




**CONNECT WITH
RELIABLE AND ACHIEVE
THE IMPOSSIBLE**

**ACCELERATING SALES
FOR EVERY BUSINESS**

www.reliablecommunication.co.in

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Do you want to **increase your sales by 4X or more** without increasing your current infrastructure and increasing your sales hiring?

We at Reliable Communication specialises in sales process outsourcing and Call centre Service.

Established in 2009, Reliable Communication is a preferred channel partner for some of the top companies in DTH, Telecom Banking, real estate & SMEs because we have helped our clients break into new markets and the secure top position in existing markets.

With expertise in tele-calling services for in-bound and out-bound calling, voice recorded calling, direct sales services, lead generation service for sectors like Retail, Banking, Finance, Telecom, Real Estate, Education, DTH and Insurance and so on. Reliable has earned the respect of clients and

carved a place for itself through consistent, transparent and dependable services over the last decade.

Reliable has won laurels from top brands like Vodafone, Bharati Airtel, Lets Track and Tata Sky.

Our Vision

Through excellence in our service we aspire to be the most respected and successful Call center/BPO company in India by 2027

Our Mission

Reliable communication will enhance value for its stakeholders and contribute to society by working towards partners growth continuously with innovative, affordable and customer friendly Services.

Our Values

Our Values are guidelines for all our employees, and are designed to facilitate the achievement of its goals. Our values express what organizational, cultural and ethical references we wish to promote in managing our business and employees.

POSITIVE ATTITUDE & ECITEMENT:

The Way of Living Life at Reliable

INNOVATION:

Reliably Innovative

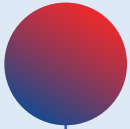
GROWTH:

Continuously working towards Partners Growth.

REPNOSBLITY:

Owning Success & Failure, Moving forward Continuously





Why Reliable?



Great Ideas For You

We always come up with New, Creative & efficient ideas for you.



Consumer Products

We design plans according to customer requirements.



Reduce Expenses

Our aim is to reduce the cost and increase the capacity of our products.



Clear Business Contract

We take care of us all business by making a clear business contract.



Teamwork Leadership

We work in a team to provide the best quality services.



Experienced Consult

We have people those are expertise in all services that, we provide.



Security Information

Don't worry about your personal information, your entire data is secure.



Performance Reliability

We are always busy to make our service best.



Transforming Future with Reliable Solutions

Our Goal

It is our goal to create lasting relationships with our customers. We take a hands-on, pragmatic approach to developing winning strategies that accommodate each client's unique and evolving requirements. Always strive to fulfil our commitments with customers in terms of time and quality of products/services.

Our Services



Telecalling Services (Dialler)



 **Inbound Call Services**



Out Bond Call Services



Direct Sales Services



Conduct Surveys



Election Management



Reputation Management



Leads to Conversion Service



Lead generation Service



Collection Call Services



Contact Center Service



Data Base Bank



Bulk Msg



Record Voice Call

SALES PROCESS OUTSOURCING CYCLE

Lead Acquire

Lead Generation
Engine

OR

Customer Funnel

OR

In-house

Lead Development

1. Customer Calling
2. Requirement gathering from customer
3. Sales Proposal
4. Propsale more product
5. Customer Meeting

Lead Finalization

- Negotiation
- Pricing finalisation
- Deal Closing

ONBOARDING & TRANSITION PROCESS

PROCESS
01

Understand And
Document Requirement.

PROCESS
02

Contracts And SLA

PROCESS
03

Training Plan And
Process Documentation

PROCESS
04

Shortlist And Hire
Candidate

PROCESS
05

Training (Train the Trainer)
MODES: GTM, WEBEX

PROCESS
06

Certification

PROCESS
07

Go Live

PROCESS
08

Caliberatioin

PROCESS
09

Ongoing Reviews
And Assessments

OPERATIONAL EXCELLENCE

QUALITY IMPROVEMENT

- Ongoing Quality Check
- Identify people/ process causing errors
- Error Classification & Improvement Suggestions
- Feedback / Coaching
- Measures & Report Improvements

PROCESS IMPROVEMENT

- SOP SIPOC Review
- Process Breakdown
- Processing Re-engineering & Result Mapping
- Beta Test of Revised Process
- Revision of SOP & Work Flow



Testimonial

Congratulations to you and your team **Naushad!** For the 1001 mark! In difficult times, comes out your true character. As they say, TOUGH TIMES DONT LAST, TOUGH PEOPLE DO! We are hoping we don't look back from here, now that you have set your benchmark! Kudos once again to the remarkable RELIABLE TEAM!

Team Reliable is highly energetic and motivated! I have seen electrifying energy in the entire team! Very well-coordinated, trained, motivated team led by Mr & Mrs Naushad! We can say it's really a Reliable Team, My best wishes to Team Reliable! Keep rocking !!!

Mr Rajeev Pathak, Vice President at Tatasky India

Had been associated with Reliable Communication for 8 years through Vodafone Cellular Services. They have always been aggressive in their sales approach which reflected in their committed sales delivery, prompt customer service and fast adaptability to change. All this by keeping their own team motivated and happy. Have been one of our best and consistent service partner.

Rakesh Palliana, Direct Sales Head at Vodafone India

Testimonial

I know Naushad from Reliable communication for last 10 years. In All these years I have used the services of Reliable communication across organisations starting off with Vodafone, NIIT & Centum learning Reliable communication comes across every time as a very strong & Valuable business partner with clear cut strength around:

Focus on Business result

- Agile & Adaptable as per dynamic business need
- High on integrity & Business ethics
- High competitive spirit & Business loyalty.

I would continue to partner with him in my journey ahead & would also recommend him for Business leaders looking for a competent & Dependable Business partners.

Best regards for Journey ahead!

Suwendu Dhar, Business Head (Corporate business Solution)
Centum Learning Ltd (Part of Bharti Enterprise)

I know Naushad Bhai, the dynamic and multi talented Director of Reliable Communication for almost a decade now, both professionally and at a personal level.

Professionally, during my tenure at Vodafone, I saw the spectacular rise of Reliable as one of the most efficient Direct Selling Partners for Vodafone in Maharashtra and Goa. They have successfully diversified into other businesses since then. Their success lies in their dedicated and professional approach towards improving sell through for clients, with a win-win approach. I wish Naushad and Reliable all the very best in all their endeavours..


Arun Kondpalle, Founder and CEO
Vector GPS (Serendipity Management Consulting India LLP)

CONTACT US TO MAKE YOUR BUSINESS GROW

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 Find out our more success stories at
www.reliablecommunication.co.in

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 **Bharati Vidyapeeth**
(Deemed to be University)



 PCU's
Pimpri
Chinchwad
University, Pune
Learn | Grow | Achieve







 **Sahyadri**
Speciality Labs

















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