

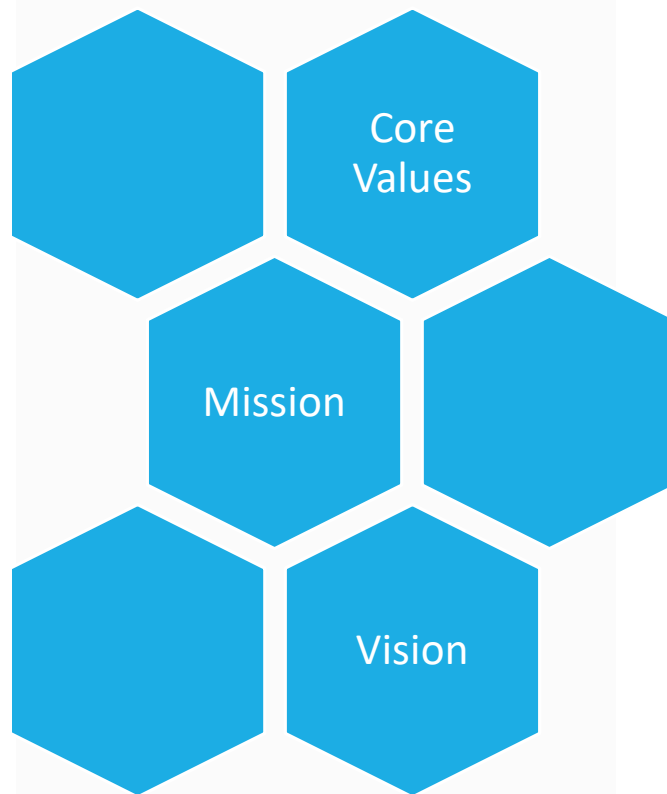


GMS

Genesis Marketing Solutions BPO

COMPANY PROFILE

About GMS BPO





Core Values



Teamwork

We promote teamwork and support a diverse, yet unified team in meeting our common goals.

- ✓ Motivate one another
- ✓ Collaborate to reach difficult decisions
- ✓ Celebrate successes as a team
- ✓ Encourage an enjoyable and fun environment



Respect

We honor the rights and beliefs of our fellow associates, our customers, our shareowners, suppliers and our community. We treat others with the highest degree of dignity, equality and trust.

- ✓ Show consideration for everyone's time and responsibilities
- ✓ Listen
- ✓ Always put people first
- ✓ Value and encourage open and honest communication
- ✓ Respond to requests in a timely manner



Accountability

We accept our individual and team responsibilities, and we meet our commitments. We take responsibility for our performance in all of our decisions and actions. Show consideration for everyone's time and responsibilities

- ✓ Take ownership of actions, decisions and consequences
- ✓ Admit mistakes, honor successes and learn in the process
- ✓ Focus on solving problems rather than assigning blame



Integrity

We employ the highest ethical standards, demonstrating honesty and fairness in every action we take. Take ownership of actions, decisions and consequences

- ✓ Lead by example
- ✓ Keep commitments
- ✓ Have the courage to act upon facts, not rumors
- ✓ Build and maintain trust through candid, caring communication



Innovation

We are creative in delivering value to our fellow associates, customers, shareowners, suppliers and community. We anticipate change and capitalize on the many opportunities that arise. Lead by example

- ✓ Work across geographical and departmental boundaries
- ✓ Recognize and reward creative thinking
- ✓ Focus on the future and welcome change
- ✓ Demonstrate flexibility
- ✓ Explore new technologies
- ✓ Be open to new ideas



Quality Service

We believe in providing fast, reliable and quality service to our clients, customers and peers. Work across geographical and departmental boundaries.



Mission

Mission

- We exist to bring globalization to businesses worldwide by providing quality outsourcing solutions to increase efficiency and maximize productivity, allowing cross-geographical teams to work together to achieve business excellence.





Vision



Vision

We envision to be the top outsourcing and contact center for international businesses, building an organization that creates value, enhances Filipino talent, and provides opportunities for locals.

Our Products and Services

Telemarketing

Sales Center &
Online Orders

Help Desk &
Customer
Service

Chat Service

Internet &
Online
Merchandising

Telemarketing

The GMS Telemarketing Team is skilled at conducting outgoing calls for a wide range of purposes, with individual adaptation to your focused needs.

- Sales Calls
- Surveys
- Info Calls



Sales Center & Online Orders

A call center devoted exclusively to you – but not in your offices – with a set team chosen by you and dealing solely with your campaign.

- Full sales call center
- Ticketing
- Order taking



Helpdesk

At GMS we can provide you with full backup and support services

- Real time human response to incoming calls
- Operating in coordination with your work procedures and your back office system
- Offering service and solutions
- Sales department support and back up



Chat Support

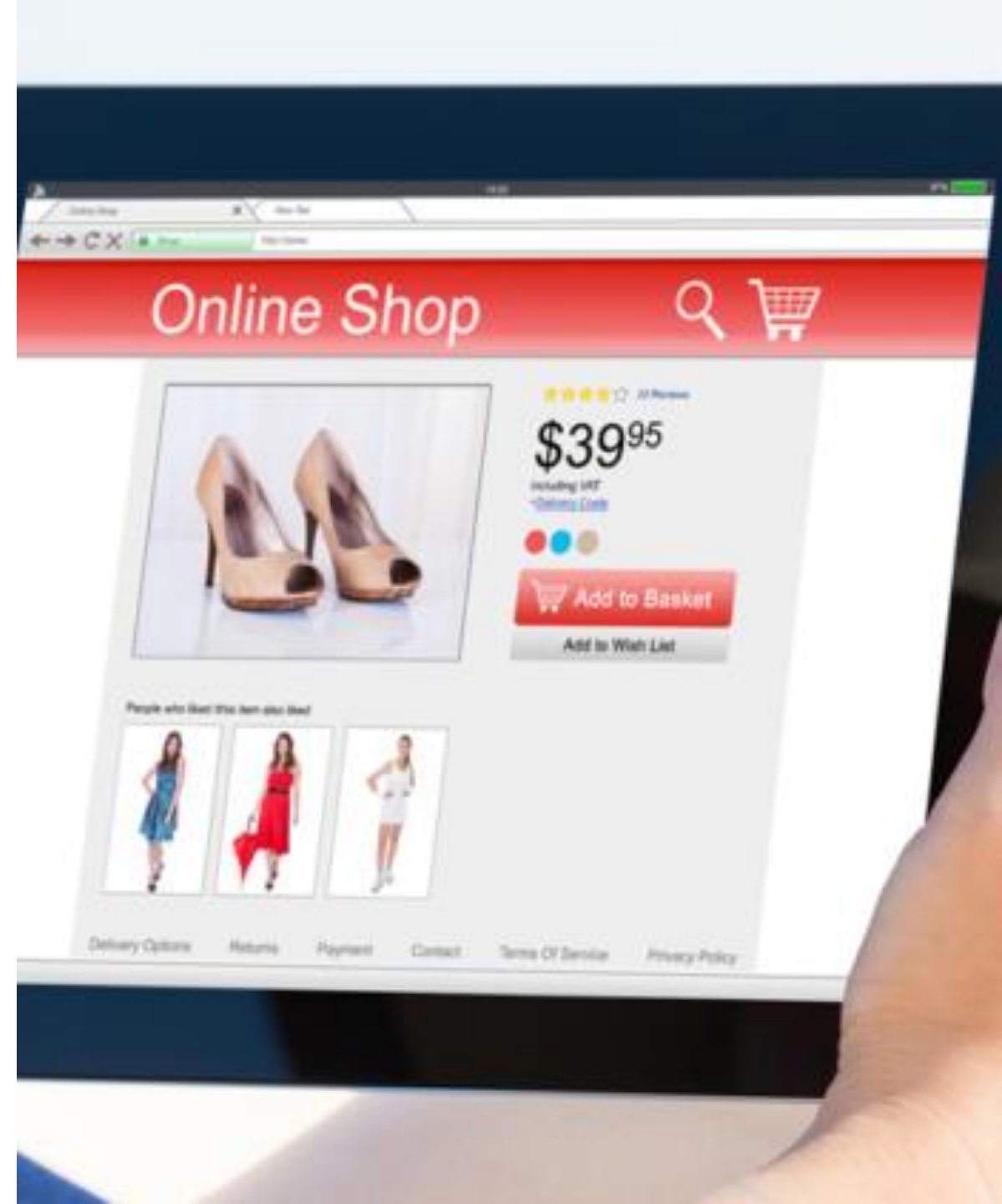
GMS chat service provides you with a range of solutions for text responses suited to your business or website, based on characteristics you define.



Internet & Online Merchandising

GMS offer ongoing activities of running client's website thru us. You will enjoy highest levels of professionalism and a pace that leads your competitors.

- Uploading files
- Updating graphics
- Follow-up on orders
- Client approach services



Thank you

QUESTIONS?

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