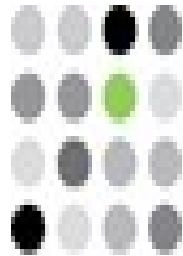


WELCOME

To



BENPRISE LLC



SPOT

Single Point of Truth

About Us :

Benprise LLC provides world-class standards call center certification, training, and consulting for overall optimum success of your organization. Benprise fosters integrity in the workplace and has noteworthy experience to serve major corporations and business leaders across the G.C.C., Middle East, North & South America, Asia, and Africa. Our exceptional (Benprise professionals) academic qualifications, real-life banking, and call center operations experience, empowered by International accreditation bodies such as SPOT Consulting LLC, sets us apart from others and together we help you reach your goals. Benprise offers, Call Center Certification , Call Center Diagnostics, and Training, bringing both premises and individuals to world class standards.

OUR Mission :

Benprise LLC certifies, trains, and delivers efficient services and solutions to contact centers, by applying our vertical market experience, focusing on world class standard performance.

OUR Vision :

To be the leading Call Center Solutions and Service Providers. We plan to be the best in G.C.C, Middle East, North & South America, Asia and Africa, by serving major corporations and business leaders everywhere to enhance the value of their relationships with customers and employees.

Our services focuses on providing a "One Stop Shop" solution, starting from understanding and analyzing our customer's needs and then providing multiple solutions to improve the quality of service while being able to manage costs and enhance productivity.

Our Values :

- Integrity
- Delivering superior service and solutions
- Teamwork
- Customer Satisfaction

Our Strength :

- Global Experience (More than 25 years serving continents of North & South America, Africa, Asia, and the Middle East)
- Banking Experience (More than 40 years Experience in the banking industry (National Bank of Kuwait, Gulf Bank, Burgan Bank, Bank Kuwait and Middle East, Ahli Bank)
- International Accreditation and consultancy with recognized worldwide Industry Organizations (SPOT CONSULTING LLC, International Institute for Outsource Management, IIOM International)

What kind of services we offer?

- Call Center Training Programs (English & Arabic)
- Certified Call Centre Agent Training Programs
- Certified Call Center (Tier I, II, III).
- IT Call Center Certification
- Call Center Consulting and Financial Services
- Recruitment (Interviewing and selecting Call Center professionals)
- Workforce Management
- Captive Contact Center Health check/Diagnostics
- Keynote Speaking/ Workshops/Seminars

Call Center & Banking Training Programs

Benprise Call Center and Banking training solutions have been developed in both English and Arabic and perfected to meet the diverse and growing communication needs of your organization's call center and back office operations. Communication is a key element of successful call center operations, whether between your agents and customers or within your own organization. Benprise Call Centre Training solutions allow your organization to concentrate on core business, while maximizing the customer experience and ensuring seamless communication between you and your customers.

Certified Call Centre Agent Training Programs

As the customer service call/contact center has become the most vital interface between a company and its customers, it has become critical that the call handling process be conducted both effectively and efficiently. Many companies now want a "third party" opinion regarding how well their call center is functioning in its strategic role of getting, keeping, and growing customers. With SPOT Certification, this allows outsourcers to provide 3rd party verified service quality, adding credibility and distinction to their service offerings as well as giving customers piece of mind.

This business need to rate the performance of an agent in a call center has lead to SPOT Certification standards.

Certified Call Center (Tier I, II, III).

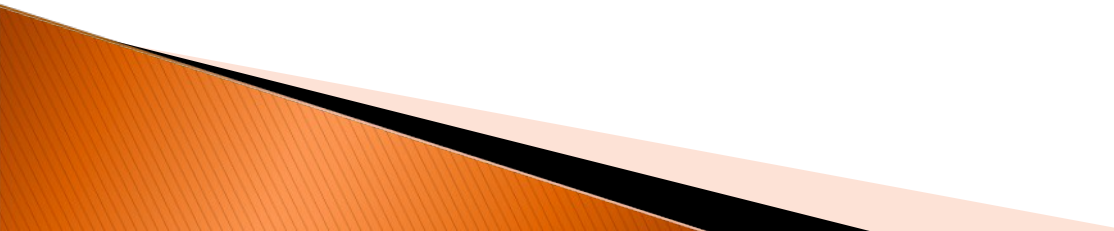
Call center who wish to implement best practices and attain world-class performance in their industry can call upon us to certify their call centers. Our rigorous certification process has the advantage of referencing all performance goals to our best practice. Thus, you will be held to performance levels that will improve your competitive position, not just force you to adhere to an arbitrary standard.

The SPOT certification process is management's best path to a World Class Quality Call Center. The SPOT Certification process is unique and concentrates on top performance standards for your center without the usual lengthy process that other certification processes require. Spot certification process has tailored a sophisticated time-efficient certification process that will target your center's top-quality performance In three simple steps to guarantee you're certified as an elite world- class service provider which is essential for your center's daily productivity.

IT Call Center Certification

One of the prime concerns and responsibilities for contact center executive management, is usage of appropriate technology. In addition to having an impact on costs, service levels, staff morale, and end-user satisfaction, the appropriate information technology and communication infrastructure must be in place and managed to support the contact center's business processes and services.

Spot certification process has tailored a refined, resourceful certification process that will shed light on your contact center technology used.



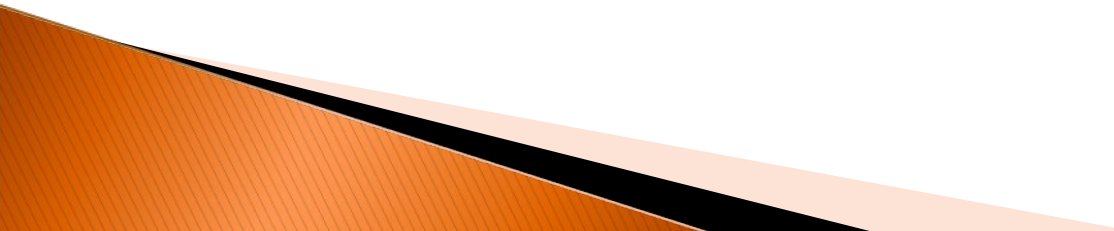
Call Center Consulting and Financial Services

Benprise provides a full complement of call center or contact center consulting services tailored to the individual needs of our clients. With our world recognized affiliates and track record for successful projects, we are confident to meet your requirements.

Recruitment (Interviewing and selecting Call Center professionals)

At Benprise, we follow a simple three-step process, which is very stringent and allows no loopholes or chances for any slack during the process of choosing the right people.

With Benprise recruitment and training process we ensure that your call center is, staffed with world-class personnel, higher operational efficiency, and low employee turnover rate.



Workforce Management

Benprise offers affordable and flexible software tools for call center scheduling. We design and maintain your call center, through precise forecasting and efficient scheduling with powerful performance analytics delivering a better customer experience.

Captive Contact Center Health check/Diagnostics

Benprise offers a unique 3 week process to ensure your contact center is efficiently running, through our systematic diagnosis. Benprise develop specifications of integrated models to support management of an enterprise. These specifications will promote inter- and intra-enterprise integration and collaboration of people, systems, processes, and information across the enterprise, including business partners and customers.

Keynote Speaking/ Workshops/Seminars

Benprise team of professionals offer their expertise in keynote speaking presentations through successful key projects delivered in many parts of the world.

Moreover, Benprise workshops/ Seminars are designed for participants to gain an updated trend of the business, and a comprehensive understanding of critical contact center key points from subject matter experts.

Why Benprise?

BENPRISE shall propose and provide different business experiences, training supports to its customers and together endeavor to succeed such opportunities.

BENPRISE has experience helping firms with all phases of Contact Center, Call Center, Offshore Outsourcing, BPO and Near-shoring initiatives; including certification, project management, site selection, management consulting, recruiting, training, capabilities assessment, diagnostics and work force management.

Let help BENPRISE you today with your Contact Center performance.

• Benprise has 10 years experience as a company helping firms take advantage of the new “flat world” economy of the 21st Century. Benprise has helped firms successfully launch their business in North America, Latin America, the Middle East, and Asia Pacific.

1. Contact center assessments – operational, financial, IT infrastructure.
2. Outsourcing assistance – from strategy through implementation and transferring the business to a 3rd party. We use the Vested Outsourcing approach, which is based on a two year study by the United States Air Force on the best practices in commercial outsourcing. This seminal work demonstrated conclusively there is a "right way" to construct highly effective outsourcing contracts that are more profitable for the third parties while also lowering costs for the buyer.
3. Implementing appropriate technology solutions.
4. Working with senior management teams on strategic initiatives including market assessments, operational advantages, and structuring complex client relationships.

Benprise LLC provides customized solutions that are specifically tailored to your needs and requirements.

Benprise expertise is the intersection of operations, finance, and IT – the opportunity triangle where often times the game is won or lost.

We care about you – your issues, problems, and opportunities. We work with you, your team, and your organization to meet goals on time and within budget.

Why SPOT Consulting?



Alton Martin will lead the engagement from SPOT Consulting LLC. Alton has more than 25 years' experience and ground-level involvement in the services industry and was instrumental in the creation and the ongoing development and global deployment of the COPC® Family of Standards. Those standards were the industry's first performance management and certification systems for call centers.

Cont..Why SPOT Consulting?

Alton uses his hands-on experience to assist clients in assessing and improving contact centers' capabilities. His expertise in technical support and customer service translates operational excellence into financial benefits. He has conducted several hundred operational audits/reviews and vendor assessments globally. Alton has worked with clients in Egypt, England, France, Germany, Ireland, Sweden, India, Japan, Malaysia, Singapore, China, Central and South America, as well as Canada and the United States.

Cont..Why SPOT Consulting?

Prior to establishing SPOT Consulting LLC, Alton was the CEO and one of the co-founders of COPC Inc. Prior to COPC Inc., Alton was the General Manager of Hart Graphics' contact center and distribution fulfillment business. Additionally, he was the Channel Sales Director at GENICOM Corporation and at IBM, a senior sales representative for Financial Services and Retail clients. Alton earned his MBA, as well as the faculty award for academic excellence, at the Darden School at the University of Virginia. He earned his BA at Tulane University.

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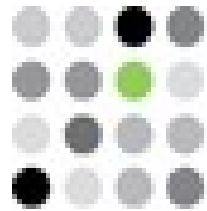
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THANK YOU



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