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PNI-KMPG Systems and Technology
27th Floor Raffles Corporate Center
F. Ortigas Jr. Ave., Ortigas Center
Pasig City, Manila
Philippines, 1605

Phone: 63-2-318-3333

www.pni-kmpg.com



About us:

PNI-KMPG INC. is an innovation leader in contact center services and solutions. Founded on May of 2004, had it's humble beginnings with 20 people . PNI-KMPG, in 2010 has grown to more than 450 Customer Care, Outbound Sales and Business Process Outsourcing (BPO) agents serving various industries. With three facilities in the Philippines and Argentina, our highly skilled agents are ready to service you and your customer's needs in English and Spanish. Complimented by an excellent marketing and software development team, we are your one-stop shop to providing you and your business the excellent customer experience they deserve.

Services:

Because you require only the best for your clients, PNI-KMPG will provide the sales and customer care services you need over the phone, live chat or email services. By combining your business objectives and expertise with our industry knowledge we offer you a premier contact center solutions supported by the best technology infrastructure in the industry.

Weather you need to harness the power of several hundred agents or simply a handful, with PNI-KMPG you'll receive cost- effective solutions that minimize your risks and offers your organization scalability when and where you need it. The secret to our success is smart work in serving our clients.

Our Services Include:



Inbound

- **Customer Service** - an integral part of any company's customer value proposition, Customer Service is a series of activities designed to enhance your level of customer satisfaction.
- **Order-taking** – maximize your resources. Our agents are well trained to handle these calls, view history of inbound calls, take orders and even upsell or cross sell in the process.
- **Data Mining and Lead Generation** - refers to the archiving of historical notes per caller, creation or generation of prospective consumer interest or inquiry into your products or services. It is associated with intelligent marketing activity targeted for generating sales opportunities for your company.
- **Tech Support** - services to assist your customers solve specific problems with a particular product and service.
- **Help Desk Services** - an information and assistance resource that troubleshoots problems with your product or services.
- **Surveys** - marketing research, political polling, and official statistics, this practice establishes the numbers or proportions of your offer, or measures public opinion on new products or services.
- **Market Research** - the process of systematic gathering, recording and analyzing of data about your customers, your competitors and your market. Market research can help create your business plan, launch a new product or service, fine tune existing products and services, expand into new markets, etc.
- **Sales, cross sells and upsells** - Cross selling is the practice of suggesting related products or services to your customer who is making a purchase and Up selling is a sales technique whereby your customers are persuaded (at the point of sale) to purchase an item they did not originally intend to purchase.
- **Appointment setting** - an extremely effective marketing tool for mortgage brokers, financial planners, insurance agents, contractors, and many service-oriented businesses.

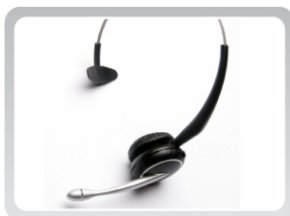


- **Surveys** - used in many social sciences, marketing research, political polling, and official statistics, this practice establishes the numbers or proportions of your products, or measures public opinion on new products or services.
- **Market Research** - the process of systematic gathering, recording and analyzing of data about your customers, your competitors and your market. Market research can help create your business plan, launch a new product or service, fine tune existing products and services, expand into new markets and increasing effectiveness.
- **Credit Card Telemarketing Sales**



Back Office Processing

- **Data Mining** – data conversion, data entry, compilation, form processing, word processing with accuracy, security and timeliness.
- **Human Resources** - transforming your organization’s HR department from a cost center to a strategic resource.
- **Accounting** - Internal audits, Financial statement preparation, General ledger maintenance, Monthly & year-end closing assistance, Payroll & sales tax return preparation, Account reconciliations, Controller & bookkeeper staffing, Payroll & accounts payable processing, Depreciation schedules – back office processes to improve your company’s position and resource.
- **Transcription** - documentation of voice recordings or patients medical records.
- **Research** - gathering, analyzing and reporting information.
- **Web layout and creative design**
- **2D/ Flash / 3D-Max Animation**
- **Architectural Computer Aided Design**
- **Server Hosting**



Current Industries Served

- **Telecommunications**
- **Internet Advertising**
- **On-line Sales and merchant processing**
- **Banking and Finance**
- **IT Industry**



Our Facilities

27th Floor, Raffles Corporate Center, F. Ortigas, jr. Avenue Pasig City

- **PCI Data Security Compliant Facility**
- **Biometric Door Access**
- **Security Camera Equipped**