

www.interranetworks.com



CONTACT CENTER SERVICES

World-Class Customer Support
All Day, Everyday!

Email: sales@interranetworks.com
Phone: +234 (9) 780 9340

Interra Networks
Limited





“To keep your best customers loyal, you need a high - performing Contact Center that delivers unparalleled responsiveness, convenience and service quality. You need Interra Contact Center Solutions”

We are the leading provider of Business Process Management (BPM) Services to the Nigerian Public and Private Sector. We leverage on our wealth of experience, renowned partners, information technology competence, our certified professional staff, unequalled processes and domain knowledge to deliver on your need for high quality, reliable and cost-effective services in Nigeria.

We are unique because of our in- depth understanding of customers’ needs and our variety of our BPM offerings like:

- Contact Center service
- Customer Relationship Management (CRM)
- Consulting Services (Customer service process definition, alignment and more)
- Capacity Development
- Human Resource Development
- Document Management Solutions
- Data Entry & Processing
- Telemarketing
- Help desktop
- Customer Service Training

We possess significant experience in service delivery with foreign and local clientele. Located in the Central Business District of Abuja, our BPO Service helps take out the high risk and cost associated with providing any of the above-mentioned services and provides a cost-competitive alternative to other countries such as India and the Philippines.

Our numerous advantages differentiate us from the competitions

- Our Length of experience
- Contact Center facility
- Our domain technical Expertise in Telephony
- Business Expertise in Project Management and Consulting
- IVR Self-service
- Our deep understand of Customer Relationship Management
- Superior telephony renowned OEM partners
- Superior, safe and secure onsite and offsite data storage facility
- In - depth Industry Knowledge

OUR TECHNOLOGY

Interra believes firmly in partnerships and strategic alliances. By developing these strong relationships with market leaders in technologies well suited to our clients, we are able to provide leading-edge, affordable and sustainable technology solutions for our clients.

Our Voice over Internet Protocol technology unites calls phones into a single converged communications network and provides an unparalleled range of telephony support services and features. We have a high issue resolution rate which is effectively enabled by synchronized line of communication with our clients and this guarantees a 99.9% response rate facilitated by a wireless connectivity thereby ensuring a 24/7 availability to our customers.

Some of our partners include Aheeva, Interactive intelligence, Trend Micro, Avaya, Digium, McAfee, Huawei, Oracle, Microsoft Dynamics, SugarCRM & Zanibal.



Our Facility



Our Facility

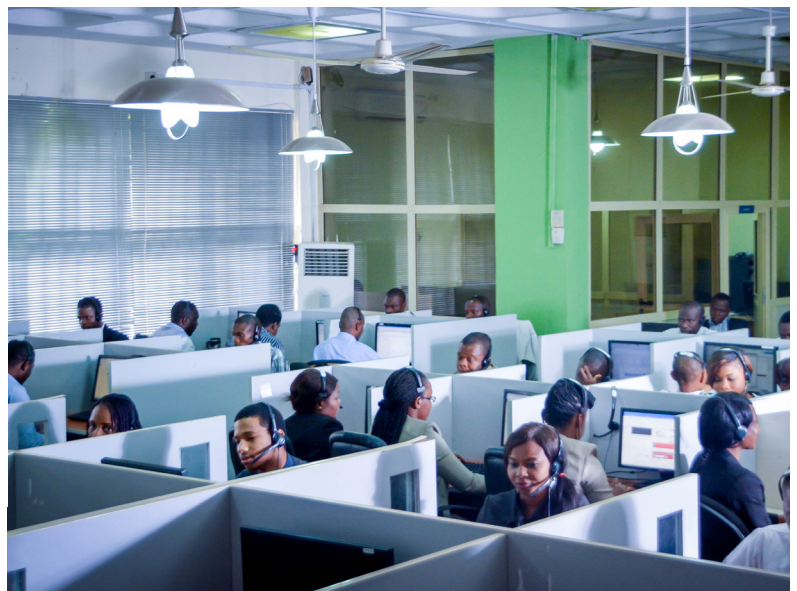
We run over 500 seat contact center in our two facilities in North Central (Abuja) and South East (Enugu) to provide world-class BPM services to clients that demand quality services at competitive costs. We utilize our PPT approach (People, Process and Technology) to handle “non-core” functions for our clients so they can focus on what they are best suited to handle.

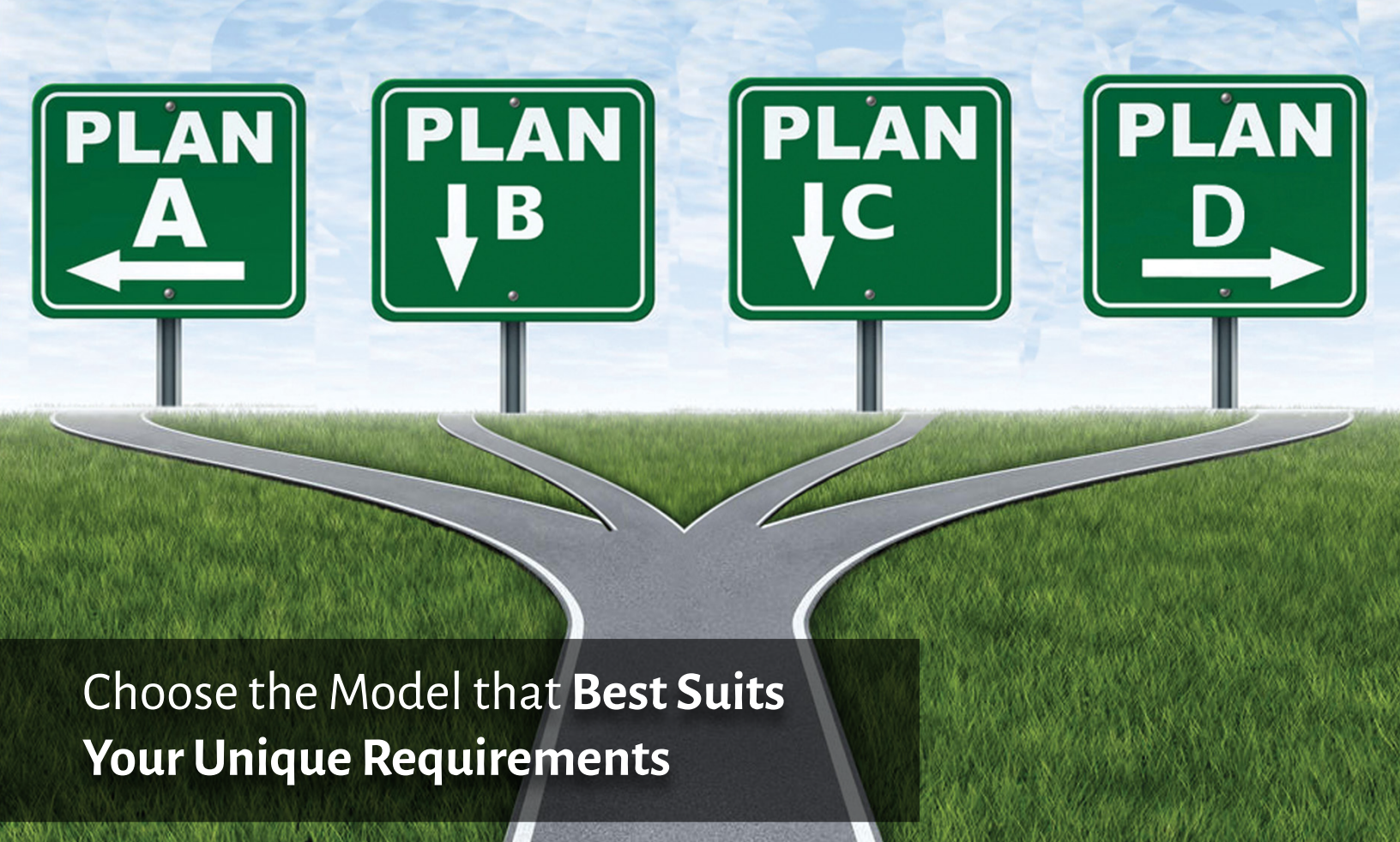
Interra Contact Center facilities utilize

- Best - breed telephony technologies
- Multiple E1 lines connectivity
- Certified and trained Multi - Lingual Agents
- Dedicated and reliable fiber connectivity direct from renowned ISPs.
- Advanced and intelligent security systems

Advantages of the Facility

- Clean room policy
- Uninterrupted Power supply
- Computer telephony integration
- Uncompromising and standard security system





Choose the Model that **Best Suits** **Your Unique Requirements**

Outsourced Model:

We offer you all desired features of contact center services from our state-of-the-art facility with a view to improve customer loyalty, business continuity which enables you to enjoy the following benefits;

- Cost - Reduction in personnel cost, rents, rates, and infrastructure.
- Improved business continuity
- Scalability
- Certified and trained multi-lingual customer service agents
- Improved business control, security of data, and more efficient processes and procedures
- Scalability
- Risk reduction
- Multilingual Agents
- Focusing on your Core Competence

On-Premise Model:

Your telephony infrastructure is installed and runs on computers in your buildings (on-site).

Our suite of products, features and integration expertise will enable you to provide unmatched services.

In addition, with our local presence, we can provide you with strong technical support and customer service training.

Hybrid Model:

We offer specialized attention for those who require such by handling your 1st level contact center support from our facility and deploying a 2nd level support on your premise.

Cloud-based Model:

Interra Networks provides you with innovative mobile marketing techniques to engage your customers via a contact center that is stored in the cloud, rather than hosted on-site.

You can run your contact center from anywhere in the world with an internet connection.

Our Offerings

- Multi-lingual services customized to suit our clients' needs which ensure that you can communicate with them in your language of choice.
- Inbound contact center services which predominately handle calls initiated by the customer. An inbound call center is operated by a company to administer incoming product support or information inquiries from consumers.
- Outbound contact center services which involves calls initiated by the contact center representatives. Outbound call centers are operated for surveys, telemarketing and market research.

OUR PEOPLE

Hand-picked from diverse fields, our team is created and driven by a collective desire for excellence. We possess highly motivated and service oriented individuals proficient in providing world class services to our clients while emanating skillfulness. Our staff force is marked by professionalism encompassing good verbal communication, excellent phone skills, data entry skills, and attention to details, good customer service, multi-tasking abilities, knowledge retention and flexibility.

FLEXIBLE SOLUTIONS *for* your business needs

Customer Relationship Management (CRM)

We provide you with CRM tools that enable you collect, collate, store, analyze and share valuable information gathered from interactions with customers and prospects.

The CRM delivers a 360 degree view of interactions across your customer service, sales, marketing, and support team with a view to collaborate effectively, respond promptly and knowledgeably to sales opportunities and customer enquiries - both in the office and on the field with a view to satisfying and retaining your customer as well as make strategic business decisions.

We are differentiated from our competitors due to our partnerships with the most renowned CRM OEM's (Original Equipment Manufacturers) in the world of such as SugarCRM, SuiteCRM and Microsoft Dynamic CRM and have also built an in- depth CRM application knowledge, shown expertise in the deployment and management of CRM application for various sectors of economy.

We provide vendor neutral advice to our clients to ensure that whatever their choice of CRM is, we have them covered!

Interactive Voice Response (IVR)

It serves a customized friendly voice telephone auto-attendant which enables your customers' access your business on a 24-7, 365 days a year in a language of choice. It has self-service features that your clients make payments, place orders, participate in survey and access information from their accounts. We incorporated our IVR offering to efficiently and affordable extend your services to customers.

Managed Services

Experts will tell you "deploying Contact Centre technology is the easy part, running it is the hard part!" We recognize this challenge and can provide managed services for customers that wish to deploy the solution at their premise; the people, the processes and the technology, Interra will get your solution delivering value in no time!

Customer Service Training

Our Customer Service training programme is focused at producing and enhancing customer-centric workforce. Your organization can finally be assured of effective customer relationship management and retention. One key deliverable of this training is to build your front-line staff with the skill set and attitude to "put a smile on your customers".

Multilingual Service

"The language barrier has been lifted"; our outsourced contact center service offers a multi-lingual service option via our trained and certified customer service agents in Hausa, Ibo, Yoruba, Pidgin English and other three foreign languages like English, French, Spanish with view to serve your customers better.



Our Customers

Our diverse customer base comes from Nigeria and the United States. We deliver quality, reliable, professional and cost-effective services that exceed industry standards and customer needs!



United States Department of State, Visa Information Services (English Speaking West Africa)

Need to make a visa appointment from Nigeria, Ghana, Liberia, the Gambia or Sierra Leone? Chances are you spoke to one of our friendly and professional agents or supervisors. Call, email or chat!

With our professional staff, and world-class processes, we provide clients with secure and reliable services.



Nigeria Communications Commission (NCC), Outsourced Contact Centre and Consulting Services

When the regulator for telecommunications services decided to provide Nigerian consumers with a voice to lodge complaints and ask questions about the industry and the licensed operators, they turned to Interra Networks to not only provide the service, but also design the back-end processes.

The NCC Contact Centre deals with massive amounts of data that the regulator needs converted to actionable information; Interra Networks provides this service for the NCC.



The Federal Road Safety Corps (FRSC), On-Premise Contact Centre Services

Were you involved or did you witness a vehicle accident and require emergency services? Just call 122 and reach out to the FRSC. Or are you more interested in understanding how to get the new Drivers License?

Just call 0700-CALL-FRSC (24/7) and reach a friendly agent who can offer help!

Do you want to deploy your call centre at your premises? How about technical support anytime? Just call Interra Networks!



Peezy.com, Outsourced Contact Centre Services

Peezy provides their 30,000+ customers in the United States and Canada with affordable, reliable and convenient pre-paid telephone and mobile top-up services.

The customer experience and superior services sets Peezy apart from the rest. Interra Networks contributes to this by providing affordable and world-class services that keep Peezy customers coming back!

We successfully service US-based customers with services from Nigeria!



Trustfund Pensions PLC, On-Premise Contact Centre Services

TrustFund Pension prides itself in the delivery of excellent customer service to those who have entrusted them with their retirement “nest egg”. The contact centre deployed by Interra Networks uses best-in-breed technology to provide their customers with access to a friendly agent or their account details by simply dialing 0700 - TRUSTFUND.

Interra is also charged with maintaining this solution that has truly made TrustFund stand out as a leader in their industry.



Federal Ministry of Communication Technology, Outsourced Contact Centre Services

In a bid to improve service delivery and bring the government closer to the citizens, the Federal Government of Nigeria (spearheaded by the Ministry of Communication Technology) launched the Government Contact Centre (GCC) project.

The GCC will provide convenient and reliable channels (telephone, email, chat and social media) for citizens to reach the various Ministries, Departments and Agencies (MDAs) of the government for the purpose of accessing services, asking questions, providing suggestions and lodging complaints.

The service is being provided as a Shared Service through Galaxy Backbone. Interra Networks was selected to design the solution, provide the core technology and train the agents on the process and technology as Build, Operate and Maintain (BOM) project on for the FMCT.



SIGMA PENSIONS, Customer Relationship Management Solution

Interra Networks provided Sigma pension a CRM tool, which afforded them a 360 view of customers and prospects to enhance sales force automation and increase customer retention.



National Pension Commission (PenCom), Outsourced Contact Centre Services

Being the regulator for Pension Fund Administrators (PFA), PENCOM is charged with a momentous mandate to provide pensioners' with an easy access channels to lodge their complaints and make enquiries about pensions fund managers.

Leveraging on years of experience, Interra provided the PENCOM an outsourced multilingual service managed by our team of professionals. This has enabled the commission deliver exception customer service to its publics and has in turn boosted confidence amongst pensioners.



The World Bank, ANJIMS Project, Outsourced Contact Centre Services

The ACCESS Nigeria Information Contact Centre service was designed to primarily provide the Access Nigeria eco-system (Students; Training Institutions; Employers and Stakeholders) and the general public with information on the ACCESS Nigeria Job Information Management System

The ANJIMS Contact Center serves as a helpdesk and caters to questions and issues associated with the ANJIMS portal.



Galaxy Backbone PLC, Outsourced Contact Centre Services

Galaxy Backbone Limited (GBB) is an Information Technology firm that inclusive in its' offering, provides the various Ministries, Departments and Agencies of the Federal Government of Nigeria with shared services including IP connectivity and applications. These services extend to more than 3600 clients across the country. Interra provides GBB with 1st level technical helpdesk support. Our support engineers provide GBB clients with 1st level technical assistance via telephone. Working closely with GBB field support, we help ensure that GBB customers experience the high level of service they have become accustomed to receiving.



National Agency for the Prevention of Trafficking in Persons (NAPTIP), On-Premise Contact Centre Services

The high rate of human trafficking in Nigeria and the inability of citizens to report cases prompted NAPTIP to provide the public with a means to ask questions, lodge complaints and provide tips.

Today you can call 0800 CALL NAPTIP or send an email to reach a courteous and knowledgeable agent that can assist you.

Interra deployed the NAPTIP contact centre, trained the agents and provides technical support & maintenance to ensure the service is available to the public.



National Insurance Commission (NAICOM), Managed On-Premise Contact Center Service

NAICOM currently runs and maintains a contact centre deployment in her corporate headquarters. While they provide the technology, our role is to provide the people and process that makes the contact centre fully operational.

This operational model further emphasizes our position as the leading BPO services provider aimed at meeting clients at "their point of need"!

BROCKBEAUTY

Brock Beauty Inc. Outsourced Contact Centre Services

Hairfinity Hair Vitamins is a natural vitamin complex formulated with essential vitamins and nutrients for healthy hair. The product is immensely popular in the United States and Europe; Nigeria represents its entry point to the African market.

Interra Networks developed the website and provided the system integration to the fulfillment centers around the country and is also providing a multi-channel contact centre (phone, email, chat and social media).

The support number is 0700-HAIRFINITY and the website is www.hairfinity.com.ng.



The Nigerian Stock Exchange (NSE), On-Premise Contact Centre Services

The Nigerian Stock Exchange (NSE) provides their customers with access to information and a helpdesk to take questions using technology deployed by Interra Networks.

The NSE contact centre handles requests from the public via telephone and email. Simply dial 0700- CALL-NSE to receive quick, courteous and reliable customer support.



National Identity Management Commission (NIMC), Outsourced Contact Centre Services

The NIMC contact centre was set up to provide general information about the National Identity Card registration and to respond to inquiries and complaints.

It was established to provide uniformity and consistency when delivering support to NIMC customers.



Federal Ministry of Aviation, Outsourced Contact Centre Services via GCC

In a bid to provide the flying public, airlines and the industry's agencies with top-notch services, the Aviation sector has invested in a contact center targeted to ensure easy access to the industry's stakeholders.

The Aviation Government Contact Center is a service designed to provide a sustainable, efficient and convenient means by which the public can make enquiries, complaints or suggestions via various access channels such as calls, email, SMS or live chat. It provides professional multilingual service that caters to various demographic.



The Independent National Electoral Commission (INEC), Outsourced Contact Center Service

To meet the aspirations of Nigerians, INEC has provided Nigerian citizens with convenient channels to interact with the commission via a multilingual, outsourced contact center service managed by Interra Networks professionals.

Interra provided the INEC an outsourced contact center and election Portal, integrated to the INEC Election Management System (EMS). We also developed a databank of ad-hoc staff through an online interface with the commission's website.



Central Bank of Nigeria (CBN), Customer Complaints Management System

The CCMS Adaptor is designed to aid financial institutions with the extraction, transformation and loading of data from their Complaints Management System (CMS) to the Central Bank of Nigeria's (CBN) Consumer Complaints Management System (CCMS).



Unity Bank, On-Premise Contact Centre Services

Unity bank provides their customers with a speedy and reliable customer service via a contact center developed by Interra Networks.

Simply dial 0700 UNITY BANK to receive quick courteous and reliable customer service.



Federal Ministry of Power, Outsourced Contact Centre Services via GCC

In order to provide the public with an exceptional service; the Power sector invested in a contact center which is designed to ensure easy, sustainable, efficient and convenient means by which the public can make enquiries, complaints or suggestions via multi-access channels such as calls, email, SMS or live chat.

The contact center provides professional multilingual service that caters to various demographic.



NIGERIA

Ground & 1st Floor , BOA Plaza
Independence Drive
Central Business District
Abuja, FCT

PHONE: +234(0)700 INTERRA
+234(0)9 780 9340
eMAIL: sales@interranetworks.com

14A Apapa Lane
Dolphin Estate, Ikoyi
Lagos.

PHONE: +234(0)700 INTERRA
eMAIL: info@interranetworks.com

No 5 Coal City Garden Estate
Off Okpara Avenue
Enugu State.

PHONE: +234(0)700 INTERRA
eMAIL: info@interranetworks.com

UNITED STATES

2001 Martin Luther King Jr. Drive, Suite 301, Atlanta,
GA 30310

PHONE: +1 (404) 961 6650
FAX: +1 (404) 564 6495
eMAIL: info@interranetworks.com



Interra Networks
L i m i t e d