sales team, maximizing their time and potential.



“Order Processing & Tracking”

- ▶ **Order Entry and Processing:** Support customers in placing orders, updating records, and confirming order details seamlessly.
- ▶ **Order Tracking Support:** Assist customers in tracking their orders and answering any questions related to delivery or shipping.

“Customer Retention Services”

- ▶ **Loyalty Program Support:** Assist with enrollment and maintenance of customer loyalty programs, driving engagement.
- ▶ **Renewals and Upselling:** Engage customers at key points to renew contracts or subscriptions, with an eye on upselling relevant services.

“Complaint Resolution & Escalation”

- ▶ **Complaint Resolution:** Professionally handle complaints, helping to resolve issues quickly and effectively to improve customer satisfaction.
- ▶ **Escalation Management:** Systematic handling of escalated cases to ensure that complex issues are addressed by senior agents.

“Market Research and Surveys”

- ▶ **Customer Feedback Surveys:** Conduct surveys to gather valuable customer feedback, helping you improve your offerings.
- ▶ **Market Research Calls:** Our team gathers insights about market trends and customer preferences to inform your strategy.

Data Management

At Technosaga Infotech, our data management services are designed to help businesses organize, secure, and leverage their data effectively. Our skilled team utilizes the latest tools and processes to streamline data handling, enabling you to make data-driven decisions confidently and securely. Here's an overview of the key services we offer:

“Data Entry & Processing”

- ▶ **Accurate Data Entry:** We ensure accurate and fast data entry, reducing errors and enhancing data reliability for your business records.
- ▶ **Data Cleansing & Validation:** We review and clean data to remove duplicates, correct inaccuracies, and ensure consistency, resulting in a more effective dataset.
- ▶ **Data Classification:** Organize your data into meaningful categories, making it easier to access, analyze, and utilize.

“Data Migration & Integration”

- ▶ **Data Migration:** Transfer data seamlessly from legacy systems to new platforms with minimal disruption, maintaining data integrity and security.
- ▶ **Data Integration:** Consolidate data from multiple sources into a unified system, enabling smoother workflows and better reporting capabilities.

“Data Analysis & Reporting”

- ▶ **Data Analytics:** Transform raw data into actionable insights, helping you make informed business decisions that drive growth.
- ▶ **Customized Reporting:** Generate tailored reports that offer a clear view of key performance indicators, empowering you with valuable business insights.

“Data Security & Compliance”

- ▶ **Data Encryption & Protection:** Secure sensitive information with encryption and other security protocols, ensuring data safety.
- ▶ **Compliance Management:** We ensure that all data management processes meet relevant regulatory standards, such as GDPR, HIPAA, and others, to maintain legal compliance.

“Data Backup & Recovery”

- ▶ **Automated Backups:** Regularly scheduled backups safeguard your data, reducing the risk of data loss due to unforeseen events.
- ▶ **Disaster Recovery:** A solid recovery plan enables us to quickly restore your data in case of emergencies, minimizing downtime and maintaining business continuity.

“Data Visualization”

- ▶ **Dashboard Creation:** Build interactive dashboards for real-time data insights, making it easier to understand trends and metrics.
- ▶ **Visualization Tools:** Utilize advanced visualization tools to present complex data clearly and effectively for better strategic planning.



Data management

IT Services & Digital Marketing

At Technosaga Infotech, we provide an extensive range of IT and digital marketing services designed to help businesses succeed in the digital world. Whether it's establishing a reliable IT infrastructure or enhancing online presence and interaction, our services are tailored to cater to the unique requirements of each client. Below is a detailed overview of what we offer.

“IT Support & Helpdesk”

- ▶ **24/7 Support:** Our team is available around the clock to resolve IT issues promptly, minimizing downtime.
- ▶ **Remote and On-Site Support:** We provide remote troubleshooting as well as on-site assistance to ensure seamless IT functionality.
- ▶ **Technical Assistance:** Skilled professionals guide you through troubleshooting processes, providing effective solutions to your technical challenges.

“Software Development & Integration”

- ▶ **Custom Software Solutions:** Develop tailored software that meets your unique business needs, from CRM systems to mobile applications.
- ▶ **System Integration:** Connect multiple systems for unified functionality, enabling smoother workflows and better efficiency.
- ▶ **API Development:** Create and implement custom APIs to enhance system connectivity and enable secure data exchange.



Our “DIGITAL MARKETING” services are aimed at growing your brand's online presence, effectively engaging customers, and producing measurable growth. We use data-driven strategies to create campaigns that resonate with your target audience and make a meaningful impact.

“Search Engine Optimization (SEO)”

- ▶ **On-Page & Off-Page SEO:** Optimize website structure, content, and external links to improve search engine rankings and visibility.
- ▶ **Keyword Research & Analysis:** Identify and target high-impact keywords that attract relevant traffic to your site.
- ▶ **SEO Audits & Strategy:** Regularly assess SEO performance and adjust strategies for optimal results.

“Social Media Marketing”

- ▶ **Profile Management:** Create and manage profiles on platforms like Facebook, Instagram, LinkedIn, and Twitter.
- ▶ **Content Creation & Scheduling:** Develop engaging content and post regularly to build brand loyalty.

“Pay-Per-Click (PPC) Advertising”

- ▶ **Google Ads Management:** Create, manage, and optimize Google Ads campaigns to ensure maximum ROI.
- ▶ **Display Ads & Retargeting:** Use display ads and retargeting strategies to capture and convert interested users.
- ▶ **Analytics & Reporting:** Provide regular performance reports to measure campaign effectiveness and make data-backed improvements.
- ▶ **Social Media Advertising:** Run targeted campaigns that drive engagement and conversions.

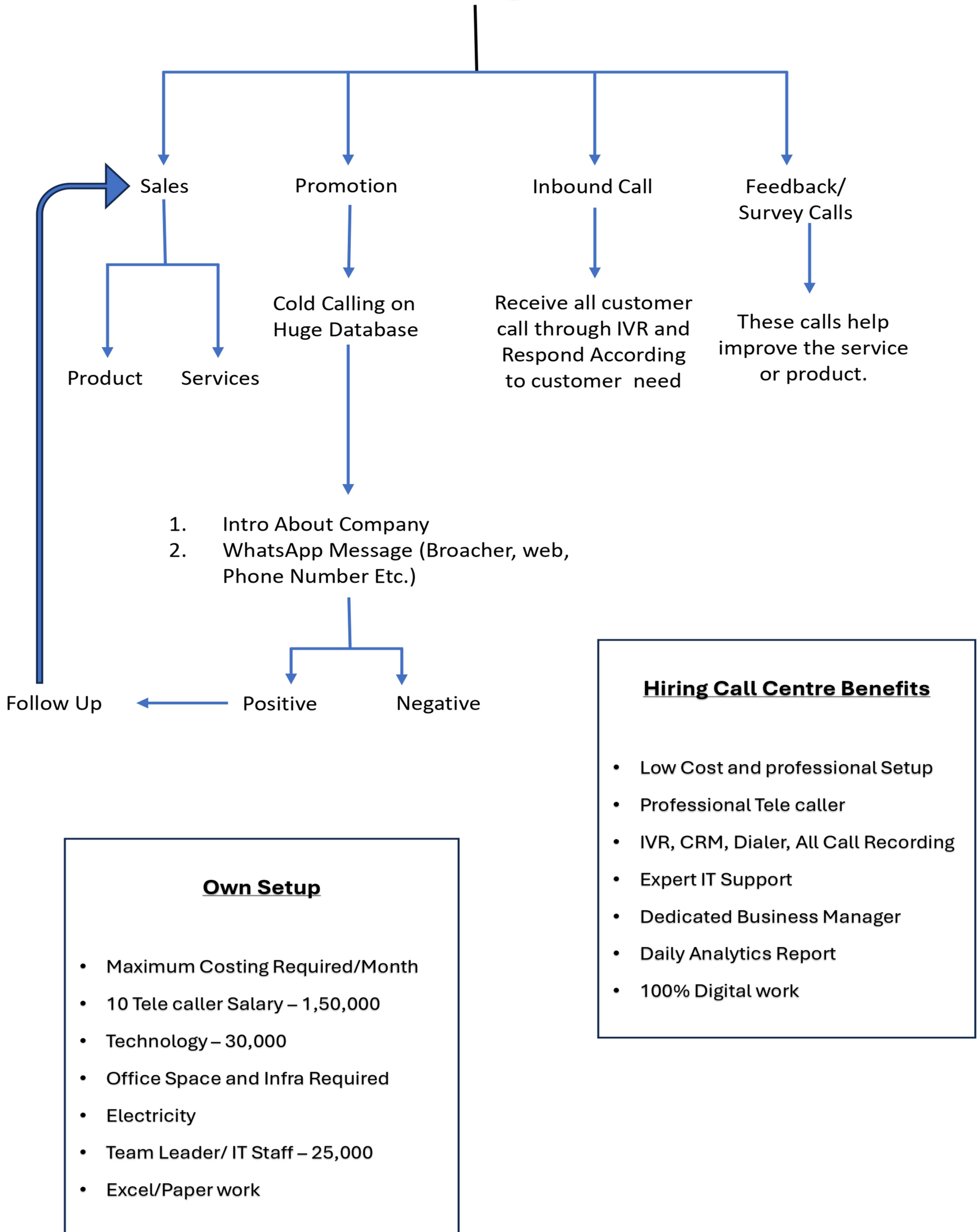
“Web Development & Optimization”

- ▶ **Website Design & Development:** Create responsive, user-friendly websites that reflect your brand and engage visitors.
- ▶ **Landing Page Optimization:** Design and optimize landing pages to increase conversions for specific campaigns.



Aspect	Own Tele-calling Team	Technosaga Call Center
Initial Investment	High – Includes costs for hiring, training, infrastructure, software, and setup costs.	Low to moderate – Generally requires a pay-per-service or contract-based payment.
Operating Costs	High – Recurring expenses for salaries, benefits, utilities, technology maintenance, etc.	Lower – Generally fixed or variable, based on service usage, reducing operational overhead.
Scalability	Limited – Scaling requires additional resources, space, and time for hiring and training.	High – BPOs can quickly scale up or down based on business needs.
Technology Access	Costly – Needs investment in CRM, telephony systems, analytics, and data management tools.	Included – Access to advanced and updated technology provided by the BPO.
Space Requirements	Significant – Requires dedicated office space, furniture, and facilities for the team.	None – No need for extra office space, as the BPO handles its own infrastructure.
Team Management	Intensive – Involves recruitment, training, performance tracking, and ongoing supervision.	Minimal – BPO manages staffing, training, and quality assurance on behalf of the client.
Quality of Service	Variable – Quality depends on internal training and resources available.	Consistent – BPOs specialize in customer service, often delivering high-quality results.
Focus on Core Business	Diverted – Managing an in-house team can distract from core operations.	Enhanced – Frees internal resources to focus on core business objectives.
Training & Development	Requires dedicated time and budget to keep the team updated and skilled.	Provided by BPO – Regular training and updates are typically handled by the BPO.
Compliance & Security	Full responsibility on the company to ensure compliance and data protection.	Shared – Reputable BPOs adhere to industry standards, ensuring data security and compliance.
Risk & Accountability	Direct – Company is solely responsible for any service issues or customer dissatisfaction.	Shared – BPOs often offer SLAs (Service Level Agreements) to guarantee performance and accountability.
Flexibility	Low – In-house teams are harder to scale and adapt quickly to changing business needs.	High – BPOs are more adaptable and can quickly adjust services based on demand.
Cost of Downtime	High – Any interruption (technical or staff absence) directly impacts operations and costs.	Lower – BPOs typically have backup teams and infrastructure to ensure continuity.

Tele calling Team



Hiring a call center agency can enhance your customer service quality, boost efficiency, and provide cost-effective, flexible solutions tailored to your business needs.



Thank you for choosing Technosaga Infotech!

Our mission is to elevate your business with expert BPO, data management, and IT services. We're here to help you grow, streamline operations, and enhance customer satisfaction. Partner with us and experience dedicated support tailored to meet your unique business needs. Let's achieve success together!

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