Liscom Solutions and Services Pvt Ltd

Anjikkath Arcade, Seaport Airport Road, Kalammassery -682021

We:

A young brand specialising in voice and non-voice services that carries forward the legacy of more than three decades imbibing the highest ethical standards set by our parent company, the XL Group. Housed at Kochi, the commercial capital of Kerala and gateway to India for centuries, Liscom Solutions and Services Pvt Ltd is one of the most technically advanced and professionally managed IT service provider in the country. We are committed to provide reliable and dependable IT enabled services at affordable rates.

Our family:

Hailing from the XL Group, that double-clicked operations in 1974, Liscom represents the new ambition of the company that has diversified into many a business vertical:

- Transportation
- Marine, Research
- Manufacturing
- Voice and Non Voice processes
- Various IT enabled services

Our siblings: Craysol Technologies (I) Pvt Ltd, XL Teknologies, XL Transports, Erco Marines and Benco Nylons.

Our offers:

Voice Based Services , Data Management Services , IT Services and Back Office Support Services are the key areas of expertise for Liscom Solutions.

Our Clients

It has been `Dial L for support' for these telecom giants who have invested confidence in our services for more than eight years. Our 200-strong skilled agents have been providing them with both Voice and Non Voice services.

Our USP:

The proprietary software for handling voice and non-voice activities gives us a clear tech-edge over almost all other competitors. Voice Diallers, Process based customisable CRM and Activity based customisable data entry applications top our list of softwares.

Our in-house EDP, fully dedicated to developing and fine tuning software and other customised solutions, enhances our capabilities to provide efficient and dependable service to our principles.

Our password: Quality

Guided by a modern management perspective, we focus on developing IT-enabled solutions for improving resource utilisation and efficiency improvement techniques. IT is the best tool for process efficiency improvement and our emphasis results in: resource utilisation, skill improvement, greater efficiency, reliability and better economics for the principle company.

Our credentials:

We have been acknowledged as one of the premier service provider in the country.

Barring / Unbarring Desk 100% SLA Compliance Award (National Level) 2005	Barring / Unbarring Desk 100% SLA Compliance Award (National Level) 2006	Navigator Agency Status 2007	Barring / Unbarring Desk 100% SLA Compliance Award (National Level) 2008

Our menu:

Voice Based Services

1. Customer / Dealer help line
2. Sales Support help line
3. Marketing Calls
4. Subscription Renewals and Service Up selling
5. Debt Collection
6. Customer Retention Calls
7. Complaint Resolution Desk
8. Welcome Call
9. Verification Calls
10. Bill Clarification
11. Surveys

Data Services

1. Application Form Auditing and Data Entry
2. PDF to Doc Conversions
3. Paper to EBook Conversion
4. Form Processing Services
5. Bulk Invoice / Bills Data Entry
6. Medical / Insurance Claims Processing
7. Scanning

IT Services

1. Website Designing
2. Domain Registration
3. Web Hosting
4. Remote Server Management (Windows / Linux)
5. Remote Network Management (Cisco)
6. Video Presentations and Rendering Service

Back Office Support Services

1. Live Chat Support
2. Email Answering Support
3. Designing / Printing / Despatch Services

Our Techabilities:

Internal Network

1. Multiple Optical Fibre termination for service redundancy.
2. Cisco based Voice Network Solution for Dependable Quality of Voice Service.
3. Cisco 2811 Dual Port Router with Voice Enhancement Bundle.
4. Cisco ASA 500 Firewall Systems for Advanced Security.
5. Cisco Catalyst 3750 L3 Switching for VLAN Isolation.
6. Cisco Catalyst 2970 L2 Switching with QOS Implementation.
7. 3 x Multi Processor DELL Servers for User Management, File Handling and DB handling.
8. Voice handling Servers capable of managing 240 concurrent voice calls (Inbound & Outbound).
9. Voice Recording.
10. Remote Activity Monitoring and Call barging.
11. Thin Client systems for Agents, for Secured and Stable Operation.
12. Terminal Server Implementation for Application and Data Security.
13. Remote Desktop for auditing and maintenance.

Voice Network

1. High Quality (Cisco) Internal Network with call routing capability through Remote Internet gateways, Local PRI Service providers, GSM Sim Cards etc.
2. DSP Based Background Noise Cancellation Headsets (Planatronics).
3. IVR Configurable Inbound Call Management for Skill Based Routing and multiple language options.

Power

1. Entire facility runs on APC Enterprise Class UPS.
2. Generator Standby.

Physical Security

1. Access Card Based Entry to all levels.
2. Fire Alarms.
3. 24 x 7 Manned Securities.
4. Biometric Access to Server and Network Configuration areas.
5. Individual User logins with LDAP Linked CRM and Data Acquisition

Software.
6. User Activity logging for Security Audits.
7. Round the Clock Security Video Recording with 20 days back up Storage.

Data Security

1. Terminal Server Based Application for Copy Protection
2. Mobile and Paper free Dialling Floor
3. Data management on centralised DB Server
4. Controlled and Audited Internet Access
5. Virtual Network isolation from External / Management Consoles

Our infrastructure
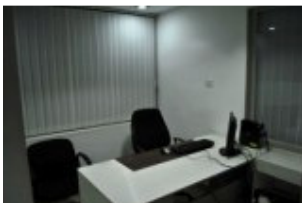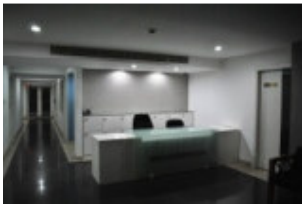
Thanking You,
Yours Sincerely

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