



BMG.

Design Develop Deliver

# BM SERVICES & BM IT PRESENTATION

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## Overview

It all started with sheer determination of two, standing against all odds. The company kicked off back in 2010 in a single room just like any other start up and now it has professional and highly skilled 300+ employees who are efficiently serving international clients 24/7/365.

Over period of time, the company has expanded its operations over 3 continents. The head office is located in Airdrie, Alberta Canada (Onshore Facility) having two regional offices in United States (Nearshore Facility), one in UK and couple of delivery centers in South Asia Region (Offshore Facility).

We are offering cutting-edge business solutions that enable organizations transforming their aspiring visions into realities. We are industry focused and technology driven with a world class delivery capability. The aim is to help the clients with their dream of being the market leader. Our team specializes in establishing clear cut and explicit business strategies for all kinds of businesses. We can help our clients determine who could be a most valuable business partner, ensure a smooth and hitch-free business research for clients, Furthermore, we assist our clients to enhance their supply chain and other management models, outsource business processes, develop mobile and other applications for them. This, however, is only a small portion of what the Company is about; the next level is just the beginning.



## Our Strengths Include:

- Onshore, nearshore and offshore delivery capabilities
- Integrated services
- Deep industry expertise and knowledge of business processes
- Cutting-edge solutions and tailored service offerings
- Rich technology skills
- Strategic alliances with global business leaders
- Premier client list and experience
- Ongoing investment in innovative solutions, people development, and intellectual capital

## Mission Statement

To evolve the way the business moves. By seamlessly connecting customers and business through customer centricity, making businesses more accessible by opening up endless possibilities.

## Core Values

- Honesty
- Efficiency
- Commitment
- Reliability

## Our Philosophy

“Attention to Detail”



## **BM SERVICES**

### **Non-Emergency Medical Dispatch Services Center(Non-EMS)**

BMG Inc.'s (BM Services) Non-Emergency Medical Dispatch Services maintain a full staff of dispatchers 24 hours per day, 7 days per week. Each shift is led by the Shift Dispatch Supervisor. This individual directs their team in the various aspects of the shift. Their primary responsibility is to ensure that the correct vehicle is on location 15 minutes prior to the expected time of pick up. Our Dispatch Center also controls the arrival of all vehicles and drivers, 45 minutes prior to their first pickup. Our Dispatch Center is also mandated to be in constant communication with Drivers, Patients/Customers, Hospitals and Care Homes. At each day's end, all arrival and departure times are analyzed to confirm compliance to our client's needs.

In working with our corporate and academic partners, we implement the same type of procedures with a few exceptions. We have a team of specialists that dedicatedly work with each client.

Followings are common practice for all dispatchers at BMG Inc. (BM Services)

- To assess specific needs from operations perspective
- Review daily schedules
- Provide pricing by request
- Make reservations
- Attach special instructions to the driver sheets where needed
- E-mail confirmations
- Generate invoices for affiliates and vendors



## BM SERVICES

### What we do at Medical Dispatch Services' Center (Non-EMS)-I

BMG Inc.'s (BM Services) is fully devoted towards Non-Emergency Medical Dispatch Services and therefore we have established a whole new division, established in 2016, and we call it **MDS (Non-Emergency Medical Dispatch Services)**. The 'MDS' division has its own trained and qualified teams, dedicated quality assurance team, trainers and manager. A typical day at MDS-BM Services looks like as followings :

- Effectively prioritizing channels and assigns non-emergency medical transport requests to appropriate vehicles and personnel to ensure a smooth transition and work flow from request to scheduling and through pick up or efficient response.
- Dispatching vehicles in a timely manner
- Making accurate moment-to- moment decisions in regard to scheduling pickups and rearranging the current plan accordingly to accommodate exceptions and emergencies.
- Performing ongoing demand analysis of engaged and available vehicles to ensure operational efficiency and customer satisfaction with transports.
- Appropriately balancing the needs of the customer and the company when making critical decisions regarding transport.
- Maintaining timely and accurate tracking of all vehicles engaged in transports and makes appropriate assignments using this information about vehicle location and availability.



## BM SERVICES

### What we do at Medical Dispatch Services' Center (Non-EMS)-II

- Consistently performing status checks on crews verifying engagement, availability, safety and progress in transport.
- Expertly using industry-known Dispatch systems to review trip requests, appropriately schedule transports to assure timely response and vehicle/resource utilization and service.
- Keeping trip requests organized and prioritizes trips for appropriate sequence dispatch when emergencies develop
- Communication with crew vital trip assignment and monitoring information via communication system. Consistently using professional demeanor, voice tone and respect in all communications.
- Preparation, completion and distribution in a timely fashion reports stating progress, issues, problems and statistics for review by other appropriate parties
- Performing basic data entry; demonstrate ability to learn new computer programs and perform some advanced data entry when necessary.
- Attending communication meetings and education sessions (Part of QA).
- Compiling with and enforcing all policies and procedures. Escalating concerns regarding questionable matters to appropriate management
- Competently performing call taker duties when work schedule or demand requires.



# BM SERVICES

## Cabs and Limousines Dispatch Services-(I)

BM Cabs and Limousines Dispatch Services maintain a full staff of dispatchers 24 hours per day, 7 days per week. Each shift is led by the Shift Dispatch Supervisor. This individual directs their team in the various aspects of the shift. Their primary responsibility is to ensure that the correct vehicle is on location 15 minutes prior to the expected time of pick up. Our Dispatch Center also controls the arrival of all chauffeurs and coach drivers, 45 minutes prior to their first pickup. Our Dispatch Center is also mandated to be in constant communication with our chauffeurs and coach drivers via cellular phones. Chauffeurs report any delays, immediately, so that alternative actions can be initiated, if necessary. At each day's end, all arrival and departure times are analyzed to confirm compliance to our customer's needs.

In working with our corporate and academic partners, we implement the same type of procedures with a few exceptions. We have a team of specialists that work with each client.



- To assess their specific needs
- Review their schedules
- Provide pricing by request
- Make reservations
- Attach special instructions to the driver sheets where needed
- E-mail confirmations
- Generate invoices for affiliates and vendors
- Attach special instructions to the driver sheets where needed
- E-mail confirmations
- Generate invoices for affiliates and vendors



## BM SERVICES

### Cabs and Limousines Dispatch Services-(II)

BM Cabs and Limousines Dispatch Services offer followings to its valuable clients:

- All dispatch services under one roof (Cab, Limos, Shuttles and Trucks)
- 14 days free trial period
- Cost reduction up to 70%
- Ability to handle over 30,000 calls in a single shift of 8 hours
- Dedicated resources (dispatcher and rooms)
- Reducing customers' churn rate
- Efficient monitoring and tracking skills
- Ability to expand operations
- Multi-layered back up to ensure your business continuity
- Extreme measures over data protection
- Strict call quality compliance to deliver seamless services to your customers
- Dedicated corporate account manager to respond you 24/7
- Providing in-house built dispatch software to help you save up to 50% cost



# BM SERVICES

## Inbound

Client satisfaction is the number one priority at BM Services. We understand that the key toward outstanding customer service is active listening. We believe in delivering exemplary customer service through not just meeting, but exceeding the expectations set by the client. Having partnered with some of the largest corporate giants, BM Services maintains its brand of top-notch customer service in a highly competitive market.

We believe in building rapport with our customers so that they look forward to our calls. Customer service is about paying close attention to customer's concerns, building trust, taking time with the customer and addressing the issues. These include, but are not limited to:

- Cab & Limo Dispatching
- Retail Order Taking
- Financial Institution
- Technical Support



# BM SERVICES

## Outbound

BM Services has exceptionally trained and skilled staff to handle all levels of telemarketing calls. BM Services understands that a telemarketer's job is crucial in leaving a lasting impression. We ensure that our customers are happy and genuinely interested in our products before we forward them to our clients, achieving both customer and client satisfaction. Through our experienced sales staff, telemarketing in following sectors has become a comprehensive package, where we can connect with a customer from the initial contact until the final decision in one phone call. BM Services has extensive experience in handling leads, live transfers, and cold transfers in multiple fields. These include, but are not limited to:

- Mortgages
- Debt Collection
- Auto Insurance
- Data Validation
- Mobility
- Security Alarm System
- Surveys (Net Promoter System)



## BM SERVICES

### Chat Support

BM Services is creating productive customer interactions through right customer support professionals at right time using effective and right channels. We are helping e-commerce businesses to build extreme customer confidence and boost their online sales. Our live chat agents increase your online conversions, reduce churn and create opportunities to cross-sell and up-sell your products and services. We let your brands interact with their customers directly and analyze their behavior which can later be used for effective marketing strategies. BM Services offers real time opportunity to engage customers and prospects in a customized manner. We offer voice support agents who take your calls through a web based software and convert your online customers in to valuable sales leads. We let you take a step ahead of your competition. If your online customers are facing any difficulty during their online shopping and they are unable to explain it via live chat, our voice support agents talk to them and solve their problems instantly.



# BM SERVICES

## Email Support Services

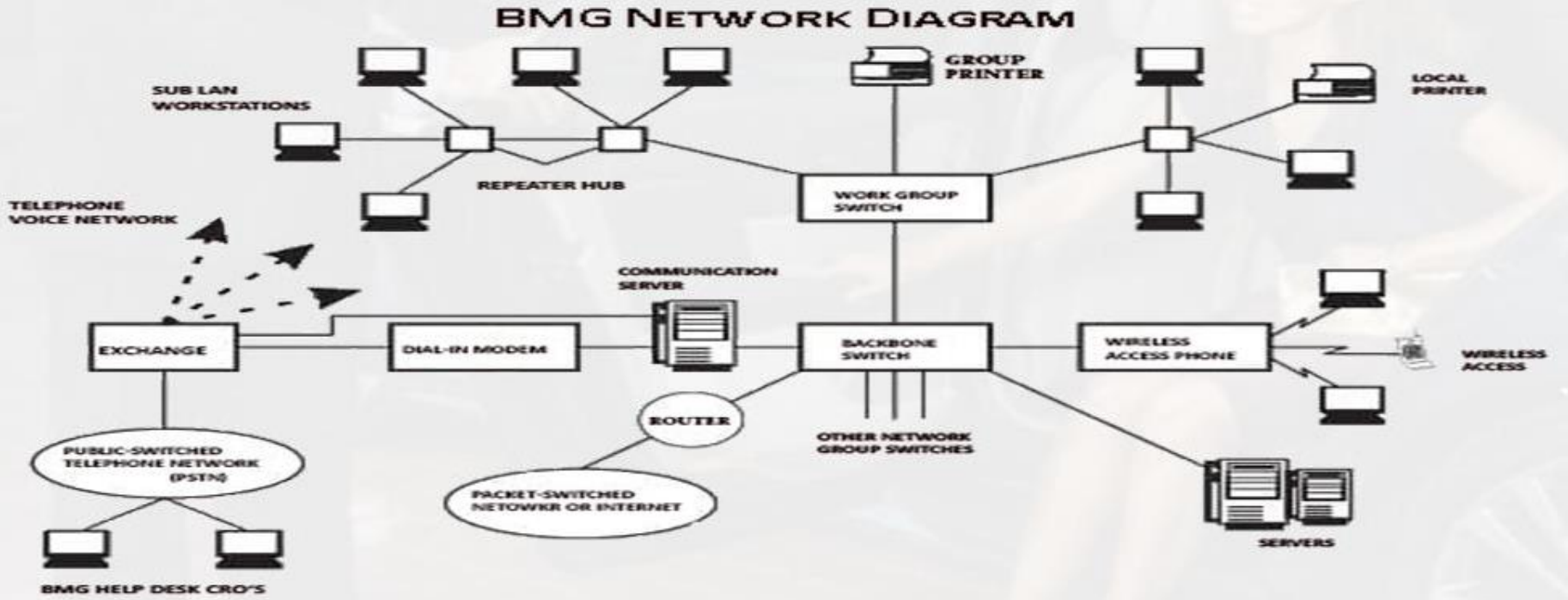
We know how much precious is your business time and you don't want to spend it on answering thousands of customers' emails daily. We are here to answer your support emails as soon as within 45 minutes. We create your competitive edge via effective and efficient e-mail support system. We don't let your customers get frustrated rather we increase their satisfaction and loyalty. We put a greater impression on your customers by solving their problems and sending sales followup emails.

Email support services offer the following features:

- Well-trained, experienced team
- Fast turnaround time
- Reliable support services
- Maintain real-time database
- Exciting price model
- Quality control processes
- SLA-driven email support services

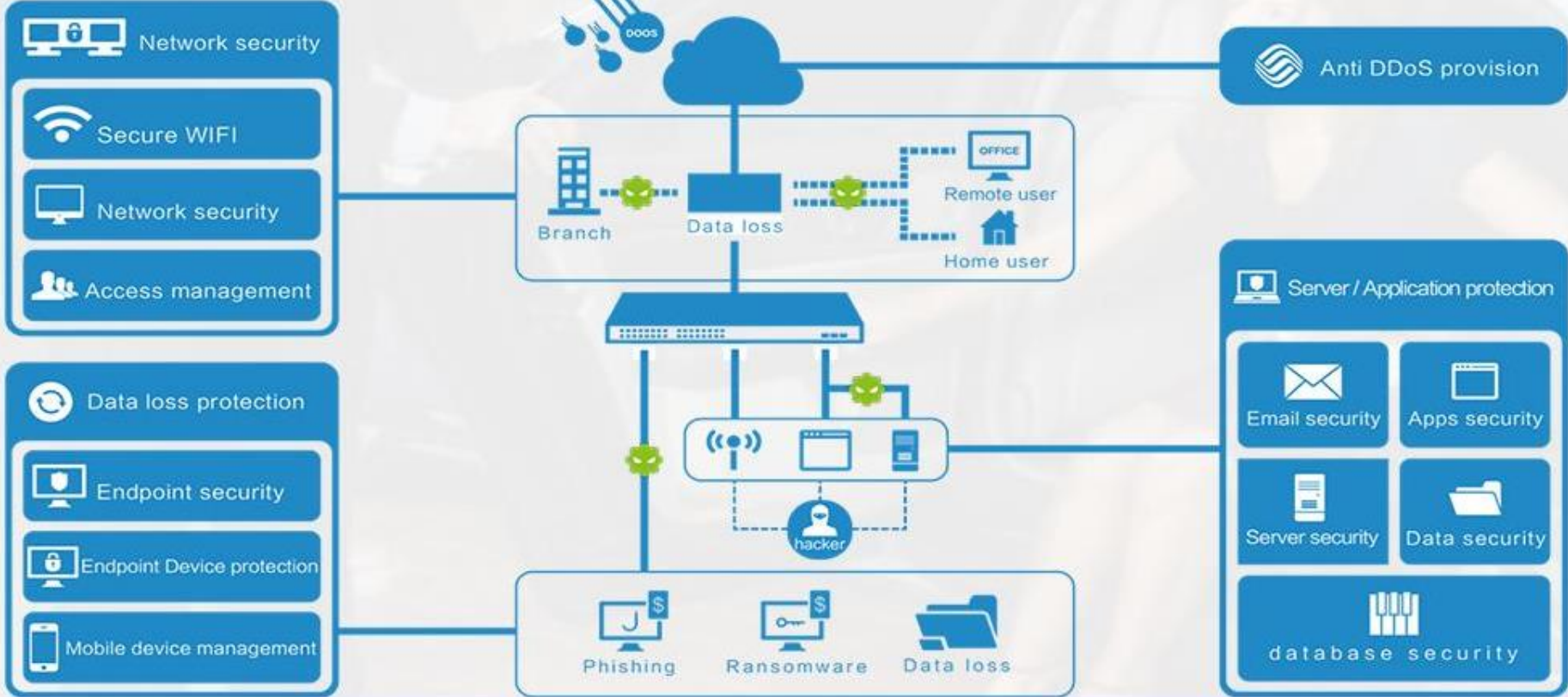


# IT Infrastructure- Network



# IT Infrastructure-II

## Security



## Voice Solutions

### Service Provider

RingCentral is an award-winning cloud phone system designed to make business communications easier to set up and manage right from the get go. With just one phone solution, business executives, agents, and investors can engage voice communications, organize business conferences, online meetings, and much more. With its cloud-based structuring, RingCentral eliminates the need for additional costs that come with a physical communication set up, like hardware, software, maintenance, training, space, operators, etc. This means businesses save time and resources without compromising communication capability and quality.

On top of that, this software unites all locations, and helps you work just as good offsite as you do onsite. It is due to the strong mobile support for both Android and iOS that you will get to keep your remote team connected and organized, send and receive HD calls, faxes, SMSs, attend conferences, and receive notifications regardless of your current whereabouts. The mobile features, however, don't only allow users to communicate with each other, but also to administer their business processes. Satisfied customers noticed that RingCentral performs just as good when mobile as it does within the office, as you get grasp on all functionalities related to settings configuration, extensions management, call direction/redirection, hosting meetings, and even reporting. Using such truly mobile PBX, the company can comfortably eliminate traditional offices and switch to virtual ones in cloud. It is only such impeccable functionality that can minimize administrative costs, alongside the ones large companies usually make in order to communicate.



Considering the system's power to integrate with the most important apps in your software landscape, we believe RingCentral will cut even some of the expenses related to purchasing additional file sharing or CRM systems.

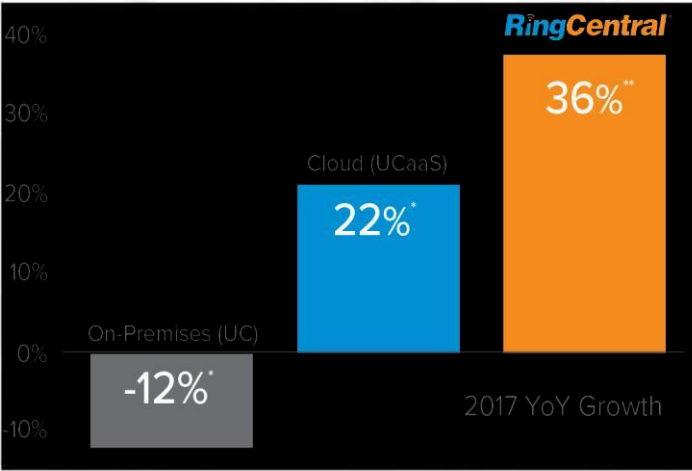


# Voice Solutions

## Features

- Cloud PBX
- Auto-Receptionist
- Call Forwarding
- (Automated) Call Recording
- Video Conferencing
- Audio Conferencing
- Online Meetings
- Internet Fax
- Voicemail and Greeting
- Voicemail-to-Email
- Visual Voicemail
- Multi-level IVR
- Call Reports
- Extensions
- Toll-Free and Local Numbers
- Online Meetings
- Collaboration
- Unlimited Business SMS
- 3rd-party Integrations (Google, Salesforce, etc)
- Mobile & Desktop Apps (iOS and Android)
- Directory Listing
- International Numbers
- Role-Based Access Control
- User Templates
- Music on Hold
- Dial-by-Name Directory
- Call Monitoring
- Single Sign-On
- RingCentral Global Office
- Hot Desking
- Secure VoIP Service
- Caller ID Control
- RingConnect CloudConnect
- RingOut
- RingMe
- Desk Phones
- Conference Phones
- Cordless Phones
- VoIP Headsets
- Analog Adapters
- Answering Rules
- Presence
- Call Flip
- Call Park
- Call Screening
- Shared Lines

- Intercom
- Paging
- Call Logs
- Team Collaboration
- Personal Demo



# Voice Solutions

## Technical Details - Compatibility

### Devices Supported

- Windows
- Android
- iPhone/iPad
- Mac
- Web-based

### Language Support

- English

### Pricing Model







- Monthly payment
- Quote-based

### Customer Types

- Small Business
- Large Enterprises
- Medium Business
- Freelancers

### Deployment

- Cloud Hosted
- Open API

Trending Business Phone Systems Reviews			
Product name		Score <sup>?</sup>	User Satisfaction <sup>?</sup>
 Cliq	Zoho Cliq Review	8.7	100 %
 Phone.com	Phone.com Review	8.6	100 %
 phone.systems	phone.systems Review	7.5	100 %
 PIMS	PIMS Auto Dialer Review	8.0	98 %
 fuze	Fuze Review	8.6	98 %
 Sinch!	Sinch Review	8.6	94 %

# Hiring, Training & Operations

## Hiring Criteria

We believe that the most important role is played by people and organizational culture of the service provider. The success of any project is how the project is being managed. We, therefore, are very particular in creating people environment and implementing HR policies.

Following steps & measures are taking in place regarding recruitment on All Dispatch Projects.

Performance-oriented work ethics coupled with constructive feedback will be employed to foster a positive culture.

Best practice leadership skills to be developed at first and second management tiers to maintain these practices.

Business support staff includes dedicated HR staff to support the Dispatch team. Scope of dedicated support to cover staff communications, complaints, queries and management information.

Human Resources are recruited against fixed client requirement/ expectations relating to qualifications and experience based on new or existing Vacancy requirement (Pre-defined Job Descriptions) Recruitments are & will be made after thorough background verification and screening of candidate(s)



HR department of BM Services ensures that an employee shall have to face Disciplinary Actions which may lead to termination, if he/she performs severe violation of any of the following:

- a. Applicable Legal, Regulatory and/or Contractual Requirements
- b. Information Security Policies and Information Security Requirements
- c. Employment Agreement
- d. Terms and Conditions by Client
- e. Misuse of authorities and privileges granted

## Hiring, Training & Operations

### Training Process – Theoretical and Practical

Training Session will be conducted by Training department before project launch. On daily basis, ongoing training sessions will be regularly conducted by Team Leads/Managers of respective project(s). The call centre agent is trained according to the Client's guidelines to meet the client's expectation.

Training session(s) are based on Call handling standards Aspects of call evaluation

- a): Resolution
- b): Behavior Further segregated into Call Handling/Communication skill
- c) Daily Monitoring is conducted by Team Lead(s) & Manager(s) through running internal CRM on a daily basis.
- d) The Team Lead(s) monitor recorded calls and provide feedback to assigned teams.
- e) After providing feedback the Training Department emails the evaluation sheet to the concerned team lead, AM and Project lead.



# Hiring, Training & Operations

## Client Interview

Once trainees graduate their training session and ready to be deployed on projects, they have to go through “Client Interview” session. The purpose of this practice is to ensuring “right person for right job”. Only those candidates will be deployed who will be approved by client(s).

## On Job Training

To make sure that every resource is up to date with ever changing pace of project, we keep on training all resources w.r.t their projects so that Quality and Delivery will never be compromised.

## Project Knowledge Based Quiz

This quiz help us to run TNA (Training Need Analysis) and work on highlighted areas. This quiz is also a part of our ever-going Quality Control process.



# Hiring, Training & Operations

## Quality Control

The Quality Control Team will evaluate calls of each Dispatcher on the mentioned generic criteria, coach them on their errors, appreciate them on the things done well.

Their errors are highlighted to their respective TL and the management.  
QA conducts 1/1 sessions for coaching

QA team conduct weekly fortnightly team sessions

QA conducts fortnightly and monthly calibration sessions

It is the responsibility of the Team Leader to guide and coach their team member if the reported case is a fatal error Then the Project Manager also discusses the error with the concerned Dispatcher and Team Leader.



# Hiring, Training & Operations

## Pre & Post Shift Meetings

The Pre and Post Shift meetings commence on a daily basis before/after every shift and the purpose is as follows:

- Sharing daily shift updates
- Any pending tasks
- Pending driver concerns
- Monitoring or wake up calls
- Monitoring specific flight schedule for airport pick up(s)
- Understanding of new guidelines coming from client(s), if any
- Handing over shift to next dispatcher by sharing details
- Sessions with Quality Control Team to avoid same mistakes or newly identified one(s)



# BM IT: Engineered to Flow





## BM IT: Digital Transformation

At BM IT, we help our clients drive engagement with their ecosystem of employees, partners, vendors and customers. We take the time to envision the digital future-state of your business through a deep analysis of your goals, company culture, and desired outcomes. Then we create a strategy to take you to and beyond where your vision leads. Alternately, if you already have a strategy, we can jump in anywhere along your journey to help you drive change for maximum impact.

Our expert engineers, designers and architects have the practical experience required to take your operations digital, to share information securely, and to explore the potential of today's digital world. Your result is a digital platform that transforms and modernizes your business, consolidates data and brings valuable insights to your team for continued innovation into the future.





## BM IT: Enterprise Integration

Successfully connecting disparate and diverse technologies and data from different sources requires deep technical knowledge and experience. BM IT has a long history of systems integration. But it's not just about the technology anymore – it's about meeting the needs and solving the problems of the business and customers. Leveraging a thorough understanding of your systems, requirements and expectations, and solutions like Microsoft BizTalk, our skilled team will conquer any challenges and ensure a smooth integration process flow. Whether the integrated systems are on-premise or in the cloud, our team has experience every major platform and application, and we know how to get systems working in concert to bring results.



# BM IT: Cloud

A move to the cloud means accelerating your business through rapid deployments and provisioning, instant and limitless data capacity growth, always-on computing and connectivity, and new levels of customer satisfaction that can propel you to the forefront of your industry. But transitioning to the cloud with Microsoft Azure or another service isn't a simple or straightforward process, and without a clear strategy, you can put your organization at risk of failed deployments or potential disruptions to your business operations. BM IT helps you deploy and configure Microsoft Azure, so you can position your organization to experience the full promise and profit potential of the cloud.

Whether you're exploring the possibilities, considering a gradual changeover, or looking to go all-in on the cloud, BM IT can help you.



## BM IT: Offshore Outsourcing

BM IT ensures that the experience of hiring our Offshore Teams is excellent! At an average cost reduction of 60%, we provide teams in a low-risk model that quickly attain high-productivity, introduce innovation, adhere to or provide guidelines on methodologies. Our agile teams bring in the expertise of our **Digital Transformation Studios** to embrace the digital culture. We offer social media and back office integration, mobile apps, analytics, and software engineering and support teams with the right mix of experience, innovation, and creativity to help drive profitability into your business. Storefront, finance, marketing, and back-office teams must understand and embrace the importance of social app integration, mobile devices, social networks, analytics and the IoT if they want to stay relevant in today's world. Our Digital Transformation Studios share internal R & D and Industry knowledge with our customers as part of our engagements. We believe that sharing this culture of innovation helps bring excellence to every engagement.



# Questions and Answers Session



**Knowledge** is having the right answer.

**Intelligence** is asking the right question.



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