

Open Mind Services Limited

Client Profile

Customer Name: Open Mind Services Limited

Industry: Knowledge Process Outsourcing (KPO)

Location: Gurgaon, India

Challenge:

- Downtime hampered productivity
- Needed a future-proof solution to scale with their requirements
- Required the right technology to boost efficiency

Solution:

- Advanced IVR allowed wider customer reach
- Solution was scalable to their needs
- Solution delivered according to changing customer requirements
- Delivered high uptime
- Improved productivity and agent efficiency
- Easily scalable and reliable

Introduction

Open Mind Service Limited is a software design, HR back office, Helpdesk, Vendor Management, lead generation, and call center service company offering a one-stop outsourcing solution to all knowledge processing needs. A leading KPO company in India, Open Mind has the capabilities to meet any outsourcing demand.

The Business Challenge

At the startup stage, Open Mind required a solution that could fulfill its business requirements. They needed a solution to help them cater to a large number of clients by delivering the best call center services. In this business backdrop, technology was one of the key factors to consider when ramping up. Open Mind sought a solution that would diminish downtime and enhance productivity and efficiency.

Solutions Delivered

The advanced IVR of Ameyo enabled the firm to reach out to more customers and deliver quality service to them. Open Mind being dynamic in its business operations sought for scalability and a future-proof solution, which Ameyo provided. Open Mind is a versatile business outsourcing provider, and has been outsourced by Bharti Walmart to run their internal HR helpdesk. AMEYO was primarily implemented for this elite campaign.

Results and Value Add-On

The advanced IVR was customized to meet Open Mind's dynamic business needs. With this feature, the customers have been able to connect to the agents based on their queries, which helped them minimize downtime and elevate productivity as well as efficiency. Open Mind's core HR process for Bharti Walmart was streamlined with Ameyo.

“ Since we are a business process outsourcing provider, our client requirements constantly change. We were seeking a scalable and future-proof solution that creates room for this to happen without any hiccups. Ameyo has helped us in this approach to our business, as it enabled us to reach more customers through its advanced IVR, which was customized by AMEYO to meet our dynamic business needs. With this feature, the customers have been able to connect to the agents based on their queries, minimizing downtime and elevating productivity as well as efficiency. We have also managed to streamline our core HR process of Bharti Walmart, which would not have been feasible without Ameyo. ”

Naveen Gulati

CEO

Open Mind Services Limited

About Ameyo

AMEYO is the flagship solution from Drishti for complete CIM. It has been designed to add value to the businesses and pave way for a structured growth. AMEYO customers enjoy significant increase in efficiency levels, reduction in operational costs, flexibility, consistent user experience and a demonstrable ROI.

Our Customers

Our customers are our assets and we cater to them to our utmost ability; always striving to satisfy them with our commitment and endeavor.



Awards & Appreciation

