



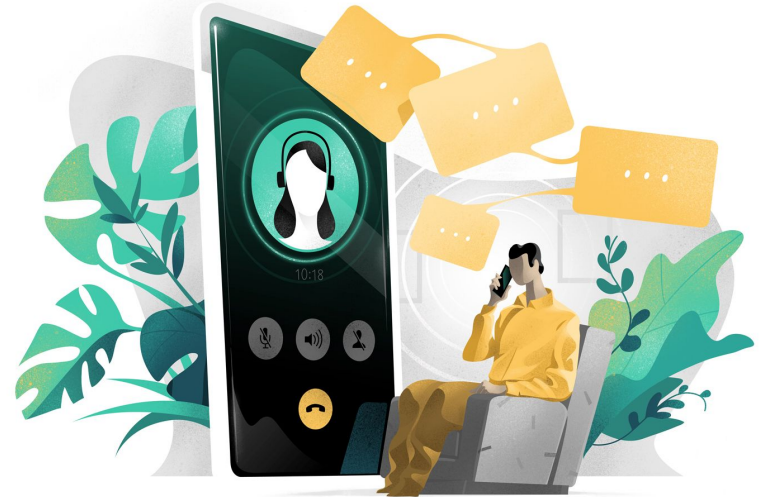
**Exceptional** quality of service at an  
**unbeatable** cost

# VIMA-COMS, Partner of Smartcoms Outsourcing

Created in 2009, Smartcoms Outsourcing meets the various needs of your current or potential customers while respecting the objectives set in order to gain their trust and ensure their satisfaction.

**Certified expert for 11 years** in outsourcing in remote customer relations.

Smartcoms Outsourcing operates as an Offshore call center for the European & North American markets.



# Our Services

- **Telesales**
- **Telemarketing**
- **Customer service**
- **Technical service**
- **Telesecretariat**
- **Loyalty / Retention**
- **Lead generation**
- **Collection and Deadlines**
- **Reminders**
- **Mailing & Agenda Planning**



**Out-Bound**



**In-Bound**

# Technical Aspects



## Certifications



**ISO/IEC  
27001:2013  
Certified**

insightrix®

## Infrastructure

WEB Server

AD Server

Sophos Antivirus Server

Veeam Backup Server

Log Server

Updates Server

Remote Access Server

Gpi Server

Switch coeur Cisco 3650

Switch 2960

Firewall Sophos xg-210

# Our Strength ! Is our Human Capital



## Qualified employees

- Rigorous language test
- Professional training
- Product training
- Full integration of employees (1 month on average)
- Continuous training with a cadence of 2 weeks



## Satisfied employees

- Satisfactory wages (2.5x National minimum wage)
- Regular Team Buildings
- Career plan and promotions
- Considerable bonuses
- High retention and a turnover rate of 7%

# Our Vision

Design the next  
communication paradigms.

# Our Mission



## Security

Because your trust is priceless, we have put in place a robust and reliable infrastructure, with the best security protocols.



## Client satisfaction

The quality of our services is the first of our concerns.  
Our goal: **100% customer satisfaction.**



## Cost reduction

The choice of offshore outsourcing to Tunisia allows you to maintain and even improve your customer service with the minimum of costs and charges to settle while entrusting your product to professionals.

# Why Tunisia ?

The **average annual salary** of a telephone attendant in Tunisia is **\$ 4,216** compared to **\$25,000** in Canada and **\$32,000** in the United States.

Tunisians enjoy an **excellent level** in **French** and **English** thanks to a trilingual education.



**With an offshore provider, the costs of an outsourcing can drop by 35%\* while keeping the same quality.**

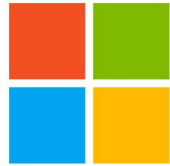




4.3/5★

**Top 3** Client Satisfaction!

# Our Technical Partners



Microsoft

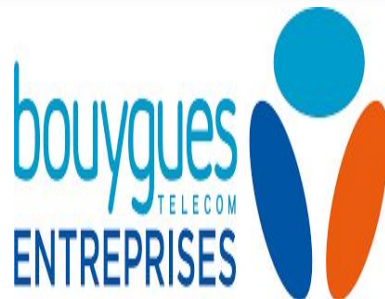
Solution **HERMES**

**VOCALCOM**

Connecting to Customers

**SOPHOS**

# Our Actual Clients





The security of  
your data is our  
**priority.**




Customer  
satisfaction is our  
area of **expertise.**



We provide you  
with all the latest  
**technologies.**

# Thank you!

## Contact:

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- **+1-514-627-5307** 
- **sales@vima-coms.com**