



Business Process Outsourcing

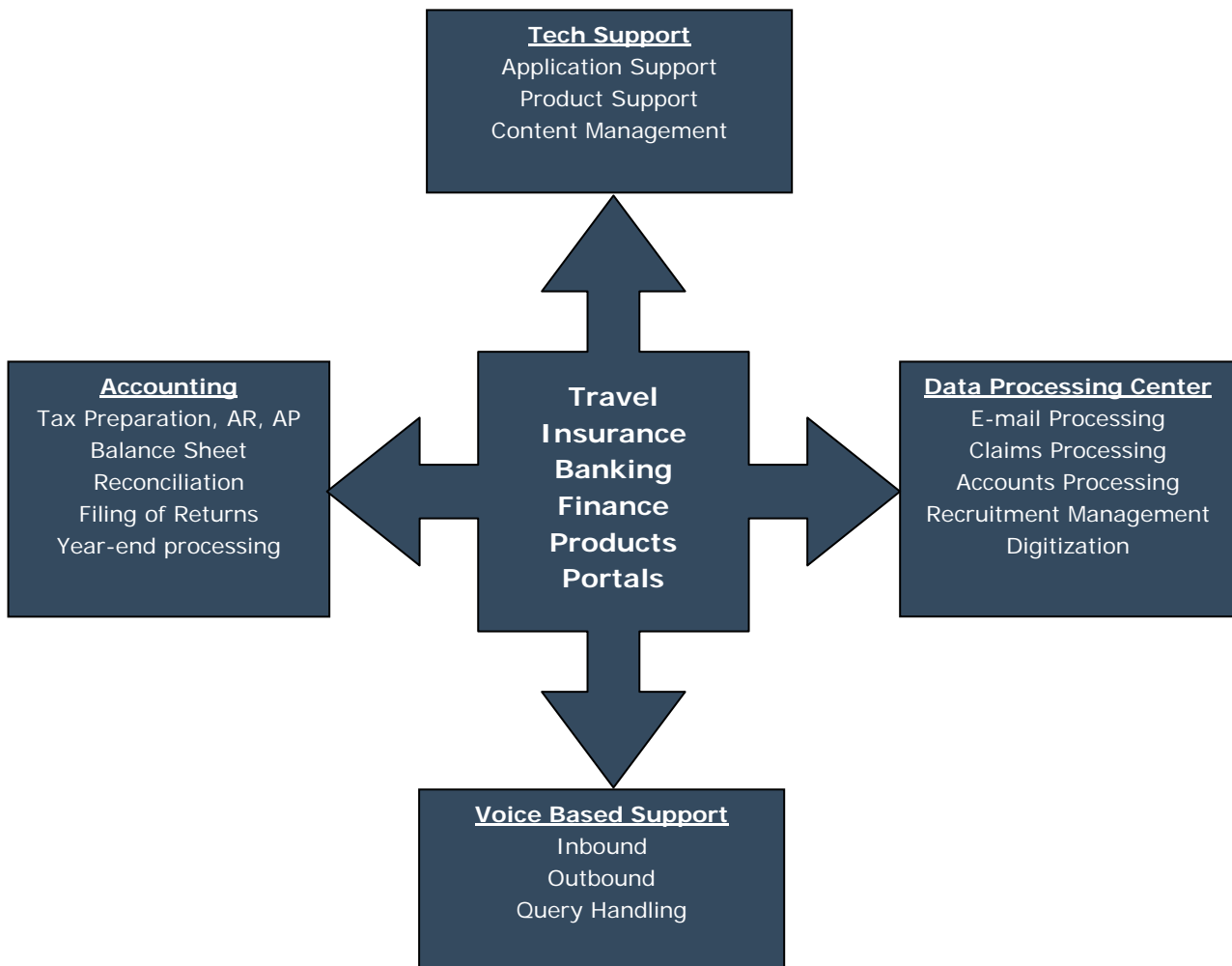
Business Process Outsourcing (BPO) can deliver strategic value by enhancing services, improving Organizational effectiveness, speeding up Business Processes and enabling greater strategic focus. The resulting benefits to the companies include economies of scale, access to less costly labor, lower capital investment and process expertise.

Leveraging the successful IT experience, Zenith Software (Zenith) provides BPO services on IT intensive, non-core yet critical business processes. Using Zenith's offshore facility and remote processing capability, our clients get the best of solutions, services and resources at an affordable price.

Zenith provides BPO and IT services to clients across the globe that has diverse requirements on application and technology. Established in 1996 with its Headquarter at Bangalore-India, Zenith has offices in USA, UK, Australia, New Zealand and Business Partners across the globe.

Our Service Offerings

We offer integrated solutions for a wide range of remote processing applications including customer interaction services, business process outsourcing and technical support. We further leverage our IT solutions expertise in multiple domains such as Travel, Insurance, Banking & Finance among others, for in-depth business process understanding and high quality execution.



Case Studies

To illustrate the kind of BPO support we provide, we have listed below some of the projects executed from our processing center in Bangalore.

E-mail support and content management for a travel company in Australia – We process e-mail received from the customers which include queries, booking requests, cancellation requests and so on. We also manage the entire Hotel Reservation system. We develop and manage the content for their portal. We also call Hotels for reservations.

Accounting Services for a taxation firm in USA – We do tax preparation, AR, AP, Balance Sheet, Reconciliation and filing of Returns. This is done for Individual customers, corporate clients, trust and high net worth individuals.

Application support for a customer in UK – This is an application, which was partly developed by client and partly by us. We provide product support to the client's global offices. The support includes first level query resolution; bug fixing, enhancements and customization.

Product support for an insurance company in UK – This involved product installation support, user specific product customization, online training, bug fixing, first level query resolution, enhancements and custom development of user specific modules, and product integration support.

E-mail support for a US based travel portal – This involved providing e-mail support for various lines of services provided by the portal. The lines of services included flight booking, hotel reservation, car rentals, online flower purchase and online gift services. The e-mail support included query handling, issue resolution, booking request processing.

About Zenith Software

Zenith is a provider of BPO and IT solutions across a range of technologies and industries. We are part of Zenith Group, one of the pioneers of IT industry in India. We have sustained a constant growth since our inception in 1996. Being an ISO 9001:2008 and ISO 27001:2005 certified company, we follow a mature and proven quality process to deliver customer centric, robust and cost effective solutions and services to our clients.

Our state-of-the-art remote processing center located in Bangalore, India is equipped with the latest hardware, software and high-speed communication links. A fully equipped in-house training facility ensures that our resources are trained and ready for deployment at short notice. We have an elaborate disaster recovery system to ensure business continuity.

For additional information & business transactions, please contact:

INDIA

Zenith Software Limited
Zenith House
#4, Industrial layout,
Koramangala
Bangalore – 560095, India
Tel: +91 80 66958700
Fax: +91 80 25529115
E-mail: info@zenithsoft.com

USA

Zenith Software, Inc
#1513, Johnson Ferry Road
Suite T-16, Marietta
GA 30062, USA
Tel: 1-678-250-6354
E-mail: infousa@zenithsoft.com

UK

Zenith Software (UK) Limited
Castle Hill House
Castle Hill, Windsor SL41PD
Berkshire, UK
Tel: +44 (0) 1753 839398
Fax: +44 (0) 1753 831113
E-mail: infouk@zenithsoft.com

NEW ZEALAND

Zenith Software Ltd.,
Plaza Level, AXA Building
41 Shortland Street,
Auckland 1041, New Zealand
Tel: + 64 (0) 9 363 9570
Fax: +64 (0) 9 363 9700
Email: infonz@zenithsoft.com

AUSTRALIA

Zenith Software Limited
Zenith Centre
Level 20, Tower A
821, Pacific Highway
Chatswood, Sydney 2067
NSW, Australia
Tel: +61 (0) 2 8448 2061
Fax: +61 (0) 2 8448 2010
E-mail: infoau@zenithsoft.com

Zenith Software Limited
Level 1
89 High Street
KEW VIC 3101, Australia
Tel: +61 (0) 3 9854 6340
Fax: +61 (0) 3 9854 6399
Email: infoau@zenithsoft.com

Website: www.zenithsoft.com