





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

HR Services

Recruitment Process Outsourcing (RPO): Sourcing, screening, interviewing, and hiring top talent.

Onboarding & Offboarding: Streamlining the processes for new hires and departing employees.

Employee Records Management: Maintaining accurate, organized employee documentation.

Payroll Processing: Ensuring accurate calculations, benefits management, and tax compliance.

Training and Development: Designing and delivering employee training programs.

Performance Management: Setting goals, providing feedback, and tracking employee progress.

Employee Relations: Addressing concerns, mediating conflicts, and fostering positive relationships.

HR Policy & Compliance: Developing, implementing, and enforcing HR policies.

Employee Engagement: Conducting surveys and initiatives to boost morale and satisfaction.

Admin Services

Customer Support (Non-Frontline): Handling and resolving customer inquiries.

Technical Support: Assisting users with resolving IT issues and providing helpdesk services.

Data Entry & Management: Accurate data input and organization.

Document Management: Scanning, digitizing, indexing, and archiving documents.

Correspondence Handling: Managing emails, letters, and other business communications.

Appointment Scheduling & Calendar Management: Organizing meetings and schedules.

Travel Booking & Expense Reconciliation: Arranging logistics and reconciling travel expenses.

Virtual Assistant Services: Providing general administrative support as needed.

Core Back-Office Services

Data Processing & Analysis: Cleaning, transforming, and analyzing data for insights.

Transcription: Converting audio/video recordings to text.

Order Processing: Managing customer orders.

Content Moderation: Ensuring content adheres to guidelines.

Quality Assurance (QA) & Quality Control (QC): Monitoring product and service quality.

Specialized Back-Office Services

Finance & Accounting Support: Bookkeeping, accounts payable/receivable, financial reporting.

Market Research & Analysis: Gathering industry and competitor data, and customer insights.

IT Support & Helpdesk: Troubleshooting IT issues and providing user assistance.

Workflow Optimization: Streamlining processes using technologies and strategies.

Translation Services: Document translation, website localization, and interpretation.

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