

Future Ready Business Development Services

Innovative, agile and performance driven business development services to deliver measurable, impact, and increased business value for clients



www.sunrisepcsupport.com

Sunrise eSupport is a leading IT consulting and customer service provider with operations in US, UK, Canada, New Zealand & Australian Markets.

Overview

Sunrise eSupport History



Outcomes



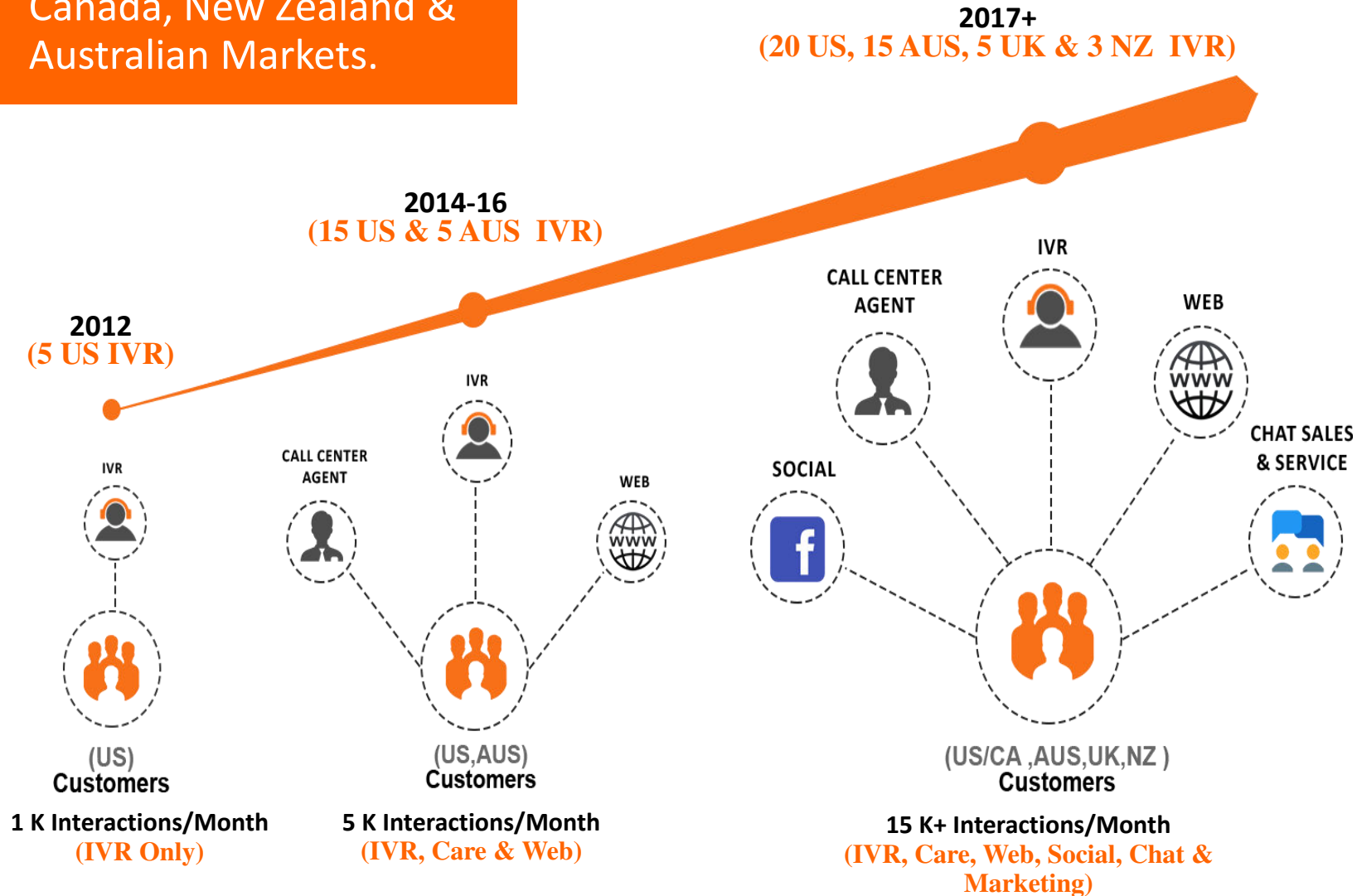
Cost Reduction



ROI Increased



Business Scope Growth



Services



Customer Services

- Client Service & Technical Support
- Lead Generation & Sales
- Inquiry Handling
- Complaint Handling & Dispute Resolution
- Toll Free Services



Design & Development

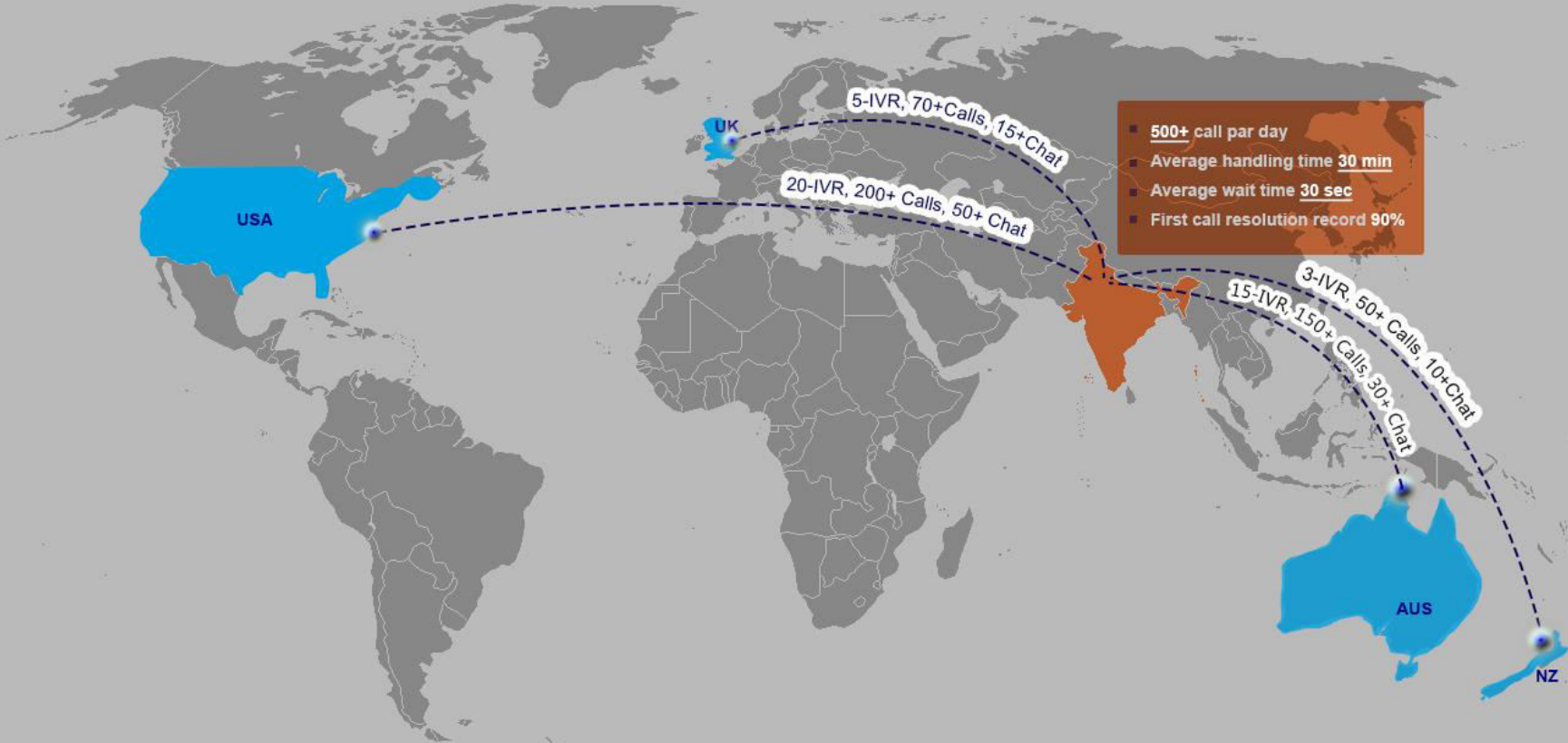
- Security Software
- Application Software
- Mobile Application
- E-Commerce Portals
- Custom CMS
- Responsive Website Design



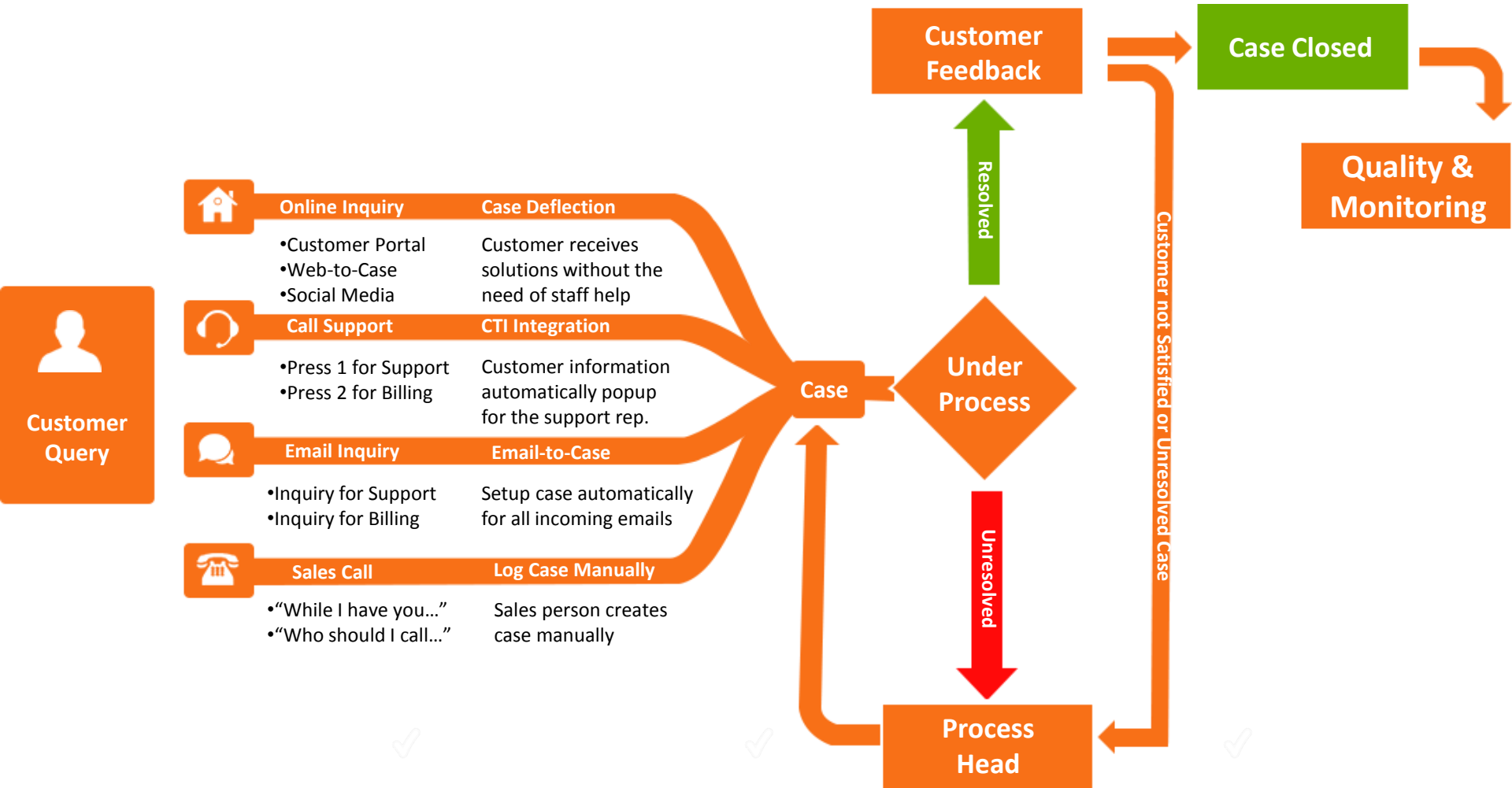
Web Enabled Services

- Digital Marketing
- Email Support
- Chat Support
- Market Research
- Product Promotion

Infrastructure



Process Transition Model



Use Case – GigPcSupport



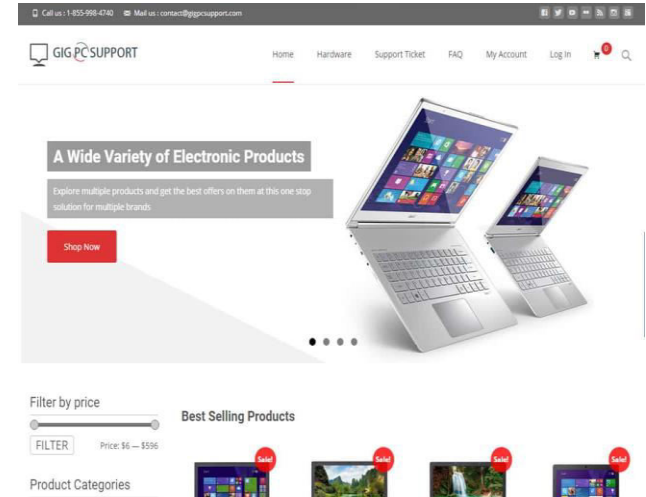
GigPcSupport is an e-commerce product listing one stop shop which brings a wide range of software and hardware product for sale. The mission is to provide a competitive price through various promotional offers

Client Requirements

- Product range display segmented into categories
- 24/7 online technical support for their product setup & install.
- Increased conversion on phone and web based enquiry

Our Solutions:

- Creation on an advance e-commerce portal with payment interface.
- Setup a 24/7 online technical support team of 14 person to handle call volume of 125 per day
- Effective call to conversion ratio of 40% achieved over the last 5 years/6 Months
- Developed and implemented effective channel strategy to assist call routing and effective IVR navigation to segment sales and service calls



OUTCOME:

Increased Sale



Increased ROI



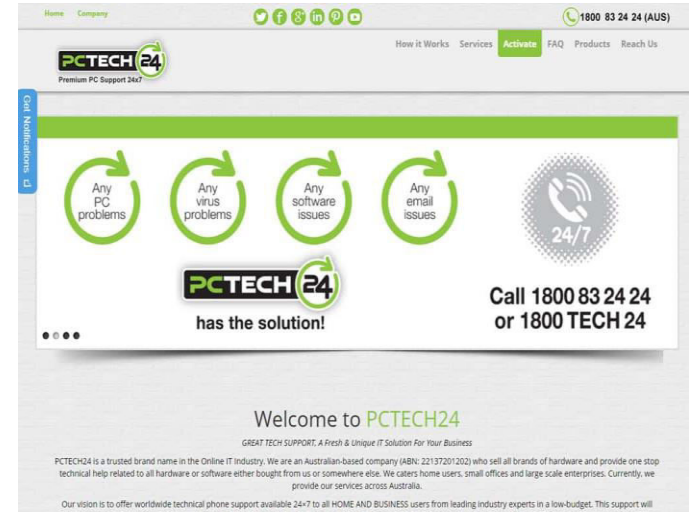
Improved Search Engine Visibility



Use Case – PCTECH AUSTRALIA.



PCTECH24 Australia is provides latest computer technical support services in all major state & cities of Australia - Laptop, Computer or Mac for both home and business users.



Client Requirements

- Calls answered within 90 seconds on arrival in IVR
- Improved monthly sales through product awareness and cross sell

Our Solutions:

- Setup of a 24/7 dedicated online technical support team consisting of 9 staff
- Achieved a 90% call answered ratio within stipulated SLA
- Generated cross sell opportunities for affiliated products to the tune of \$90K Per Month.

OUTCOME:

Increased Sale



Increased ROI



Improved Call & Customer Flow



Use Case – defencebyte Pty. Ltd.



defencebyte is an Australia based company providing complete security software solutions like Antivirus Pro and Driver Updater to consumers and businesses..

Client Requirements

- Design security products and other application software
- Offer improved visibility of the product on the search engine
- Provide 24/7 online technical support that could find symmetry with their products.
- Increase the number of downloads to assist sales

Our Solutions:

- Creation of a splendid application software for regular launch.
- Setup a 24/7 dedicated online technical support team of 5 Person
- Increased the number of downloads as well as the sales from 15% up to 40% resulting in a sales uplift of 70% and revenue generation of 42K Per Month



OUTCOME:

Increased Sale



Increased No's Downloads



Improved Search Engine Visibility



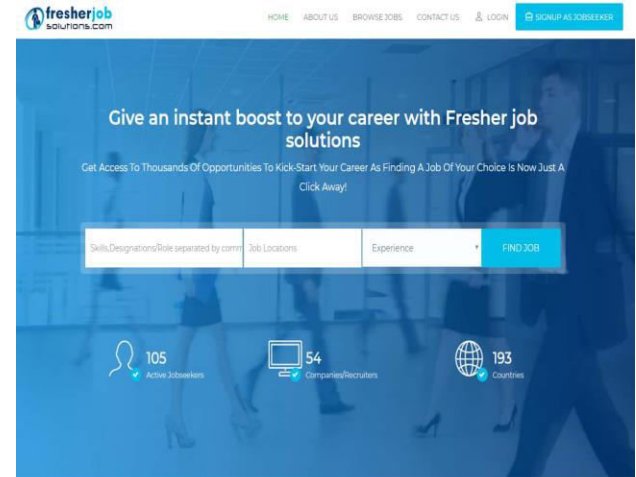
Use Case – FresherJobSolutions.



FresherJobSolutions is a platform for jobseekers to hunt in preferred job in the opportunity market place.

Client Requirements

- An attractive and well-structured website with content engagement.
- An effective search bar to guide the job seekers for easy navigation.
- Increase in the number of jobs listings on the portal



Our Solutions:

- Created a responsive website with user friendly interface.
- Implemented advance search bar to find most relevant job from home page.
- Prepared effective SEO & SEM strategy to improve number's job availability.

OUTCOME:

Increased Job Availability



Increased No's Job Seekers

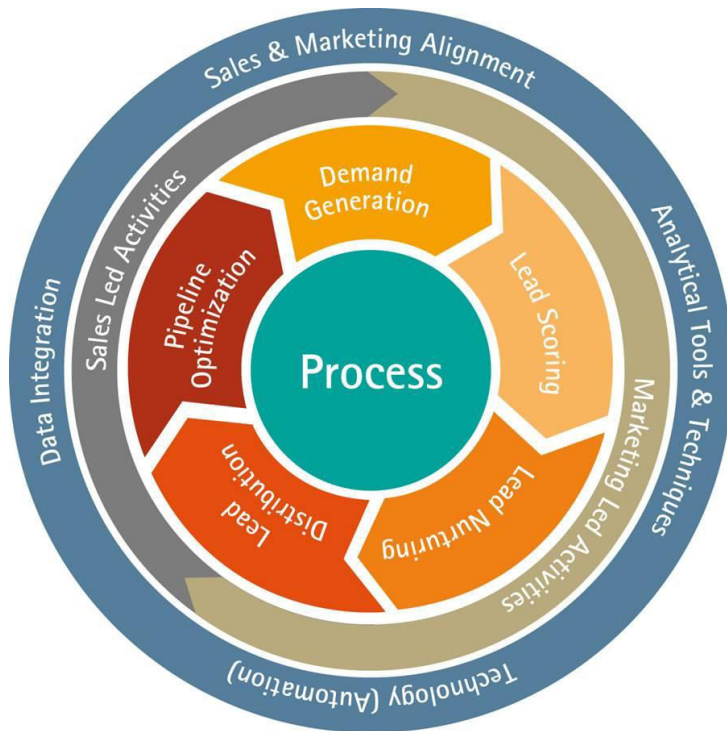


Improved Search Engine Visibility



Lead Management framework is a systematic, data driven, closed-loop process designed to accelerate growth

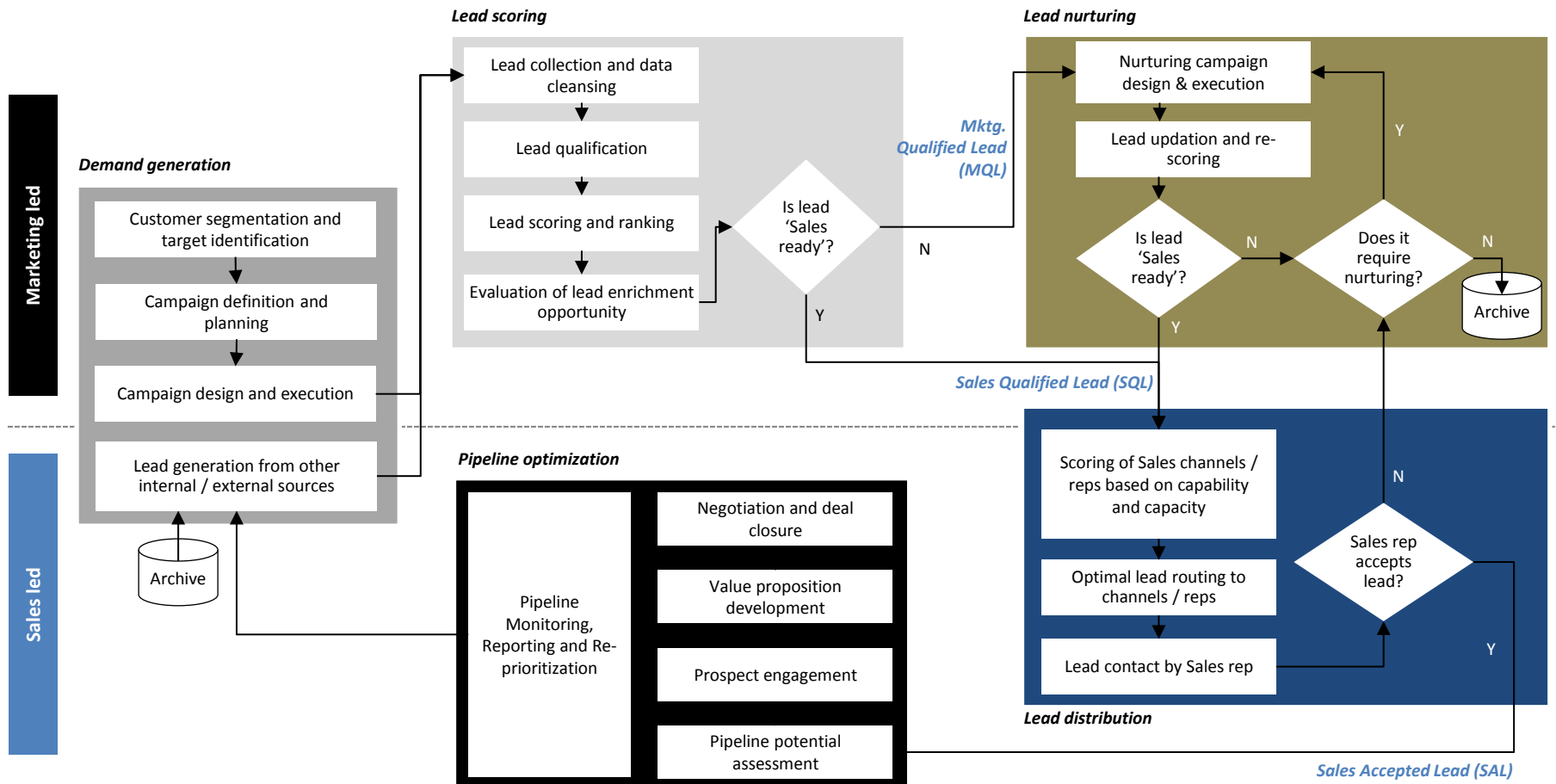
Lead Management is a closed-loop process between marketing and sales which accelerates organic growth.



- Demand generation, lead scoring, lead nurturing, lead distribution and pipeline optimization of opportunities for sales conversion among new, existing or former customers
- Lead Management capabilities can be enhanced through sales & marketing alignment assisted by advanced analytical tools & techniques, automation and data integration

The closed-loop process provides feedback from the sales pipeline and ensures alignment between Sales and Marketing functions

Allocation of Lead Management processes between Marketing and Sales varies across firms. However, in our view, the following process framework is effective.



Key Differentiators



Enhanced privacy tools used for customer's personal information



90% first call resolution record



No long waiting queue – less than 30 seconds Average Wait Time



24x7 customer support services

Way to Reach Us

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