

EVALLISH BPO

**Reduce Costs. Increase
Sales. Scale Without
Risk.**

If your company needs to grow, optimize operational costs, and improve customer experience, **Evallish BPO is your nearshore strategic ally**. We operate from Santiago, Dominican Republic, with over 20 years of experience.



What Problem Do We Solve?

Growing companies face critical operational challenges that limit their expansion and affect their profitability. We identify these obstacles and transform them into competitive advantages.

High Operating Costs

Labor costs in the U.S. can consume up to 60% of the operating budget, limiting the capacity to invest in growth.

Low Productivity

Internal teams without specialized supervision generate inefficiencies that directly impact financial results.

Lack of Quality Control

Without constant monitoring and professional audits, service quality deteriorates, affecting customer satisfaction.

Inefficient Manual Processes

Operations without automation or optimization consume valuable time and resources that could be allocated to strategic initiatives.

Difficulty Scaling

Rapid growth requires infrastructure, skilled personnel, and systems that many companies cannot implement internally.

We convert these problems into efficiency, control, and sustainable profitability.

Our Solutions

Contact Center Services

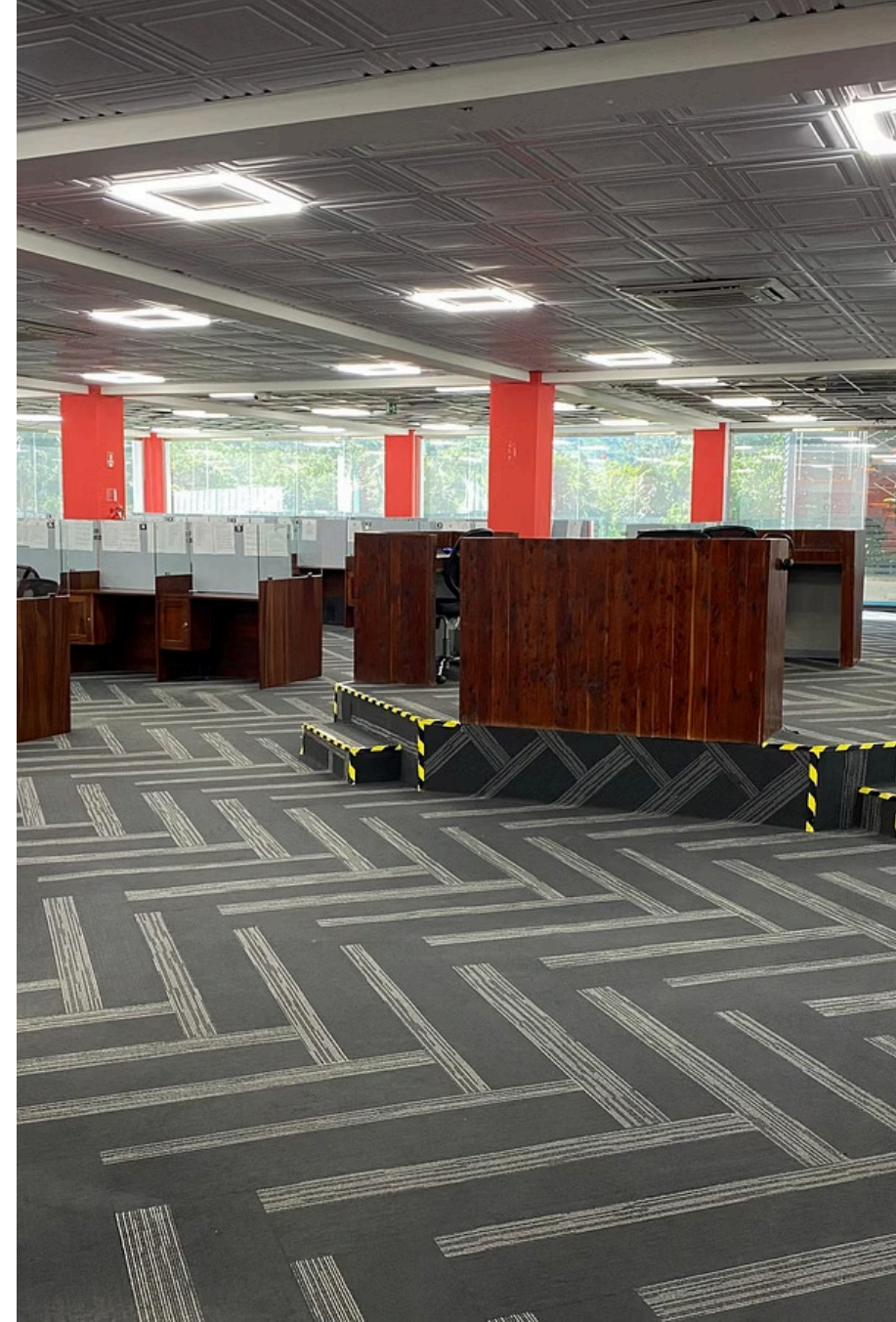
We offer a complete portfolio of services designed to boost your sales, improve customer retention, and optimize every point of contact with your audience.

Comprehensive Customer Service

- Multichannel service (Phone, WhatsApp, Email)
- Order taking and delivery coordination
- Scheduling medical and commercial appointments
- Medical authorizations and follow-up
- Telephone surveys and satisfaction analysis
- Professional complaint handling and resolution

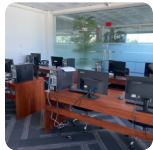
Revenue Generation

- Strategic telemarketing and outbound campaigns
- Lead generation and qualification
- Pre-qualified transfers to your sales team
- Merchant Cash Advance (MCA)
- Systematic Cross-selling and Upselling
- Specialized technical support



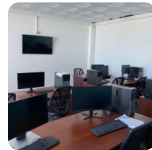
Optimizing In-House Call Centers

Do you already have an operating call center but the results are not as expected? You don't need to replace it completely. We transform it into a center of operational excellence.



Monitoring and Audits

We implement real-time monitoring systems and periodic operational audits to identify areas for improvement and ensure consistent quality standards.



Coaching and Training

We develop customized training programs and individualized coaching sessions that elevate your team's competencies and improve key metrics.



KPI Implementation

We design and implement control dashboards with specific performance indicators, allowing for data-driven decisions based on real data and measurable objectives.



Process Improvement

We analyze, redesign, and optimize workflows to eliminate inefficiencies, reduce response times, and maximize the productivity of each agent.

- 📄 **Proven result:** We transform inefficient centers into profitable operations with average increases of 35% in productivity and reductions of 40% in staff turnover.

Premium Infrastructure with Total Redundancy

Operational continuity is non-negotiable. That's why we invest in world-class infrastructure that guarantees uninterrupted operations, protecting your business from any eventuality.



Redundant Connectivity

Dual high-speed fiber optic lines from different providers guarantee uninterrupted internet.



Guaranteed Power

Automatic backup power plant, solar panels, and individual UPS at each station ensure 24/7 operation.



Essential Resources

Two 2,000-gallon cisterns each guarantee continuous water supply for all operations.



Comprehensive Security

Modern corporate building with advanced security systems, access control, and a professional environment.



Advanced Technology

Latest generation equipment, specialized software, and communication systems that maximize efficiency and quality.

Corporate Cubicle Rental

Do you want to establish your operation in the Dominican Republic without the initial investment in infrastructure? We offer a turnkey solution that allows you to start operations immediately.

Included in Each Station

- Professional physical space in a corporate building
- High-performance computer
- Quality professional headset
- Individual UPS for equipment protection
- High-speed fiber optic internet
- Triple redundancy electrical power
- Security and access control

Optional Additional Services

- **Personnel Recruitment:** We identify and select the ideal talent for your operation
- **Payroll Management:** We administer payments, benefits, and legal compliance
- **Human Resources:** Integral talent management and labor relations
- **Operational Supervision:** Experienced leaders monitoring your team
- **Quality Monitoring:** Continuous audits and performance reports

📄 **Customized prices** based on the number of cubicles, contract duration, and additional services. Request your quote.

Competitive and Flexible Rates

We offer the best cost-benefit ratio in the nearshore market, with transparent rates that adapt to your operational volume and specific needs.

\$13

Customer Service, Appointments & Tier I Sales

English Support per hour - Certified bilingual talent

\$8

Customer Service & Tier I Sales

Spanish Support per hour - Specialized native agents

Proven Savings

Companies that outsource with us reduce their operating costs by **40% to 50%** compared to operations in the United States, maintaining or exceeding customer satisfaction and quality levels.

Total Flexibility

We adjust our services according to your operational volume, campaign type, required schedules, and specific objectives. Flexible contracts with no surprises or hidden costs.

Why Choose Evallish BPO?

1

Proven Experience

Operating successfully since 2006 with over 30 years of combined experience in our management team.

2

Cultural Affinity

Perfect cultural synchronization with the United States facilitates fluid communication and understanding of the North American market.

3

Strategic Location

Less than 2 hours from Miami, in the same Eastern U.S. time zone, facilitating coordination and supervision.

4

Multilingual Talent

Certified bilingual and trilingual agents, with continuous training in customer service and consultative sales.

5

Real Scalability

Capacity to grow with you, from pilot operations to full centers with 200+ agents.

6

Focus on Results

We measure success with concrete metrics: conversion, customer satisfaction, response time, and ROI.

Next Step: Schedule Your Strategic Meeting

Let's evaluate together how we can optimize your operation, reduce costs, and accelerate your growth. An initial, no-obligation consultation can reveal opportunities for savings and improvement that will transform your business.

Phone

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Your growth begins when you optimize your operations

Our Facilities: The Home of Your Success

We invite you to experience the professional and modern environment where your operations will reach their full potential. Every detail has been designed for productivity and comfort.



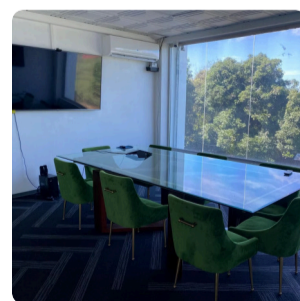
Evallish BPO Corporate Building

Our modern building, designed for an optimal and safe work environment, in the heart of a key business district.



High-Performance Cubicles

Ergonomic workstations equipped with state-of-the-art technology, designed to maximize your team's comfort and efficiency.



Modern Conference Room

Professional meeting spaces equipped with audiovisual technology for seamless collaborations, training sessions, and impactful presentations.



Connect with Us Online

Explore more about Evallish BPO by visiting our website www.evallishbpo.com and our social media. @evallishbpo We are ready to connect!