



UNITELCONTACTCENTRES

YOUR **TRUSTED PARTNER**

IN BUSINESS PROCESS OUTSOURCING

WHO **WE ARE**

At **Unitel Contact Centres**, we don't just make calls—we create connections. With years of experience in customer engagement and business process outsourcing, we deliver seamless communication solutions that help organisations grow, reduce costs, and improve customer satisfaction.

We combine **cutting-edge technology** with a **human-first approach**, ensuring every interaction—whether with a customer, client, or debtor—is handled with professionalism, empathy, & efficiency.



ABOUT **UNITEL**

Unitel Contact Centres is a UK-based, independently owned company specialising in **BPO and business support services**. We work with organisations to optimise operations, improve efficiency, & accelerate business growth.



OUR **MISSION** & **VISION**

*At Unitel Contact Centres, we strive to **Deliver Exceptional BPO Services** that enhance our clients' operations and foster long-term partnerships.*

We Aim to Build **Long-Term Relationships** with clients, fostering **Mutual Growth** and success through collaboration and dedicated support in every project.



THE JOURNEY OF **UNITEL CONTACT CENTRES** LAST 5 YEARS

2020

- Offshore Support Team Setup
Unitel Contact Centres launches a new team to serve the Global Market.
- 24/7 Customer Service – Ensuring faster response times and continuous support



2021

- Expanded into UK & Australia Markets – Strengthening global presence and outreach.
- New Offshore Teams Launched
Dedicated Data Entry and Customer Service teams set up for enhanced efficiency and support



2022

- Entered Australia & New Zealand Markets – Expanding global reach and client base.
- Launched Offshore Post-Production Services – Offering high-quality, cost-effective editing and media solutions



2023

- Recognised Among Best Companies to Work For – Awarded by HR Asia for excellence in HR practices and work-place culture.
- High Employee Engagement Honored for fostering a supportive, engaging, and growth-focused work environment.



2024- 25

- Aiming for Industry Leadership
Striving to be a top provider in Finance & Accounting BPO services
- Expanding Service Portfolio – Focused on growing into new industries with comprehensive BPO solutions.



OUR EXPERTISE



OUTBOUND CALL PROCESSES

- Intelligent outbound dialling campaigns
- Customer outreach for sales, renewals, & product promotions
- Appointment setting & lead generation
- Feedback, surveys, & market research
- Automated bot-assisted outbound calls for efficiency & scale

Our outbound strategies are designed to **increase conversions while protecting your brand reputation.**



INBOUND TECHNICAL HELP DESK

- 24/7 technical support coverage
- First-level troubleshooting and ticket resolution
- Remote diagnostics and escalation management
- Multi-channel support: voice, email, chat, and social media

We ensure your customers always get the right answers, fast. Helping you **boost customer retention and reduce churn.**



DEBT COLLECTION RECEIVABLES MANAGEMENT

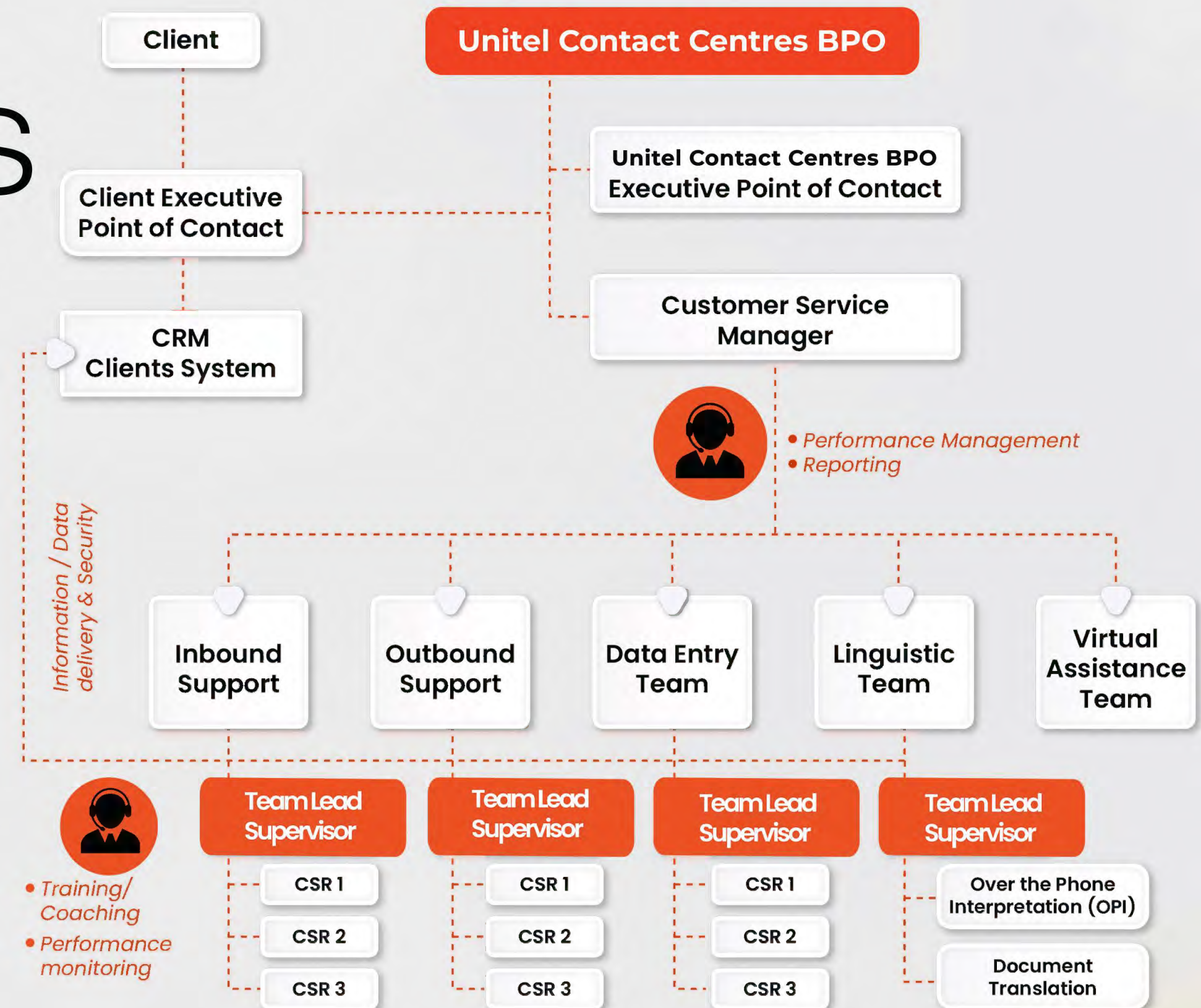
- Early-stage and late-stage collections
- Polite but firm recovery processes
- Compliance-focused debt recovery
- Tailored strategies to reduce risk and increase recovery rates

We combine **professional negotiation techniques** with **technology-driven insights** to maximise debt recovery while protecting your customer relationships.



CUSTOMER SERVICE SOLUTIONS

- General inquiries and account management
- Order processing and after-sales support
- Complaint handling and resolution
- Loyalty and retention programs



Our highly trained agents deliver empathetic, **knowledgeable,** **and consistent support**—turning every interaction into an opportunity to strengthen customer trust

WHY CHOOSE UNITEL CONTACT CENTRES?

- **Scalable Operations** – From small campaigns to enterprise-level programs
- **Omni-Channel Expertise** – Voice, chat, email, SMS, and AI-powered bots
- **Compliance & Quality** – Stringent data security and regulatory adherence
- **Customer-Centric Approach** – Every call handled with empathy and respect
- **Proven Results** – Reduced costs, improved customer satisfaction, and increased revenue

INDUSTRIES **WE SERVE**

TELECOMMUNICATIONS

Delivers affordable business telecom and broadband solutions with 24/7 support to enhance communication and growth.

UTILITIES & ENERGY

Offers telecom and digital solutions for Utilities & Energy companies to enhance communication, customer service, and operational efficiency

RETAIL & E-COMMERCE

Offers tailored, affordable e-commerce website solutions to boost your online presence, sales, and business growth.

HEALTHCARE & INSURANCE

Delivers tailored telecom and digital solutions for Banking & Financial Services to improve connectivity, customer support, and business efficiency

BANKING & FINANCIAL SERVICES

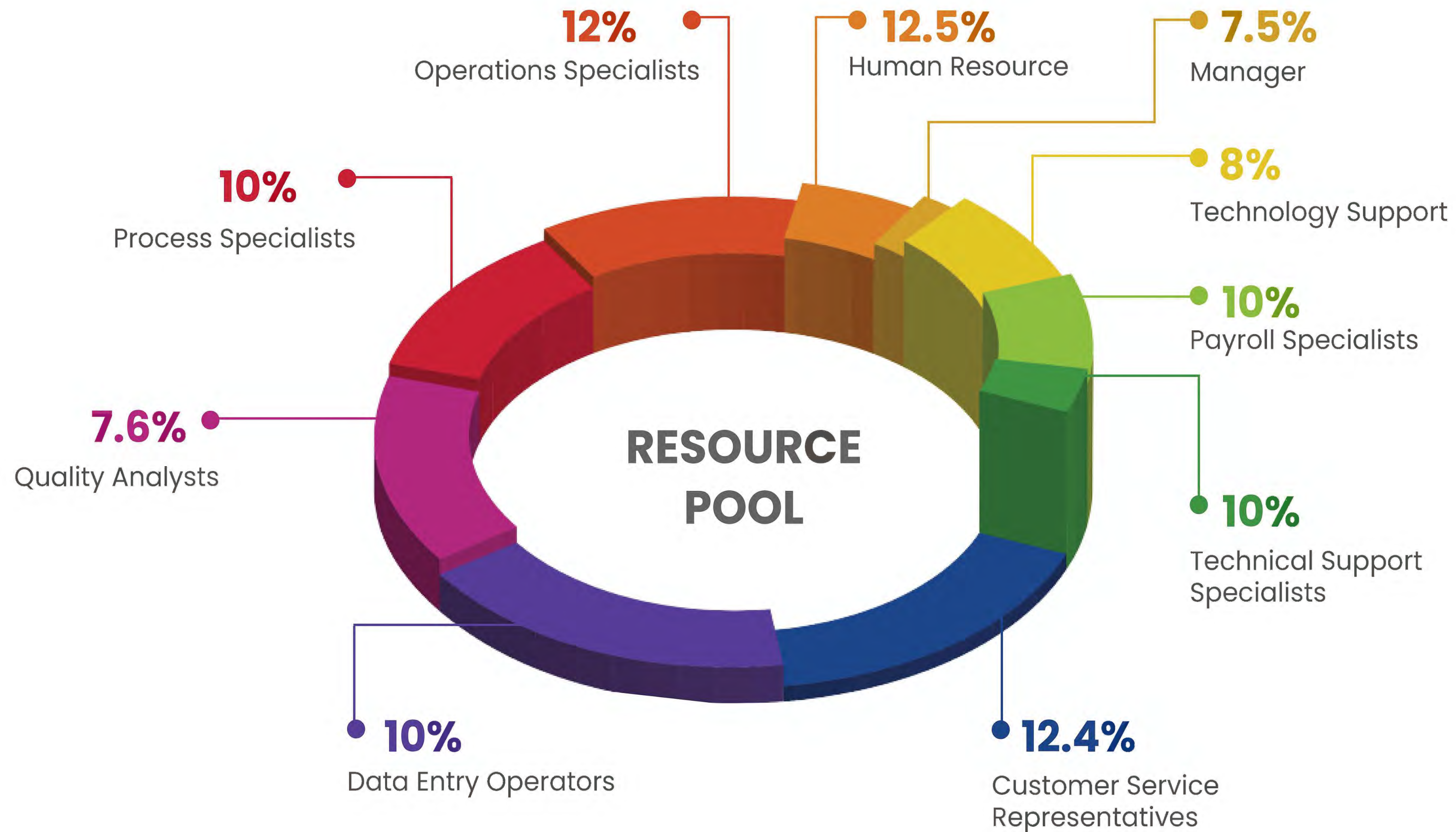
Provides specialised telecom and digital solutions for the Healthcare & Insurance sectors to enhance communication and customer engagement



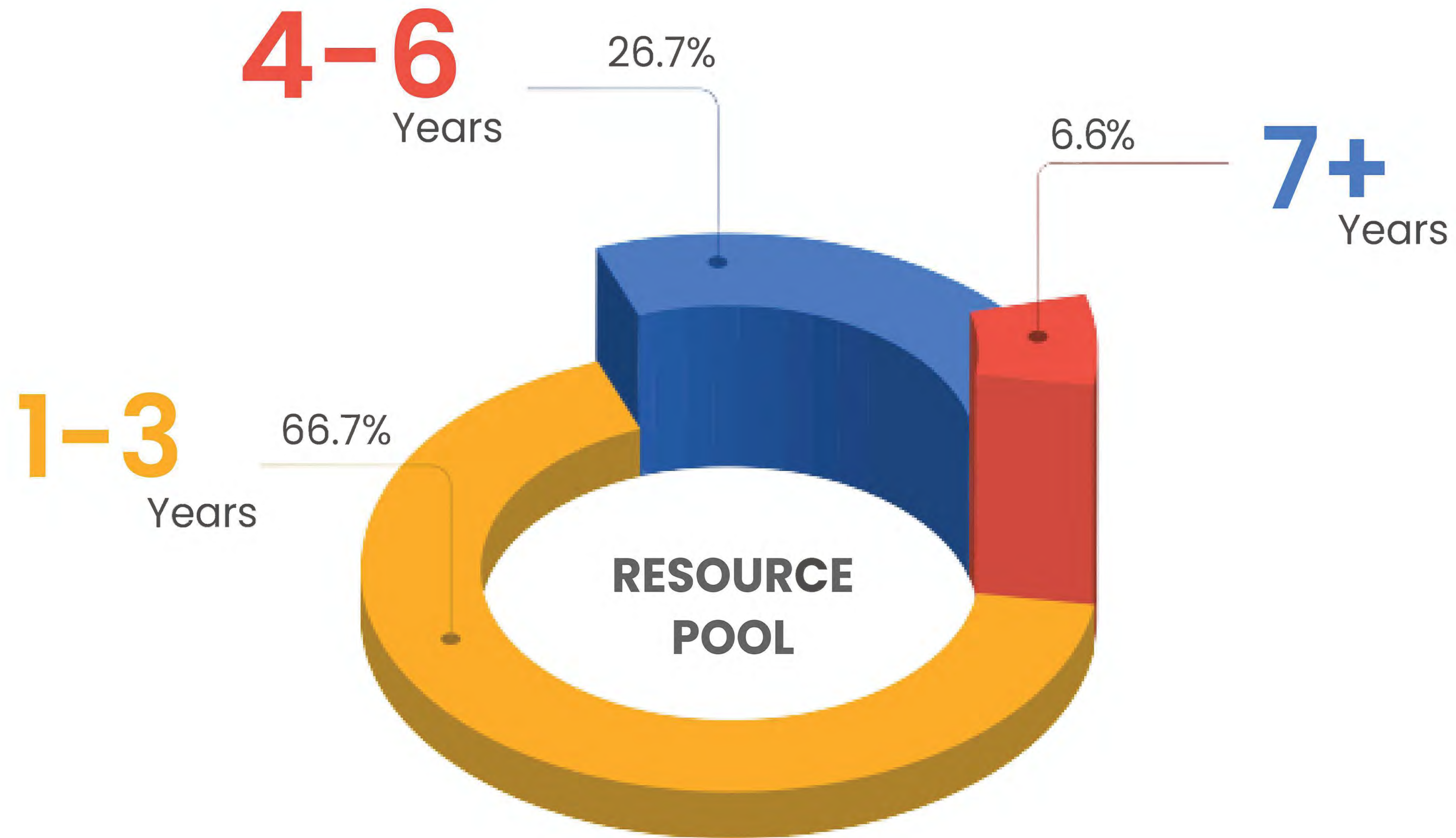


Glimpse

POOL OF EXCELLENCE



OUR TEAM **EXPERIENCE RESOURCE**



GLOBAL PRESENCE

■ KEY MARKETS

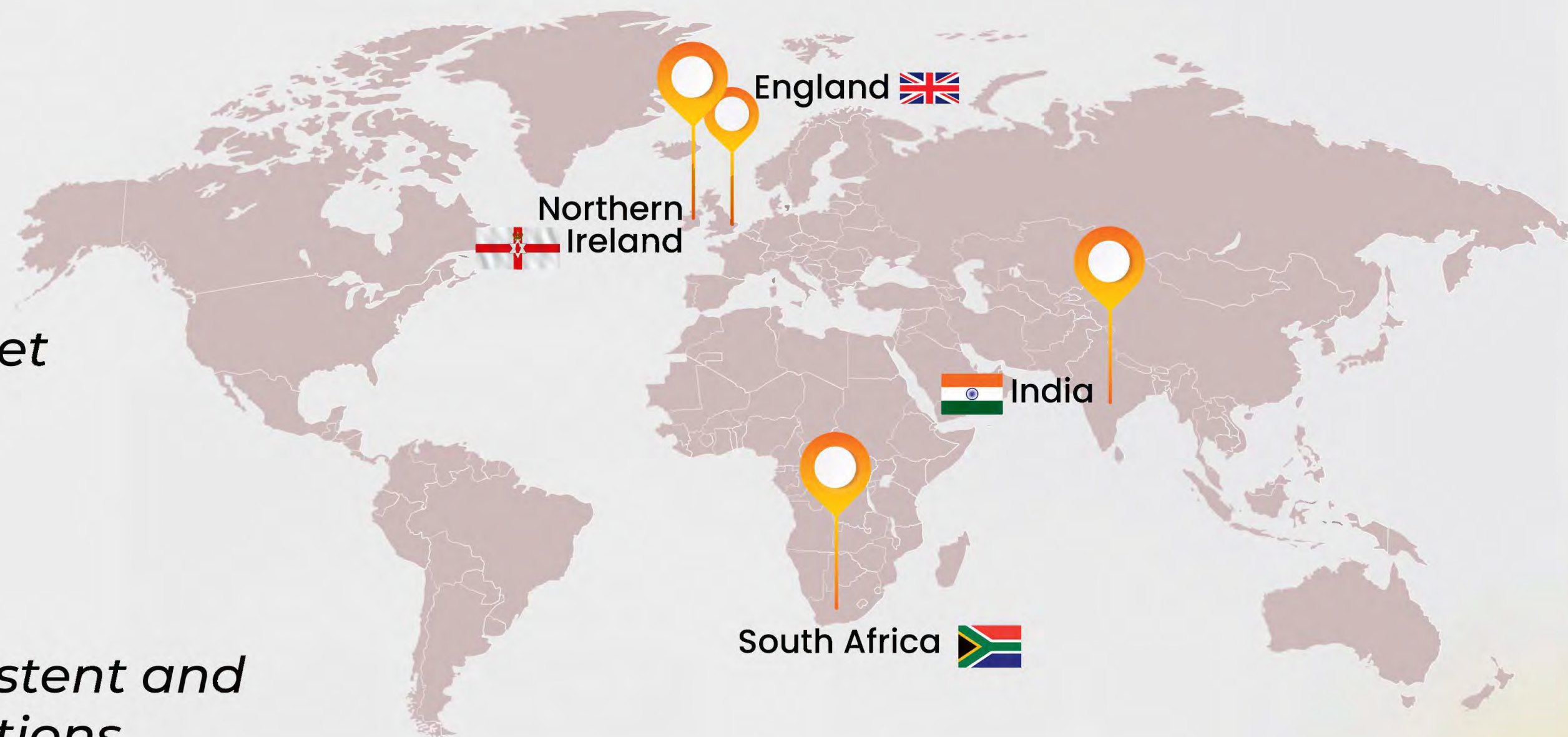
We effectively serve clients across major markets in four countries.

■ TAILORED SOLUTIONS

Our services are customised to meet the unique needs of each region.

■ RELIABLE SUPPORT

Our dedicated teams ensure consistent and high-quality service across all locations.



COMPLIANCE **READY**

Data Protection & Privacy

UK GDPR & Data Protection Act 2018: *Businesses must protect personal data, provide privacy notices, and report data breaches.*

ICO Registration: *Most companies processing personal data must register with the Information Commissioner's Office.*

Industry-Specific Regulations

FCA Compliance: *Financial institutions must meet Financial Conduct Authority standards.*

Environmental Regulations: *Businesses must comply with waste management, emissions, and sustainability laws.*

Trading Standards: *Consumer protection laws apply to product labelling, advertising, and fair trading.*

International & Ethical Standards

Modern Slavery Act 2015: *Requires transparency in supply chains.*

Sanctions Compliance: *Businesses must adhere to UK-imposed trade and financial sanctions.*



LET'S TALK

Partner with Unitel Contact Centres today and transform the way your business connects with customers.

Phone: 0333 443 8300 | EMAIL: info@unitelcontactcentres.com

www.unitelcontactcentres.com

