



## About inCall Systems

inCall Systems, a subsidiary of Challenger Technologies Limited, is an **Outsourced Business Service Provider** which offers end-to-end integrated marketing and customer services solutions that delivers results.

Leveraging on our core expertise in **database**, **customer interaction centre** and **demand and lead generation** solutions, we support our clients to achieve their business objectives of acquiring, retaining and growing customers.

Let us partner you to generate a positive and measurable impact for your business through our **results-driven** approach and strategies.

## Our Solutions

<b>inCall Systems, an Outsourced Business Service Provider, offers end-to-end integrated marketing &amp; customer service solutions that delivers results</b>		
<b>Customer Acquisition</b>		
<b>Customer Interaction</b>		
<b>Customer Retention</b>		
<b>Database Services</b>	<b>Customer Interaction Centre</b>	<b>Demand &amp; Lead Generation</b>
<b>Database Strategy + Consultancy</b> <ul style="list-style-type: none"> <li>• Database Development</li> <li>• Database Collation</li> <li>• Database Usage</li> <li>• Database Analysis</li> </ul> <b>Database Management + Maintenance</b> <ul style="list-style-type: none"> <li>• Database Acquisition &amp; Population</li> <li>• Database Profiling &amp; Segmentation</li> <li>• Database Cleansing</li> </ul> <b>Database Rental</b> <ul style="list-style-type: none"> <li>• Regional Corporate List Focusing On IT Contacts</li> </ul>	<b>Inbound Services 24/7</b> <ul style="list-style-type: none"> <li>• Hotline Support</li> <li>• Technical Support</li> <li>• Customer Care</li> <li>• After Hours Support</li> <li>• Response Management</li> <li>• Online Chat Support</li> <li>• Email Support</li> <li>• 2-Way SMS Support</li> </ul> <b>Contact Centre Services</b> <ul style="list-style-type: none"> <li>• Interactive Voice Response (IVR) Set-up and Audit</li> <li>• Scripting</li> </ul>	<b>Demand &amp; Lead Generation Programs</b> <ul style="list-style-type: none"> <li>• Sales and Lead Generation</li> <li>• Seminar Events Registration</li> <li>• Direct Sales Acquisition</li> <li>• Data Profiling</li> <li>• Data Verification</li> <li>• Tele-Surveys</li> </ul> <b>Loyalty &amp; Incentive Programs</b> <ul style="list-style-type: none"> <li>• Channels and Partners Program Management</li> <li>• Consumer Loyalty Program Management</li> </ul> <b>Events Conceptualisation &amp; Management</b> <ul style="list-style-type: none"> <li>• Corporate Seminars and Events</li> <li>• Product and Company Launches</li> <li>• Press Events</li> <li>• Consumer Roadshows</li> </ul>

Customer Acquisition   **Customer Interaction**   Customer Retention

## Why Outsource to inCall Systems?



Multi-disciplinary team consisting:

### Strategic Expertise

- Experience in the Asia – Pacific
- Regional Market Perspective
- Local Market Understanding
- Business Think

### Industry Expertise

- Technology & Telecommunications
- Consumer Lifestyle & FMCG
- Government & Statutory Boards

### Infrastructure & Operational Expertise

- 140-Seats state of the art Contact Centres in Singapore and Philippines
- Avaya PBX System with Full Call Centre Functionality
- In-house CRM Solution
- Web Chat System with Co-browsing, Web Push Capabilities
- VOIP Capabilities
- Unified Messaging Platform
- Multi-lingual Trained Customer Service Agents
- Proven Operational Process

### Business Expertise

- Convenience and Efficiency of a “**One-Stop Solution Provider**”
- Integration of the Right People, Processes and Technology

## Our Portfolio

### IT & Telecommunications

Adobe  
Akamai  
Autodesk  
Avnet  
Aspect  
Bluecoat  
Cisco Systems  
CA  
Citrix  
Concur  
Dassault Systemes  
Dell EMC  
Dimension Data  
Equinix  
ExaGrid  
Extreme Networks  
F5  
FIS  
Fujitsu  
IBM

### IT & Telecommunications

Informatica  
HDS  
HP  
HPE  
Kodak  
Konica Minolta  
Kyriba  
Logicalis  
MobileIron  
Open Text  
Red Hat  
Samsung  
SAP  
SonicWall  
Symantec  
Tektronix  
Trend Micro  
Veritas  
VMWare  
Zone 1511

### Others

Channel News Asia  
Challenger  
Deloitte  
DHL  
e2i  
hachi.tech  
HPB  
IMDA  
Interfone  
ISCA  
Lexis Nexis  
NUA  
SSG  
StarShield  
WDA @ Caliberlink  
WSG