



Leverage the full potential of Outsourcing with Optimus

Optimus Global Services, a wholly owned subsidiary of the global Software service provider Polaris Software Labs is a unique Business Process Outsourcing (BPO) provider that offers a wide array of solutions for a range of key industry verticals. The company leverages the domain expertise, the Polaris lineage and proven technology to offer an integrated and comprehensive service portfolio. Optimus' range of solution enables clients to move faster towards realizing their Business goals and achieve much more than the mandatory cost savings associated with Outsourcing.

We leverage the domain expertise, the Polaris lineage and proven technology to offer a complete spectrum of back-office services to companies in the BFS sector. Optimus range of solutions enables clients to move faster towards realizing their business goals and achieve much more than the mandatory cost savings associated with outsourcing.

OPTIMUS BUSINESS LINES

- **Customer Interaction Services:** Optimus provides support services using different channels of communication
 - **Inbound services:** Customer service, Technical helpdesk support, Information requests and Product support
 - **Outbound services:** Customer acquisition and retention, Collectibles receivables, Telemarketing & Lead generation
 - **Web-based services:** Optimus' technically savvy, well-trained customer service representatives respond to customers' queries in real time through E-mail and Chat Program services
- **Transaction Processing Services:** Optimus offers a comprehensive set of transaction processing services for key industry verticals
- **Optimum[®]:** The comprehensive retail loans processing solution from Optimus, which encompasses Intellect Loan platform, Processing services (Origination, Collection, Fraud Management and Customer Service), Robust infrastructure support and Domain consulting

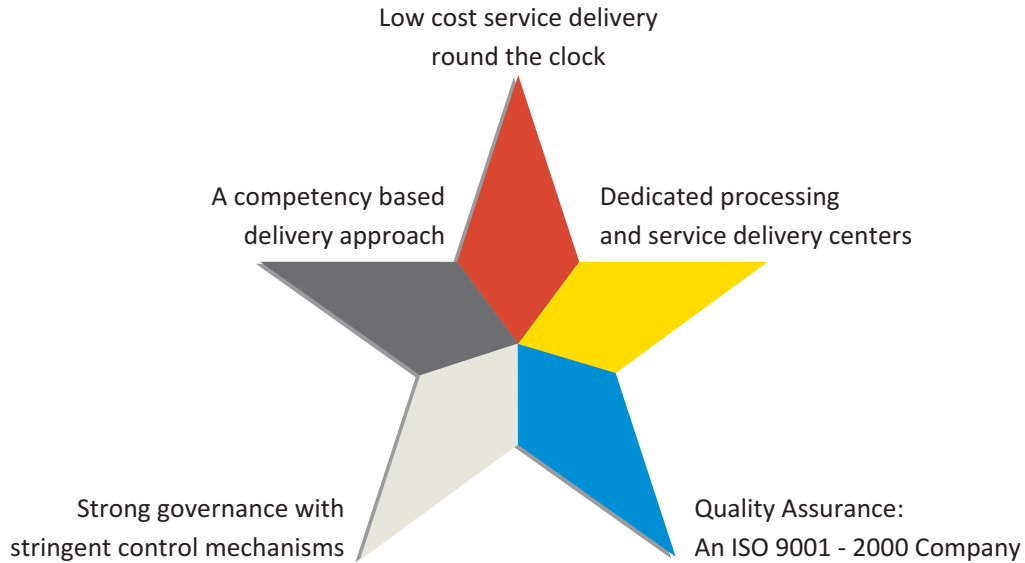
INFRASTRUCTURE

Optimus customer contact center facilities are located in South India. We operate from three locations in Chennai. With an office space of more than 1,50,000 sq.ft. and a team of over 3000 experts, Optimus has the ability to easily scale up to the customer's requirements. Optimus leverages the worldwide Polaris infrastructure to deliver 24X7 support to all its BPO clients.

OPTIMUS SERVICE DELIVERY

Optimus combines robust business understanding and specialist domain knowledge along with the advantages of outsourcing to offer a distinctive competitive advantage in the financial space.

5 Levers of our Service Model



Optimus has executed many large and critical projects for its customers. We run our processes from our processing / contact centers in Chennai. We work with one of Asia’s largest bank and Asia’s leading telecom provider as our customers. During the relationships with these customers, Optimus has executed various types of projects including:

- Collections Management process
- CRM Sales process
- Data Verification process
- Customer service process
- Data entry / Transaction process
- Technical support process

OPTIMUS FOOTPRINT

Strategic engagements that show our process expertise:

Customer organization	Services provided
India’s largest private sector bank	Voice + Data Processes - Delinquency Management & CRM (Financial Institution)
India’s leading telecom company	Voice + Data Processes – Customer Service & Verification Voice
One of the largest credit providers in India	Processes - Delinquency Management (Financial Institution)
A USA based mortgage provider	Voice Processes – Sales Support
A leading Non banking Financial organization	Voice + Data – Inbound Customer service
A global bank with Indian operations	Voice Processes - Delinquency Management
A leading investment bank in USA	Data+Research process-Know your customer (KYC) process

ABOUT POLARIS

Polaris Software Lab is a recognized leader in providing integrated technology solutions for the Banking and Financial world. We offer a blend of Consulting, Products and Outsourcing services. Polaris, with over 20 years of expertise, is a 226 Million USD company with 24 relationship offices, 11 development centers and 3 near shore centers across 16 countries.