

ABOUT US

Bellvantage Pvt Ltd is an outsourcing company delivering high performance business solutions and professional services with 90% dominance in Outbound and Inbound contact center solutions located in the heart of Colombo, Sri Lanka. Some of our additional services are, contact center hosting, software development, software quality assurance, IT consulting, manpower outsourcing, data processing and related services. We have the speciality to customize packages to meet your requirements onsite, offsite, or elsewhere completely.

OUR PARENT COMPANY:

We are a fully owned subsidiary of Melsta corp PLC. Melstacorp PLC, our parent company, is a Sri Lankan diversified conglomerate. It is listed in the Colombo Stock Exchange. Melstacorp PLC is one of the 10 largest listed companies in Sri Lanka. It has a market capitalization of approximately USD 450 million. Deshamanya Harry Jayawardena is the Chairman of the company.

OUR IMPORTANT ACHIEVEMENTS & MILESTONES

- More than a Decade of experience in the Business Process Outsourcing Industry in Srilanka
- Experience in managing over 1 million Inbound & Outbound Customer interactions of diversified clientele
- Experience & Skilled workforce of over 500 staff located in Colombo & other designated client locations
- An ISO Certified large BPO in Sri Lanka with 11+ different industry experience
- Specialized Industry Knowledge with Inhouse Training & Quality Assurance teams
- Seamless integration facilitating World Renowned CC systems & related services
- Continued service during the pandemics and epidemics managing the Client services while our clients focused on managing their Core business

KEY FACTS ABOUT US

- 15+ Years of Experience
- 500+ Staff Strength
- 11+ Industries
- 60+ Customers
- Cost Effective
- Experienced Management Team
- 100% information security
- 99.6% renewal of service contracts
- 90% customer satisfaction index

- Scalable & Customizable Solutions
- In-house IT Development Expertise
- On-site & Off-site Solution Expertise
- Information security management system ISO 27001 certified

OUR SERVICE SNAPSHOT

- In-bound Contact Centre Operations
- Out-bound Contact Centre Operations
- Non voice services
- Data Verification Services
- Data Processing & Back Office Operations
- Bulk SMS Gateway Solutions
- Contact Centre Application Solutions
- CRM Solutions

Why choose us?

We understand that every customer is unique and requires customized service being in the industry for 15+ years

1. Attention to details:

We understand that the difference between good and great is the attention to details. Our well trained and experienced group of professionals work tirelessly to ensure our service is constantly above expected levels

2. Quality over quantity:

Our dedicated team of experts always strive to ensure that our service standards are always above industry standards to set the benchmark. Our ISO 2008:9001 certification is a reflection of our efforts in quality.

3. Client satisfaction is our priority

Constant change and flexibility to meet the client needs is our trademark in the industry. Be it system customization or process customization, we believe in going above and beyond our comfort zones for client satisfaction.

4. Diversified clientele:

Our client portfolio is diversely spread through multiple leading industries and corporate giants giving us the unique understanding of customer requirements across the spheres. This gives us the ability to learn and adapt best practices to meet our client needs.

5. Complete transparency

Our services come with complete transparency to the client. We provide real-time call center monitoring tools at the client's finger tips where call centre performance is available 24/7 from anywhere on any smart device.

Quality Customer Service

- Exceeding expectations
- Quality service through our experienced, certified & competent staff

Cost Effective Methodologies:

- Process optimization
- Man power
- Monitoring mechanisms
- Automation

Backed by a Giant:

- We are backed by the stability & expertise of Melstacorp, one of the biggest conglomerates in Sri Lanka

Collaborative Partnerships

- We truly believe in owning business activities of our partners

A FEW KEY CUSTOMERS:

Over 60% of our customers have been with us for more than 5 years! Our
RELIABILITY & our focus on QUALITY is reflected by the LONGEVITY of some of Sri Lanka's LEADING companies who continue their TRUST in us!!

KFC

WEBX PAY

LANKA HOSPITALS

HEINEKEN

SUWASEVANA HOSPITALS

SOFTLOGIC

DFCC BANK

KOKO

NDB BANK

MCB

McDonald's

Celeste dAILY
SDB Bank
PickMe
Singer
Domino's Pizza
Burger King
Union Bank
TVS
Toyota
Central bank of Sri Lanka
SAGT Port of Colombo Sri Lanka
Keells
Sampath bank
Orient
Browns
STEMZ
HBL
Quantum Fitness
Book my show
1990 suwasariya

REASONS TO CONSIDER BELLVANTAGE IN SRI LANKA

At Bellvantage we believe in the power of collaboration and endless service options. Join us as we journey through sri lanka's thriving BPO landscape, hand in hand, exploring new horizons and unlocking opportunities together. Partnering with Bellvantage will take away your trouble in managing your non-core activities. We will assist you to change the dimension of service to the next level by creating success stories that will inspire you and your esteemed customers.

1. Leading outsourcing destination

Sri Lanka stands out as a top destination for global outsourcing, evidenced by its consistent rise in the "Top 50 Global Outsourcing Destinations" ranking by A.T. Kearney.

2. Education excellence

Bellvantage benefits from Sri Lanka's strong education system, fostering a highly skilled workforce with a remarkable 92% literacy rate, ensuring proficiency across various sectors

3. Specialized workforce

Leveraging Sri Lanka's talent pool, Bellvantage taps into fresher, experienced and professionals, providing specialized expertise for diverse outsourcing needs.

4. Trusted business environment

Bellvantage operates within Sri Lanka's trusted business environment, attracting multinational corporations and fostering stability and economic growth.

5. Data security assurance

Bellvantage guarantees the highest level of data security, complying with Sri Lanka's stringent data and IP security policies, ensuring client confidentiality and trust.

6. Favorable economic climate

Operating in Sri Lanka's thriving economy, Bellvantage capitalizes on favorable macroeconomic conditions, facilitating business growth and investment opportunities.

7. Robust infrastructure

Bellvantage leverages Sri Lanka's ongoing infrastructure development initiatives, ensuring seamless connectivity and efficient business operations.

8. Legal compliance and stability

Bellvantage operates within Sri Lanka's stable legal framework, offering reliability and transparency in all business transactions, enhancing client confidence.

9. Cost-effective solutions

Bellvantage provides cost-effective outsourcing solutions, leveraging Sri Lanka's competitive labor costs and strategic partnerships to deliver high- quality services within budget.

10. Effective communication

Bellvantage's workforce, including skilled Sri Lankan professionals, excels in clear communication, ensuring seamless interaction with international clients.

11. Strategic location

Situated strategically in Sri Lanka, Bellvantage offers convenient access to major global markets, facilitating international business transactions and collaborations.

12. Adaptability and reliability

Bellvantage demonstrates adaptability and reliability, aligning with Sri Lanka's culture of excellence, ensuring consistent delivery of exceptional outsourcing services.

Our products and services:

1.Inbound calling

We provide all types of inbound calls. We have competency and experience in handling general inquiries, technical queries, transactional inquiries, order taking, collecting data and much more both onsite and offsite.

2.Outbound calling

We provide all telemarketing services, cross selling, upselling, recovery calling, seasonal promotions, verification calls, survey and much more both onsite and offsite.

3.Data entry

We provide customized data entry solutions, documents scanning and everything related to data entry.

4.Back office operations

Data processing, data verification,complaint management and correspondence management in all three languages.

5.CRM Solutions

We develop customer relationship management. With our hands on multiple industry experience, we have developed a habit of giving unique solutions for every customer.

6.Value added services

We provide SMS management,Chat, e-mail, fax and MCA services.

Technology we use:

Aspect Unified IP

Aspect Unified IP is a complete, software-based, unified platform that helps enterprise contact centers deliver remarkable customer experiences across every conversation and every channel-through a single, elegant, software platform.

It brings all contact options together, in one place, on one platform, so informed and empowered agents can keep talking, typing and conversing. At the same time it minimizes customer effort, providing a differentiated superior omni-channel customer experience.

OTHER BENEFITS:

PERFORMANCE MONITORING

Bellvantage provides an innovative web based contact Centre monitoring application to monitor call center performance and agent performance from anywhere anytime, this application also provides transparency of the total call center operation to our clients with real time dashboards, reports, recording accessibility and many

BUSINESS CONTINUITY PLAN

All Technical personals are experienced in Aspect, Cisco, SUN, Windows and Avaya technologies. The servers have redundancy inbuilt as the primary option. We will in addition have stand by servers that will be maintained as a backup, in the event of a server failure to be replaced. In the event the primary site fails the agents will be transferred to the DR for inbound and outbound calling & the DR contact Center solutions will be used for the operations and business will continue in that location until primary site is restored.

QUALITY ASSURANCE

Bellvantage provides a comprehensive quality assurance package that includes:

- * Walk around monitoring
- * Plug-in / Side Jack monitoring
- * Side-by-side monitoring
- * Silent monitoring
- * Coaching 'online'
- * Call barge-in
- * Record & review
- * Voice & Screen / Multimedia monitoring

SUPPORT & MAINTENANCE

BELLVANTAGE consists of a team of skilled & highly experienced software engineers including Network administrators. Network infrastructure maintenance and applications are designed, developed and administered by the in-house IT team. Maintenance and administration is done by the help desk support to provide immediate responses on a 24x7 basis covering total engineering services.

ANALYSIS & REPORTING

Our solution includes dashboards, reports and periodical reviews with our client. Dashboards include:

- * Call Centre Performance
- * Service Performance
- * Agent Performance
- * Call & Staff forecasting

The reports can be customized to daily, weekly, monthly & based on other client ad hoc requirements

CONFIDENTIALITY

Confidentiality or a non-disclosure agreement is crucial for BELLVANTAGE as we deal with many procedures pertaining to different industries. We are confident that we have been maintaining the same in the interest of our company and our clients. In the BPO industry this is a very crucial area and Bellvantage takes total responsibility to ensure the staff or its resources do not get involved in any unethical transactions.

Bellvantage maintains a strict confidential policy by signing non-disclosure agreements with the staff & the two companies before the takeover. BELLVANTAGE provides login credentials to all agents which could be traced back if needed.

Our clientele would vouch for the same. However strict disciplinary action and termination of employment would be effected for any misconduct of security policy.

Contact details:

Address: No 46, Vauxhall street, Colombo 02

info@bellvantage.com

+94 77 767 0104

+94 77 677 5212

CURRENT JOB VACANCIES AT BELLVANTAGE

If you feel you have any of the requirements mentioned in the vacancy descriptions get in touch with us!

Apply via: <http://apps.bellvantage.com/VacancyApply.aspx>

Or Email us your CV to careers@bellvantage.com

Or Call Us On: 0765618624 / 0115 753 753

For walk in interviews visit us at:

Bellvantage (Pvt) Ltd No

46 Vauxhall Street, Colombo 2

Vacancies for Sales Acquisition Executives :

Working hours for sales acquisition executives: Monday to Friday 8.30 am- 6.00 pm

Attractive salary packages with incentive schemes

Requirements:

- Converse fluently in english and sinhala
- Age 18-36 years
- Having experience in the relevant field will be an added advantage.

Vacancies for Customer care executives :

Option to work from home based on your preference and availability.

Working hours :11 AM-11 PM

Walk in interviews Monday to Wednesday from 9 am to 3 pm

Requirements:

- Converse fluently in Sinhala, english and tamil

Vacancies for Part time Customer care executives :

Option to work from home or office

Working hours: 5 PM- 11 PM

Walk in interviews Monday to Wednesday from 9 am to 3 pm

Requirements:

- Converse fluently in Sinhala, english and tamil