Unicorn Ops
Cylsys Software Solution

INDIA | DUBAI |USA|SINGAPORE

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"Cylsys understands how to run a business and to sustain a long term business relation with clients." Pawas Goyal CEO of Cylsys Software Solution Pvt Ltd

BUSINESS OVERVIEW

CYLSYS
we shape your business

CYLSYS SOFTWARE SOLUTION

Cylsys offers a range of services for Unicorn Ops . In this Business vertical , we specialize in providing comprehensive operational services, including Product Availability Monitoring , call center support, lead generation support, and other business assistance. Our services are designed to cater to various business types, ensuring a seamless fit for diverse industry needs.

C W O D

WHY US

- A Team Of Over 125+ Skilled Agents.
- Strong Technical Skills And Knowledge Of Software Such As Word, Excel, And Power Point, As Well As Other Software.
- Track Record Of Extremely Satisfied Clients.
- High-Quality Report Delivery Through Effective Graphical Representation

OUR SERVICES

- Product Availability Monitoring
- Call center support
- Back office support
- Tech support

CLIENTS ACROSS THE INDUSTRIES

- BFSI Sector
- Pharma
- Manufacturing
- FMCG Sector
- D2C Brands
- Software Industry etc

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14 YEARS ANNIVERSARY

CERTIFIED ISO27001 CERTIFIED

ISO

THE BUSINESS FAME THE MOST INNOVATIVE COMPANIES TO WATCH IN 2021

WEB SAFETY BOSS cylsys.com FREE OF TOXIC LINKS

CYLSYS SOFTWARE IN THE NEWS

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BUSINESS SIGHT
INSIDE THE BUSINESS WORLD

Prime Insights

TIMEICONIC

The CEO Magazine

StartUp Success Stories
GET INSPIRED & CREATE YOUR SUCCESS STORY!

The EnterpriseWorld

THE LEADERS GLOBE
An Aspiring Beam of Light

The CEO Story™
Story Behind Success...

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ECONOMIC TIMES.COM

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Unicorn Ops - An Introduction

CYLSYS
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01 A path breaking outsourced service where organizations can outsource their critical functions to us and Unicorn Ops will take care of all your backend or operations requirement and deliver results according to set parameters.

02 Successful campaigns run for clients like Kotak Mahindra bank, HDFC ltd, wingreens and many more..

03 Some of the amazing services we offer under Unicorn Ops are BPO,KPO, tech Support, lead Generation, HR,
data Entry etc.

04 We have successfully provided product Availability monitoring services for numerous FMCG and D2C companies, resulting in increased revenue for our clients

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Our Solutions Hub

- Our Solutions Hub is in a state of the art facility based out of Gadarwara in Madhya Pradesh having a Team of 125 talented professionals divided into Teams as per their skill sets.
- Our team of experts has extensive experience in managing backend operations, including KPO, BPO, Tech support, Lead Generation , MIS -database management, and many such critical operations. We use the latest technologies and best practices to ensure that your operations run smoothly and securely.
- Team of 125 professionals having necessary Experience in Tech support process will be assigned to your process with an Experienced Team Leader to oversee and manage the entire process

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OUR CLIENTS

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Tech Support-MFB

MyFundBucket is an Online aggregation platform for credit cards ,saving accounts, secured and unsecured loans

The key differentiator is Comparing most suitable loans based on User profile

Instant Decisioning for the Loan application

The Tech support Team ensured the application worked without glitches and if any, they were fixed in the shortest possible time.

Tech Support Team – 5 members

Chat, Email, Remote Connection Support, calling also handled by this Team

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Lead Generation-HDFC Ltd

We generate around 3000 leads for HDFC from various online platform including Facebook Campaigns, Email Automations, Google Ad words and LinkedIn. Depending upon the policy of the Banks that they source and their requirements, crisp data was provided to them which included customer base that matched the criteria of the bank, thus saving them the evaluation time and having a good conversion result from the same

Products	No of Conversation
HL	5-8%
Monthly Leads 5000+	Lead Cost Rs 100+

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Kotak 811 Digital Account Activation

A 15 member Team at Unicorn Ops was assigned this task. These were mostly Team members who had previously executed few BFSI campaigns. But in Digital savings accounts, this would be their maiden effort. The brief to the team was simple. Call on the given database of customers and explain the benefits of opening this Zero balance savings account and once customer gives consent, then guide the customer through the account opening journey. Incentives for the team was announced at the outset itself. The Team stuck to the script and delivered the numbers as per set daily targets. 1 out of every 3 customers called were getting converted.

Tech Support Team – 15 members

Chat,, calling also handled by this Team

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Wingreens –Product range monitoring on E-commerce sites

The implementation of the monitoring system yielded a notable case study in reducing out-of-stock instances. The product monitoring availability service promptly identified patterns of out-of-stock occurrences at specific online channel locations. Analyzing this data enabled Wingreens Farms to pinpoint particular websites experiencing consistent stockouts. The company collaborated closely with these online channels to deploy dynamic replenishment strategies, ensuring timely restocking and minimizing lost sales opportunities. Within the initial three months of implementation, the proactive measures led to a 30% reduction in out-of-stock instances, contributing to a substantial increase in revenue.

Products	47 Products
Online Channels	5 Channel (Blink it, Swingy , Zepto Amazon ,Big basket)
Reporting Days	5 Days a Week
Number of Pin code	38 Pin codes

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Altco – Product range monitoring on E-commerce sites

Cylsys's real-time monitoring capabilities empowered Alt Co to swiftly implement agile strategies to tackle challenges such as out-of-stock instances. Results:In the initial quarter of deploying the Cylsys product monitoring availability service, Alt Co witnessed substantial improvements in product availability across all online channels. Out-of-stock instances were notably reduced by 25%, leading to a significant upswing in customer satisfaction and retention. The real-time data provided by Cylsys further enabled Alt Co to optimize production planning, resulting in a reduction of excess inventory costs.

Products	3 Products
Online Channels	5 Channel (Amazon, Big basket Zepto , Blinkit, Swiggy)
Reporting Days	1 Days a Week
Number of Pin code	700+ Pincodes

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Orion India –Product range monitoring on E-commerce sites

In the initial quarter of adopting the Cylsys product monitoring availability service, Orion India witnessed remarkable improvements in product availability across all online channels. Notably, out-of-stock instances were curtailed by 30%, leading to a substantial enhancement in customer satisfaction and retention rates. The real-time data provided by Cylsys empowered Orion India to fine-tune production planning, resulting in a notable 20% reduction in excess inventory costs.

Products	10 Products
Online Channels	5 Channel (Zepto, Swiggy, Blinkit Jiomart, Milkbasket)
Reporting Days	4 Days a Week
Number of Pin code	40 Pincodes

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PayTM - EKYC

Unicorn Ops was assigned the Task of getting the EKYC completed of PayTM customers in certain Pin codes of Mumbai. The run rate required was 300 EKYC's completed in a single day. This was a humongous task

Team 1 was of 10 Tele calling members would establish contact with the wallet customers from the given customer database and explain the need for getting the EKYC done and fixing an appointment.

Team 2 was of 60 Field executives who would be visiting the customer and completing the EKYC via smart phones and the biometric system.

Both the Teams did a splendid job and with the help of their supervisors who kept a hawk eye on the minute to minute action, ensured that the Team kept meeting their daily targets.

Tech Support Team – 70 members

Chat, Email, Field executives Support, calling also handled by this Team

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Why Choose Unicorn Ops Services?

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UNICORN OPS SERVICES

Unicorn Ops services offers top-notch services by a team of multilingual experts, a high-capacity infrastructure, 24/7 availability, and dedicated high-speed internet connections. Explore the key factors that make us the perfect partner for your operational needs.

Expert Multilingual Team

Our team of experts can communicate fluently in a wide range of languages, ensuring effective and seamless service delivery across diverse markets.

Industry Knowledge

Our agents are not only multilingual but also well-versed in the specific needs and nuances of various industry sectors

Round-the-Clock Availability 24/7 Support

Our expert agents are always available to address and resolve any operational issues, ensuring uninterrupted service provision. Our agents operates in shifts, ensuring that our Unicorn Ops service is available around the clock in any time zone

Global Coverage

Benefit from our worldwide presence, providing localized support across different time zones for seamless operational continuity.

Real-Time Assistance

Experience real-time support round the clock, offering peace of mind and prompt solutions to any service-related challenges.

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Unicorn Ops has High-Capacity Infrastructure

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Daily update

our agents provide the daily basis update and Repots to client

Scalability

Our infrastructure is designed to scale seamlessly with your growing operational demands, ensuring consistent reliability and efficiency.

Robust System

With a 200+ seating capacity, our infrastructure can handle significant traffic and data volumes without compromising on performance or security.

Performance Metrics

Maximize productivity with fast internet speeds, enabling swift access to essential operational tools and systems.

Dedicated High-Speed Internet

Enjoy consistent and reliable internet connectivity with our dedicated 30 Mbps connections, ensuring smooth operational performance.

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