





FOCUS ON YOUR CORE BUSINESS




We streamline non-essential tasks, freeing you to innovate.

Running a business requires dedication, yet non-core administrative tasks can hinder growth. We specialize in streamlining these functions, allowing you to focus on your core strategy and innovation.

HERE'S HOW WE CAN HELP

-  **Increased efficiency:** Streamline processes and workflows for greater productivity.
-  **Reduced costs:** Eliminate the need for additional in-house staff.
-  **Scalability:** Grow your operations with confidence, knowing your back-office is supported.
-  **Free Up Your Time:** Remove the time-consuming tasks that hold you back.

WHY CHOOSE US?

-  **Experienced Team:** Certified professionals dedicated to providing exceptional service.
-  **Advanced Technology:** Secure and reliable systems for accurate and efficient processing.
-  **Scalable Solutions:** Customized programs to fit your specific needs and budget.
-  **Unparalleled Support:** Dedicated account manager and 24/7 customer support.

**FOCUS ON YOUR VISION.
LET US HANDLE THE REST.**

SCHEDULE A FREE CONSULTATION

Contact us today to learn more about our comprehensive business process outsourcing solutions!

 info@citechventures.com

CI SOLUTIONS
YOUR TRUSTED BPO PARTNER FOR GROWTH

GETTING STARTED

3-STEP PROCESS

1 Discovery

We delve into your goals, needs, pain points, and compliance requirements. Data analysis, surveys, or interviews may be used as needed.

2 Design and Agreement

We craft a custom solution with clear services, pricing, SLAs, and timelines. Secure data transfer processes and compliance are addressed.

3 Onboarding

Kick-off meeting, process mapping, and training ensure a smooth transition. We pilot test services and document everything for future reference.

FLEXIBLE SOLUTIONS, FIXED COSTS

À la carte

Starting at \$12/hour, perfect for task-based support.

Full Time

Dedicated resource for 40 hrs/week, starting at \$1,800/month.

Part Time








20 hrs/week support, starting at \$1,000/month.

All plans include

Setup fee: \$1,500 for first resource, \$500 each additional.

3-step onboarding: Process mapping, training, and secure data transfer.

Quality Assurance: Regular reports, SLA adherence, and continuous improvement.

-  Dedicated Professional
-  Dedicated Account Manager
-  Work in your preferred Time Zone
-  Video Chat/Call with your Virtual Team
-  Staff Tracking System
-  24/7 Support
-  Trained Professional

TAILORED NEEDS, FLEXIBLE SOLUTIONS

Customer Support

Inbound/Outbound Calls: Field customer inquiries related to subscriptions, technical issues, events, and merchandise, leveraging needed expertise.

Email Support: Provide in-depth troubleshooting assistance and detailed written instructions for technical concerns.

Live Chat: Offer real-time support for website and app users, with an emphasis on pre-sales inquiries and basic troubleshooting.

Social Media Monitoring: Manage social channels by addressing feedback, promoting content, and cultivating a positive community for enthusiasts.

Content Moderation

User-Generated Content: Monitor forums, comments, and social media to remove spam, abuse, and off-topic content, preserving a positive brand image within the community.

Listings: Ensure classifieds or auction listings adhere to guidelines and remain free of fraudulent activity.

Data-Related Services

Market Research: Conduct surveys, analyze customer feedback, and track social sentiment to deliver insights on audience preferences and industry trends.

Data Entry/Management: Maintain accurate and up-to-date customer records, databases (if applicable), and subscription information.

Lead Generation: Qualify potential leads for products and services, as well as those of advertising partners.

Technical Support

Website/App Troubleshooting: Assist users experiencing technical difficulties with streaming platforms, digital magazines, or other online properties.

IT Help Desk: Provide internal support to Company staff for software, hardware, and network-related issues.

Creative Services

Video Editing: Produce compelling videos, edit promotional content, and create engaging social media features.

Photo Editing: Retouch and enhance photos, applying color correction and dynamic effects.

Graphic Design: Develop specific-themed logos, merchandise designs, marketing materials, and visually appealing digital layouts.

Copywriting: Craft persuasive ad copy, video scripts, and technical articles with a focus on the selected industry.

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