



Quality Call Center Solutions

Meeting individual needs while reducing costs

Combining:

People

Rising Data staff is carefully recruited and trained to provide the right combination of knowledge and warmth to let your customers know you care.

Technology

We use the most sophisticated technology and skilled engineers to ensure the highest level of service.

Processes

Our proven processes maximize the efficiency of operations to increase your customer satisfaction.

Innovation

We keep track of the latest trends and technologies to ensure we continue to provide the best service in the most cost-effective way.

Outsourced solutions to meet your unique business needs

Rising Data is a full service customer interaction company. Because all businesses have unique requirements we tailor our services to meet your needs and that of your customers: our skilled staff can support inbound as well as outbound services through voice, email, fax and chat support. We also have the expertise to integrate services into full business communications solutions. Whatever your needs, Rising Data offers the flexibility and capabilities to support them seamlessly.

Our 24X7 call center can currently provide the following services via Telephone, Email, Web Chat or Fax:

- General Inquiries/ Customer Service
- Collections
- Tier 1 Technical Support
- Fundraising
- Billing Inquiries
- Surveys
- Order Entry
- Account Activations
- Lead Generation
- Appointment Scheduling
- Telemarketing



Breaking New Grounds

Rising Data's mission is to provide affordable quality customer interaction services to companies worldwide. We are firm advocates of outsourcing to developing countries, helping close the divide by bringing opportunities and skills to motivated people. We are also great believers in the powers of technology and are leveraging the latest innovations to achieve our mission. Today, Rising Data is leading the way by being the first English-speaking call center in West Africa.



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Quality at a fraction of the price

By successfully combining technology, processes and the skills of our staff, we provide companies with quality remote customer interaction at a fraction of the price.

- Rising Data call center operations are located in Ghana, West Africa, so we use dedicated fiber optic link with bandwidth dedicated to your calls. Our infrastructure matches that of the best North American and European call centers to keep our services secure and up 24X7. This helps to ensure the origin of the service is transparent to your customers and the quality flawless.
- The processes and methodologies we apply rely on industry best practices as well as our own – This enables us to ramp services quickly and efficiently and to provide a closed-loop approach, ensuring your customers are offered the utmost in customer care.
- Rising Data's carefully recruited Ghanaian staff is highly skilled and English-speaking, providing your customers with quality interaction.
- And, because we heavily leverage technology and that Rising Data operations are located in West Africa, we are able to offer extremely competitive prices for superior customer interaction services.

Outsourcing to Rising Data allows you to increase service capacity, to add flexibility to your service delivery model, to focus on other core business and to save on cost. This ultimately increases your customer satisfaction and your bottom line.

For more information:

Learn more on how Rising Data can enhance your customer interaction service capabilities and reduce your costs.

Contact us at:

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