



Achieve the **best ROI**  
with the latest in  
**technology and services**

**Innovation moves at the speed of thought. Ground realities change in a matter of days. Technological changes continue to push even the newest software into obsolescence.**

Times are challenging, to say the very least, but it is in these times that the best of the best not just survive, but flourish. For more than a decade, Phykon has been at the forefront of helping futureproof businesses of all sizes. As Phykon continues to keep pace with the latest in technology and services, join hands to stay abreast of every change, every step of the way.



## OUR VISION

### **Athithi Devo Bhava -**

Derived from Taittiriya Upanishad, an ancient Hindu scripture, it is a Sanskrit verse which means 'Be one for whom the guest is God.' It is the foundation of our belief that our clients and partners need to be served in the best way possible to create a culture of growth, collaboration, and positivity.

## OUR MISSION

We are committed to building long-term, sustainable partnerships, by providing world-class customer service solutions to entrepreneurs, startups and SMEs globally. We achieve this through our highly professional team, best practices, and thought leadership.



## OUR CORE VALUES



### Ownership

Across projects and specializations, our teams consistently strive to take ownership for every single aspect of a project. Seeing the project through with an advanced sense of accountability is something we encourage as a part of our work culture at Phykon.



### Integrity

Through waters rough and smooth, through all the ups and downs, the one thing that remains constant for us is the integrity we display in meeting deadlines, focusing on our clients and finally delivering an outcome that is best for every stakeholder.



### Passion

An extra dose of passion. That's our secret ingredient, when it comes to executing some of the most challenging projects that meet the expectations of our clients across the world.



## LEADERSHIP TEAM



**PRATHISH VIJAY**

Co-founder & Chief Executive Officer

**Prathish** has been heading sales & marketing, and client relationships, right from our inception in 2006. With over a decade of experience in the IT services industry, he has played a pivotal role in building Phykon into a trusted brand. He is also responsible for setting the strategy and vision of the company. His overall understanding of the support services industry from a global business perspective, is an asset for the strategic needs of our clients.



**PRABHU CHANDRAMOHAN**

Co-founder & Managing Director

**Prabhu** is a Facility and Compliance Management professional with rich experience in general administration, and personnel management. A deep understanding of our business domain, makes him adept in sectors as varied as operations, technical services, vendor management, and more.



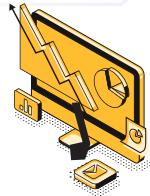
## OUR COMPANY

**Future. The word that describes us best. We are always looking ahead. To perceive. To understand what the next big thing is. Always trying to learn and stay ahead of the curve for our customers. It's Robotic Business Process Automation that's keeping us busy these days. RPA in customer service is bringing about a sea change in customer service solutions.**

Leveraging these technologies to help your employees perform better and focus on tasks that matter the most, Phykon aims to deliver a customer experience that's straight out of the future. Phykon's world-class tech support coupled with advanced capabilities in RPA chat support, contact centre solutions, Customer service solutions outsourcing, and more can help your organisation take the next big leap in customer service and employee productivity.



## OUR SERVICES



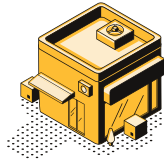
### Digital Marketing

Fuelling businesses with creativity, new products, and services help clients to stay connected with their customers. We integrate creativity and analytics to provide you with a real-time data that helps you get insights of your business and compare with your competitors. Intending to promote and popularize our clients' businesses in the world of digital marketing, we have designed excellent digital marketing services. Phykon's web marketing services are used to increase visibility in search engine result pages.



### Technical Support

We provide best customer support service solutions across multiple channels such as telephone calls, e-mails, online customer support service, SMS, etc. Our advanced equipment uses cutting-edge technology to support and seamlessly provide outstanding customer support services to address the concerns of customers.



### Contact Centre

An efficient and empowered Contact Centre can be the backbone of your company's customer services. From gathering feedback to troubleshooting to business development, best Contact Centre solutions come in all shapes and sizes. But if there is one thing that sets a contact centre apart, it is its effectiveness coupled with an ability to help you make significant cost savings.



### Sales

As a reputed customer acquisition solutions provider in the energy industry, Phykon has already guided countless homes and business owners through best gas and home electricity deals. The winning formula here has been to adopt our client's growth targets as our own. Using state-of-the-art technology and a stringent call monitoring process, we have not only focused on Customer Acquisition but also on the best customer service and retention. This makes Phykon one of the very few integrated service providers in the industry.



### Customer Support

Based on the product or service purchased, we provide product support, technical support, technical applications support, etc. Phykon has been efficiently offering these services for close to two decades to numerous clients spread across different time zones. We offer an exhaustive set of services that deliver the right results and also align with clients' growth plans.



## OUR SERVICES



### Back Office

To run a successful business, you invariably need robust back office processes. Achieve Back Office operational excellence with Phykon's tailored Back Office Support Services. Phykon combines more than a decade of experience, expert teams, stable infrastructure, cutting-edge technology and unrivalled capabilities to enable consistently superior service delivery. Get ready for a boost in productivity, throughput, CSAT levels, and peace of mind!



### ERP

Grow your business with Phykon's powerful, all-in-one ERP solutions. Create a workplace that is connected, productive, efficient and accessible anytime-anywhere. With our tailored ERP solutions, you can pursue new capabilities and collaborate with people inside and outside your team to drive work forward. Share a single view of real-time activities to make proactive decisions and maintain business continuity.



### IT Infrastructure

Get on-your-toes responsiveness and next-gen support with Phykon's IT Infrastructure Services. Build a future-ready business that is not only scalable, but also wards off threats with its iron-clad security. Phykon offers seamless and scalable solutions with the right combination of internal resources and vendor-supported solutions, to enable a smooth digital transformation in your organization.



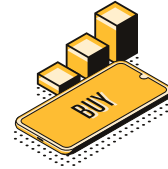


## OUR SOLUTIONS



### Robotic Process Automation

Simply put, Robotic Process Automation can help your organization make tons of savings by automating repetitive and mundane yet manpower-intensive tasks. Even though it's most useful in boosting back-office productivity, RPA can be seamlessly used across departments and functions.

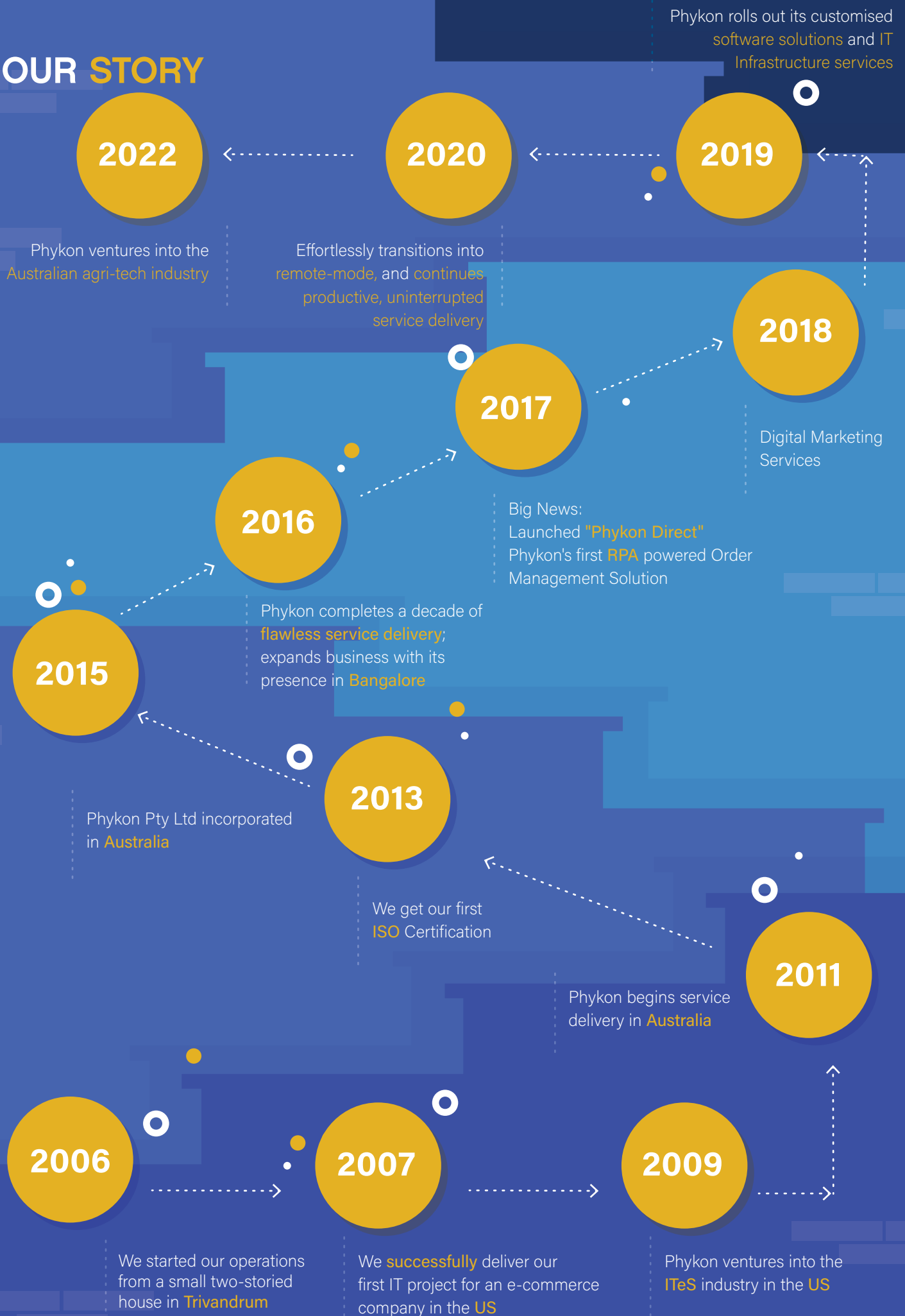


### Order Management Solution

At Phykon, we have built our very own system called Phykon Direct, which combines the best of everything. Phykon Direct is a platform that offers seamless automation and other services rolled into a neat little package. Much like all the other services or solutions offered by us, Phykon Direct too is the result of years of research and development to integrate a user-friendly interface with latest technologies that will stay relevant well into the distant future.



# OUR STORY



## CORPORATE SOCIAL RESPONSIBILITY AT PHYKON

### *Translating good words into good deeds*

Phykon excels at providing affordable business support solutions in customer support, technical support, ERP, order management, digital marketing and other IT-enabled services. However, we make sure our work and business practices are never at the expense of people or the environment. Corporate social responsibility is a pre-requisite for us and is woven into our fabric. We aim to extend benefits to all who are associated with us — clients, employees and the general community — through good practices established at Phykon. Corporate philanthropy through employee volunteering, donations and other contributions is part of our business practices.

Phykon has laid down firm roots in the Australian dairy industry. We have formulated steps to give back to dairy farmers, in support of their contributions for a healthier world. The dairy farmers have been making sure that safe and responsible products have been coming out of their dairies. They continue to understand better farming techniques, hygienic methods, animal health and welfare. We support the preservation of dairy farming knowledge, and hope to contrib-

ute more in the dairy industry.

Phykon was involved in rescue work during the 2018 Kerala Floods. Our contact centres were open as hotline spots through which thousands of SOS calls were redirected to government authorities on a real-time basis. Phykon offered much-needed relief supplies to flood victims. We continue to volunteer to rehabilitate and rebuild Kerala.

Phykon has been extending monthly food donations at the Medical College premises at Thiruvananthapuram (Kerala, India). We provide fresh, healthy food to those in need at this healthcare institution. This food service provides better nutrition, and a helping hand to the ailing.

Additionally, we are looking to contribute to more avenues like volunteering with basic education and societal development projects.

Phykon is a committed corporate citizen. We believe in 'paying it forward'. We hope our CSR contributions will touch the lives of many, and will set off a ripple effect that benefits many more.





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