Mission Statement

"We at NeoSys are armed with intellect and by being in a creative environment; promise to deliver innovative and value-for-money solutions - thereby developing Bonds of Excellence with our Customers, People & Associates."

NeoSys is an offshore provider of IT Enabled Services based in India with headquarters in Kolkata. Ever since its inception in the year 2002, we have striven hard to improve the quality of our services by using the Continuous Quality Improvement Model. The foundation of this company is built on raison d'etre of efficiency and cost effectiveness. We offer a complete spectrum of back office services in the Banking, Financial and Insurance Sector.

Our services include customer care, technical support, data conversion, transaction processing and other value additions. We offer 24X7 world-class services by combining our in-house expertise with the solid technology foundation we have, to derive maximum business value. We conduct highly professional, cultured and geography-specific communications with our clients' customers.

NeoSys takes on the responsibility of re-engineering the way, the entire operation is done. Our end-to-end business process outsourcing solutions helps to take your customer care strategy to the next level through the strategic integration of automation, re-engineering and day-to-day operations. Ours is an integrated and customized approach because we recognize that there is no "One-Size-Fits-All" business process outsourcing solution.

It takes the right combination of people, processes, knowledge sharing and technology for your particular business needs. Our focus is not just great technology, but the bottom line is definitely the business impact. With us you can be assured that tomorrow will not be just another day.

Services offered at NeoSys

Customer Interaction Services
- Web Based Support
- Technical Helpdesks
- Inbound/Outbound Voice Support
- Call Center Management
- Contact Management
- Direct Marketing

Data Processing Services
- Data Processing
- Medical Transcription
- Business Transcription
- Data Digitization
- Claims Processing
- Debt Collection and Receivables

Back Office Processing
- Payroll Processing / HR Services
- Accounting: Back office
- Financial Services: Data Processing /Order Processing
- Digital Content Development
- Legal Database Creation

We offer integrated solutions that address our customers BPO needs. All solutions are tailored to customer-specific requirements. Reduced overlap time, speedier turnaround time and prompter responses are ingrained into the system. We provide a wide range of remote processing applications. Our strategic sourcing practice offers a new, flexible alternative for customers who want to dramatically cut costs and improve effectiveness of application management and development. Your company retains control over your IT resources, while gaining access to our wide range of competencies. You can rapidly ramp up or ramp down our services as needed.

Quality of Service

Quality is ingrained into each and every process at NeoSys. Our total quality program, seamlessly integrates multiple quality approaches that deliver tangible benefits to our customers. As part of this framework we are committed to the Continuous Improvement Model and use the DMAIC Methodology. This framework enables us to meet and exceed our client expectations on an ongoing basis. The key steps as part of the DMAIC methodology are:

Define ⟹ *Measure* ⟹ *Analyze* ⟹ *Improve* ⟹ *Control*

Partial list of our Clients

Our goal is to become a partner that truly understands our customer's business and technology needs. We exist because of our unique, client-focused culture. We have the continuity and management depth to make sure that your technology supports your business and not the other way around. As a process we continuously hone and refine our skills to meet changing customer needs. We walk the extra mile to delight our customers.

National Institute for Clinical Excellence
11, Strand London.
http://www.nice.org.uk/

Agency for Healthcare Research and Quality
540 Gaither Road, Rockville, MD 2085
http://www.ahrq.gov/

Agency for Health Care Policy and Research
P.O. Box 8547 Silver Spring, MD 20907.
http://www.ahcpr.gov/

National Technical Information Service
5285 Port Royal Road, Springfield, VA 22161
http://www.ntis.gov/

The U.S. Department of Health & Human Services
200 Independence Avenue, Washington, D.C. 20201
http://www.hhs.gov/

Reference Information

Back Office:

#204, Crescent Towers
Seethammadhara
Visakhapatnam, A.P
INDIA

Contact Information

Mobile: +91-9849159490
Phone: +91-891-5592497
E-Fax: +1-208-730-3332

Contact Persons

Anoop Vincent
Vineet Jain