

# Bright Solutions Company Profile

## About the Company

Bright Solutions is a **global IT and AI innovation powerhouse**, founded in 2016. We combine the strengths of a **Business Process Outsourcing (BPO) leader**, **software development house**, and **advanced AI solutions provider**.

We specialize in delivering **bespoke software systems**, **next-generation CRM platforms**, **AI-powered automation**, **intelligent chatbots**, **generative & agentic AI solutions**, and **enterprise-grade web & mobile applications**.

With a strong footprint in supporting **insurance agencies** and **U.S.-based clients**, we have expanded internationally, proudly showcasing our innovation at **London Tech Week 2024**.

**Our mission:** To empower businesses worldwide with **reliable, scalable, and intelligent digital solutions** that unlock growth and efficiency.

## Leadership Team

- **Jawed Roomi (Founder & CEO)** Masters in IP Security in Networks, Microsoft Certified Solutions Expert
- **Raza Zadi (HR Manager)** Specialist in global workforce management & HR operations

## Our Services

### Lead Generation & Sales Support

- Commercial Auto Insurance Leads
- Personal Auto Insurance Leads
- Business Insurance Leads (all types)
- Health & Life Insurance Leads
- Professional Appointment Setting

### Business & Administrative Solutions

- Accounting & Bookkeeping
- Virtual Assistant Services
- Call Answering & Front Desk Support

## **Customer Engagement & Support**

- Customer Care (Voice, Email & Chat)
- Technical Support
- Claims Assistance (liaison with insurance companies)

## **Content & Digital Marketing**

- Content Writing & Blogging
- Search Engine Optimization (SEO)
- Social Media Marketing & Research

## **Technology & Security**

- Cybersecurity Solutions
- IT Infrastructure Optimization

## **Web & App Development**

- Web & Mobile App Development
- Full-Stack Development
- UI/UX Design

## **AI, ML & Data Science Solutions**

- End-to-End Machine Learning Projects
- Voice Agents & Conversational AI
- Agentic AI Systems
- Generative AI Products
- Computer Vision Applications
- Natural Language Query Processing
- Deep Learning Models
- Intelligent Process Automation

## Key Numbers

- Clients Served: 1,261+
- Projects Completed: 600+
- Skilled Experts: 250+
- Portfolio/Media Showcases: 590+

## Client Testimonials

- “Bright Solutions has been instrumental in optimizing our customer support. Their efficient BPO services and dedicated team have far exceeded our expectations.” Alex Rony
- “Thanks to Bright Solutions, our customer operations are now running smoothly and efficiently. Their professional approach has made a remarkable difference.” Suborna Tarchera
- “Bright Solutions has delivered outstanding services, greatly improving our operations. Their expertise and reliability have been invaluable.” Kawser Ahmed

## Frequently Asked Questions (FAQ)

- **Q: Where is your team located?**  
A: Our core team is located in Pakistan, proudly based at Bright Solutions. We also collaborate with our partner company, VividTech, in the UK, enabling us to serve clients globally with a strong presence in both regions.
- **Q: Do you offer discounts to long-term clients?**  
A: Yes, we do. Depending on the scope and duration of the collaboration, we customize discount plans to ensure a mutually beneficial partnership.
- **Q: Do you work with startups or only big companies?**  
A: Absolutely! We work with a diverse range of clients from startups and growing businesses to well-established corporations. We also collaborate with entrepreneurs who are looking to bring their ideas to life. Our services are tailored to meet the unique needs of each client, regardless of size or stage of growth.
- **Q: How much do you charge for a project?**  
A: Our pricing isn't fixed per hour; we tailor charges based on the specific requirements, scope, and complexity of each project. This ensures you only pay for what you truly need. We provide customized quotes once we understand your goals.
- **Q: Do you charge hourly or per project?**  
A: We provide both hourly and per-project pricing options, depending on the nature and scope of your project. This flexibility ensures cost-effectiveness and transparency.

## Contact Information

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