



COMPANY PROFILE

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HAMTED SOLUTIONS RIGHT AT YOUR FINGERTIPS

HamTed Solutions is helping by making its clients more competitive every day. HamTed Solutions combines technology-powered services in automation, analytics, and digital with domain expertise focusing on back-office processing, contact centers to deliver transformational impact to clients located in Pune & operating since year 2018.

HamTed is a next place you can stop by for all your customer engagement needs. We believe in excelling & making our client venerable in every way. A key aspect of our service delivery is the successful transition of business processes from the client's locations to our delivery centers.

We support clients in verticals like Automotive, Real Estate, Telecom, BFSI, Healthcare , Mortgage, Travel & Hospitality & many more. We ensure your Customer Connect & Profits stay forever. Our ready to Serve approaches with foresights will make sure you get consistent output for years.

HamTed Solutions comprises 20+ vibrant professional who are Customer Centric & Creative. Our experienced team members are experts in providing FCR to even the most complicated business scenarios.





Mission

To provide unique & prominent BPM services to our clients making their dream come true with lavishing profits. Maintaining a blissful client-enterprise relationship to deepen the bonds for understanding the exact needs of client. Breaking from “Traditional” methods and implementing a “Smart Work” environment to increase profits & helping our clients stand out.

Vision

To make sure every raw business idea is considered as a “Million Dollar Idea” considering the market & location of interest. Helping the world grow better with a successive distribution of employment & rejoice through our valuable client services.



■ Why HamTed Solutions?

Our story defines your successful brand stories and elegant services. With strategical approaches, we make sure your brand story is heard worldwide and is adored. In an era where BPM is the undisputed king of all business strategies.

We at HamTed Solutions is creating our own Success story with your Brand stories. Following the traditional customer connect strategy basis of '**Customer being the KING**', we make sure all our clients are equally happy as our bonds grow stronger.

■ HamTed Strategies

Our efficient & reliable team can offer you different strategies to applause your achievements

■ Real-Time Solutions

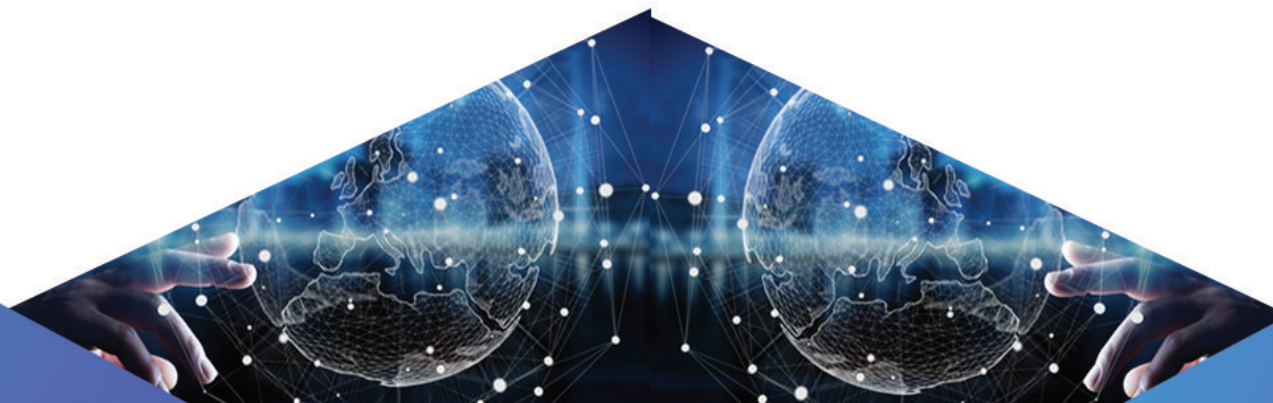
We, the HamTed Solutions is the provider of real time solutions for all your needs.

■ Quality with Elegance

Quality in elegance in output is one of our primary goals & we make sure to bring out the best every single time

■ Cost Efficient

We come up with the best & proficient cost effective business strategies just for you. With HamTed, you don't loose money you earn them!



OUR VALUES

Integrity

Working with Integrity helps us deliver more. Integrity is the backbone of all our dealings

Quality

We believe in continuous improvement through innovation, process enhancement, and teamwork

Driving Results

We drive successful business results by excelling in what we do for our clients



OUR VERTICALS



TRAVEL



HOSPITALITY



AUTOMOTIVE



MORTGAGE



BFSI



REAL ESTATE



HEALTHCARE



TELECOM

HAMTED PILLAR'S

We HamTed Digi Solutions Pvt. Ltd. have been successfully running our Digital Marketing i.e. **Eminent Digitals™** since 2017 & BPO i.e. **HamTed Solutions™** since 2018.

One of the directors is also indulged in operating one BPO center since last 4.5 years.

The Board of Directors are ultimately responsible for the management of the Company's business strategy, optimizing performance, investment objectives, approving significant items of expenditure and consideration of significant



SHUBHAM GODSELWAR

(FOUNDER & DIRECTOR)

- Joined the Company in December 2017.
- Mr. Shubham Godselwar (**DIN: 08299418**) aged 25 Years, holds bachelor's degree in Information Technology from St. Vincent Pallotti College, Nagpur, India.
- He has over 3 year's professional experience in the IT Sector. Also, he is an expert in Digital Marketing and Team Management.
- He is the person in a company who is ultimately responsible for Company Affairs, Financial Affairs, Digitals Marketing Operations and Legal Issues.

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Skype Id: shubham.godselwar

TEDDY MATHEW

(FOUNDER & DIRECTOR)



- Joined the Company in December 2017
- Mr. Teddy Mathew (**DIN: 08299419**) aged 25 Years, holds bachelor's degree in Computer Engineering from St. Vincent Pallotti College, Nagpur, India.
- He has over 3 years' professional experience in the IT sector. Also, he is an expert in Content Writing and Website Development.
- He is the person in a company who is ultimately responsible for Domestic and Overseas Business Operations, Technology Development and BPO Operations.

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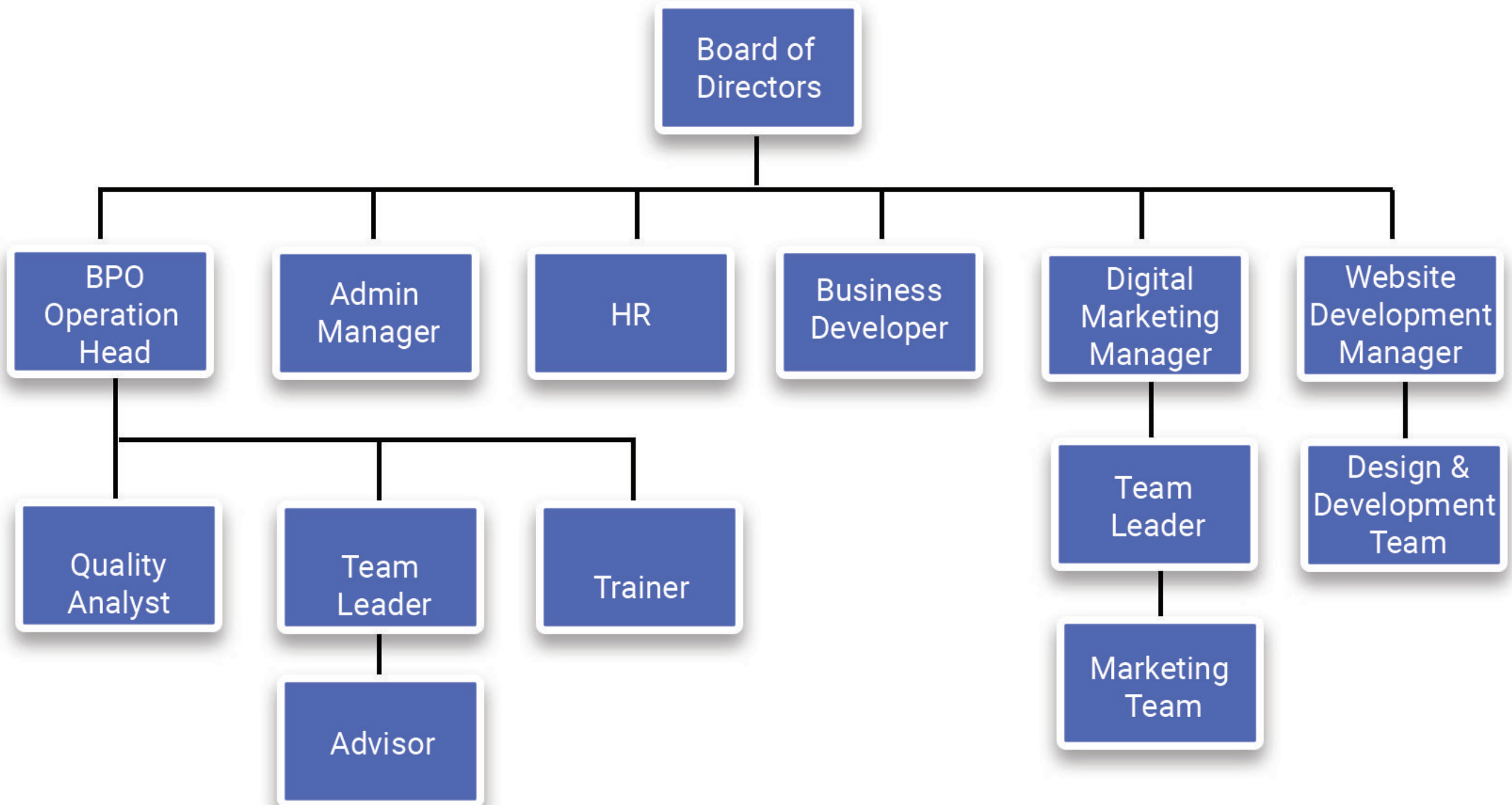
Skype Id: teddy.mathew07

CHINMAY KALAMBE

(BPO OPERATION HEAD)

- He has over 9+ years of experience in BPO operations with International & Domestic Voice/Semi Voice Process. He has handled different Verticals like Airlines (Inbound/Back Office), Telecom (Inbound/Outbound), Lead Generation (Outbound), EDU (Outbound) etc.
- He Possess excellent team participation, communication, personnel and customer interaction skills. With a positive attitude he is able to handle assignments under high pressure and is expert in consistently meeting deadlines.
- He is the person in a company who is ultimately responsible for Process/Core Responsibilities, Operations Management and Client Management.

OPERATION HIERARCHY



OUR SERVICES

We help your customers rebuild their Trust on your services by delivering our in-dept integrated & inclusive industry expertise in what we do! Our experienced team members focuses on 'FCR' which in turn helps your customer to rebuild their trust on you. Please find below services we offer:

- Query Handling
- Customer Services & Support
- Issue Resoluton
- Customer Retenton
- Cross Sale/Up-sale
- Correspondence Management
- Customer Analytc
- Customer Feedback Program
- Order Management



HamTed Solutions has a complete solution to providing a different service all together. Our outbound team is responsible for approaching your customer for various business deals. Please find below services we offer:



- Telemarketng lead management
- Appointment Scheduling
- Debt Collecton Services
- Database Selling
- Market Intelligence Services
- Research Surveys and Polling
- Business Development
- Dispute Resoluton
- White Paper

Let us take care of your business in all possible way. Hence we also offer Non Voice/Back Office Services so that you can be rest assured and focus on other Business need. Please find below services we offer:

- Chat Support
- Email Support
- Data Entry/Management
- Documentaton
- Account Modifcatons
- Data Correcton
- Data Validaton
- Support for Multiple Platorms
- Customer Feedback Program



We believe walking extra mile and supporting our clients in all possible ways.

This is why we come up with various services to provide better customer connectivity and attract new customer base.

Have a look at below mentioned Digital Marketing lead generation services:

- **Search Engine Marketing (Pay Per Click)**
- **Search Engine Optimization**
- **Social Media Marketing**
- **Email Marketing**





HamTed Solutions™

Atharva Residency,
A/2, Above Pancharatna Super Shopee,
Opposite Dominos,
Next To Hotel Wadeshwar,
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