

# Vodafone International Services

# Contents

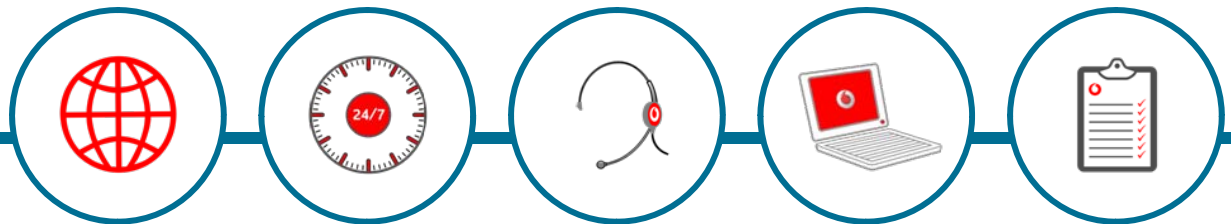
- 1. Who are we?
- 2. What do we do?
- 3. Why choose Vodafone International Services?
- 4. Want to find out more?

# Who are we?



# Vodafone International Services

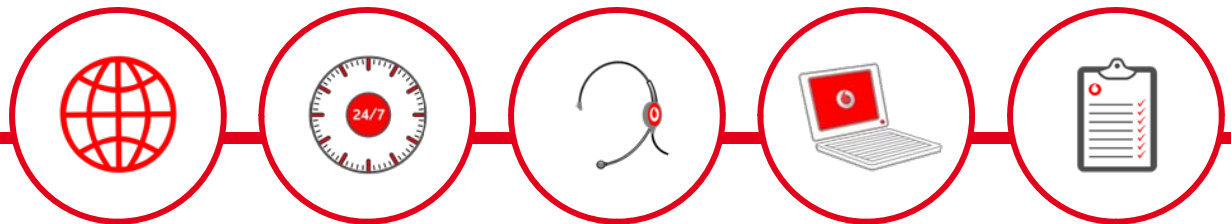
A **new Vodafone Egypt subsidiary**, dedicated to delivering **world class outsourcing** & off-shoring solutions and services and becoming **your global provider of choice**



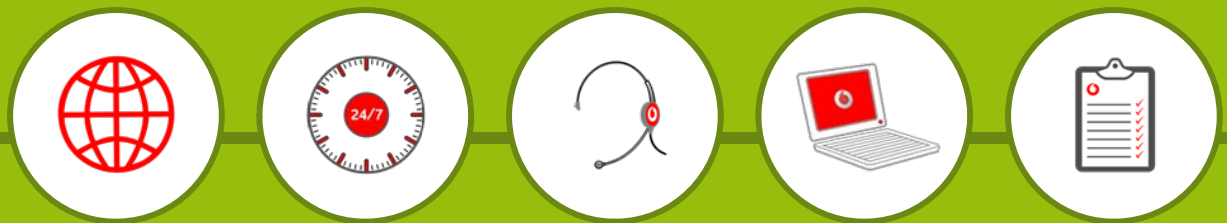
# Vodafone International Services

An international operation providing **global off-shoring services** for customers in locations all over the world that are seeking to outsource contact centres, business processes, and IT software development and support

As a Vodafone Egypt subsidiary we have the expertise to deliver against service levels, provide the **best return on customer investment** and offer the **highest standards in customer satisfaction**



# What do we do?



# Vodafone International Services' operations are built around 4 pillars of excellence

## 1. Contact Centres

World class service levels with customer and end user satisfaction delivered as standard

## 2. Technical Support Centres

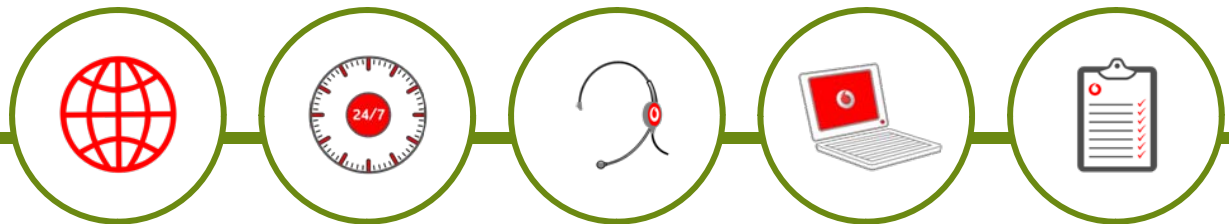
Service and incident management desks to resolve technical issues

## 3. BPO & KPO

Customer business and knowledge in-sourced providing high quality, cost efficiency and focus

## 4. IT Services

Customer defined **software development** to directly support business processes



# Our Contact & Support centre expertise is world class



## Vodafone International Services NOW

### End user customer support

24/7 service centres with 1200 agents helping 8 million customers with simple to technically complex enquiries in multiple languages: **English, Arabic, German and Spanish**



## Global Enterprise Support Centres

### Total support for all Vodafone Global Enterprise products and services

World-class help desk services for Multi-National Corporate customers in more than 70 countries and carrier agnostic



## Mobile & Internet Platforms

### Critical support for web platforms

MMS, Mobile TV, VF *live!* & push-email services for mobile operators: **+220m end users around the world**



## Service Desk & Incident Management

### Web based business management

Intranet solution for all Vodafone Opco's with **11 web-based applications** including Team Rooms, Sealed Media and Global Survey serving more than **70K employees**

# Business Process & Knowledge Process Outsourcing services are tailored to customer need

We currently provide several Multi-National Corporate customers with outsourced managed mobility



# We have proven credentials in Customer technology platform set-up and management



## Consultancy

### **'Blank sheet' to solution launch**

Business analysis, RFI, RFP, vendor selection, project management, design, development, migration, testing, packaging & documentation



## Applications

### **End to End solution implementation**

Project management, business analysis, development, testing, deployment, and documentation of a number of portals including Vodafone live!



## Software Centres of Excellence

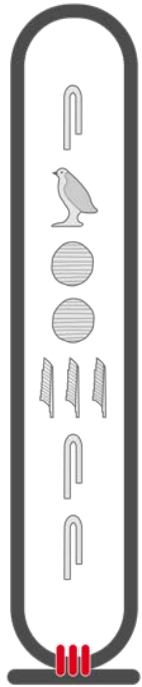
### **Pioneering excellence**

Design and implementation of Vodafone Group's Document Management System, as well as Revenue Assurance Centres of Excellence

# Why choose VIS?



# In addition to our sector expertise we are ideally located in Egypt, a leader in global outsourcing



'success'

## Egypt offers world class people & experience

Politically and economically stable Egypt boasts a multi-lingual talent pool, low costs and a government keen to support offshore business

## Vodafone Egypt offers world class contact centre infrastructure

Technically advanced facilities designed to provide flexibility, security and acoustic integrity for customers that require tailored solutions and discreet team areas

## Vodafone Egypt offers world class IT infrastructure

Cutting-edge redundant & fault tolerant IT infrastructure, with >99.8% of business critical systems supported 24X7 and managed by technical staff certified to ISO 9001 and ISO 14001 on world class IT systems & methodologies

## Egypt has been awarded Outsourcing Destination of the Year

The British National Outsourcing Association has awarded Egypt the prestigious Destination of the Year 2008 award in recognition of Egypt's emergence as a location of choice for global outsourcing services

# What can we bring to your business?



# Vodafone International Services

**Contact Centers**

Highly skilled professionals capable of providing end to end outsourced & off-shored solutions and services

**IT Technical Support**

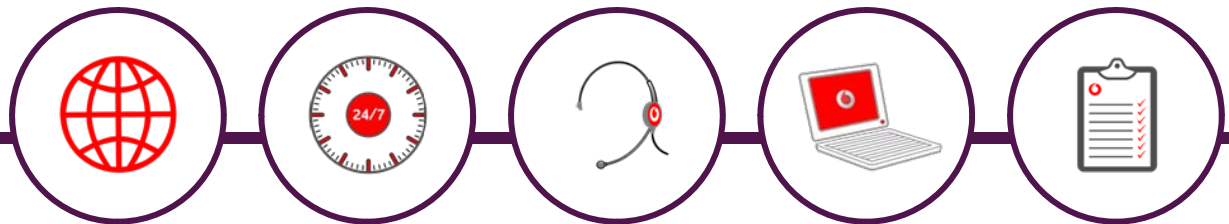
Effective Cost Management to your business

**BPO & KPO**

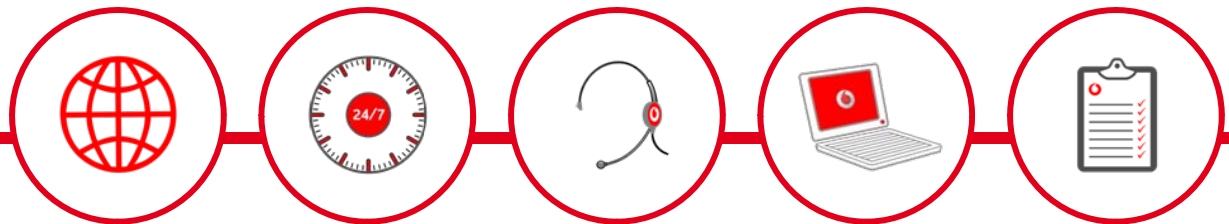
With World Class quality backed up by the Vodafone name

**IT Services**

Unique partnership and exclusive relationship



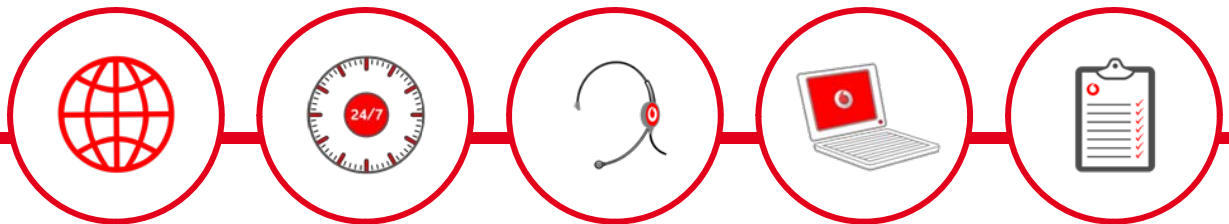
# Want to find out more?



# Finding out more...



[vis@vodafone.com](mailto:vis@vodafone.com)



# Make the most of now

