



Ellora Telecom Philippines, Inc. is a wholly-owned subsidiary of Adya Inc.

Business Process Outsourcing (BPO) Services

Provide exceptional quality customer experience, cost-effective and efficient method



CORPORATE PRESENTATION





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ABOUT US

Ellora Telecom Philippines, Inc., is a wholly-owned subsidiary of Adya Inc. Established in February 2011. The Company was later incorporated and recognized by the Philippine Securities and Exchange Commission on March 10, 2011.

Adya Inc. is a leading holding company specializing in the acquisition of companies with recurring revenue, high shareholder value, and annuity revenue streams. We provide network resources and infrastructures such as administration, engineering, customer support, marketing, networking operations, and more.



BUSINESS

20+ years in wireless and telecommunications



SPECTRUM

Owner of wireless spectrum in Canada



REVENUES

\$18M (2016) | \$17M (2015) | \$8.3M (2014)



CORE NETWORK

Located in Toronto, ON with virtual points of presence all across North America



PARTNERS

Networks: Telefonica, iPass, AT&T, Movistar, TELUS, Rogers

Switching: Metaswitch, PhoenixSoft

Devices: Cisco, Polycom, ZTE

Our Objectives

Ellora Telecom Philippines, Inc. provides onshore and offshore Business Process Outsourcing (BPO) and Information Technology Outsourcing (ITO) focused on multi-channel customer support services (inbound & outbound voice, non-voice, marketing and technology). This includes the following verticals: customer service, sales, retention, collections/accounts receivables, technical support, and graphics design.

Our Goal

Ellora Telecom Philippines, Inc. goal is to provide exceptional quality customer experience, cost-effective and efficient method for providing contact center support and technology solutions to our clients.

Our Commitment to our Clients

We assure our clients that our service will not only bring cost-savings for them but it will also show significant process improvements in return.





Our Business Location

Our location is within the Ortigas Central Business District, one of the highly accessible business centers in Metro Manila. All roads lead to Ortigas, from North to South of Manila and East to West, with accessibility to Metro Rail Station, EDSA Highway, as well as shuttle van services and bus stations bound to nearby-provinces (such as Bulacan, Antipolo, etc.) and other key areas within the metropolis.

OUR SERVICES

We will offer inbound and outbound call center services to small and medium businesses.

1. Customer Service
2. Sales
3. Retention
4. Collection / Accounts Receivables
5. Technical Support
6. Graphics Design
7. Research & Survey Support
8. Appointment Setting
9. Data Entry / Encoding / Transcription support services



Our Business Model

As we position our company to become a key BPO/ITO player in the country, we also want to ensure business profitability.

We will ensure that the best interest of Ellora Telecom Philippines, Inc. is secured through Service Level Agreements with our clients and implementing a per-hour billing model with the following parameters:

Billable Hours:

Billable Phone Time (Talk, hold, wrap-up)

Team Lead – Coaching

Billable Meetings (Calibration Calls, Listening Sessions)

Billable Training (Product Training, Product Refresher, etc.)

Non-Billable hours:

QA - Coaching

Non-billable meeting

Non-billable training (Soft-Skills Training)

Breaks

Basic Service Level Agreements (SLA's):

We will follow the general rule of 80/20 SLA which states that 80% of the calls should be answered within 20 seconds (unless otherwise revised by the clients depending on their needs and our offered capacity).

We will also observe 60% - 70% occupancy level. Authorized time-off and Voluntary time-off will be implemented in the event that the call volume is "forecasted" to be low.

(This will not be implemented though if the call volume is far from the client's forecast)



OUR ADVANTAGES

Industry Experience

Ellora Telecom Philippines, Inc. provides BPO solutions for major telecommunications in USA and Canada.

Canada-based Service Network

Our global headquarters is located in Toronto, ON Canada and our operating center is located within the Ortigas Central Business District in the Philippines.

Cost Advantage

We provide customers with a unique cost-effective and efficient method based on a scaled human resource structure.

Language Advantage

We have BPO service delivery capabilities in multiple languages. We have the capacity to mobilize for large-scale projects in English, French, Korean, as well as other European and Asian languages.



Our Equipment

- Our office space includes reception area, pantry, sleeping quarters and training room
- We currently have 70+ A-grade workstations which are available for immediate client requirements
- We have 2 main Internet Service Providers and 1 back-up
- We are using Avaya for inbound calls and softphone (Vici Dialer) for outbound
- We will have 24-hours Technical Support on duty
- Secured office building located at CBD, with power generators in case of power interruptions



Our Dedicated Staff

Our staff has years of experience in the call center and telemarketing industry. Our Staff undergo one-on-one training to ensure that they are fully-equipped, qualified and capable in meeting our client requirements.

Our on-board experienced staff includes:

- Operations Manager
- Sales Manager
- Trainer
- QA Specialist
- Supervisors/ TL's/SME's
- Technical Support
- Reports Analyst
- Payroll
- Admin/Human Resources

OUR CLIENTS

telehop

G3
Telecom

iRoam

10-10-620

#100

RevTel

 telna
Telecom North America

 iPass

alo

Base Telecom

Access Vantage



CONTACT US



Ellora Telecom Philippines, Inc. is a wholly-owned subsidiary of Adya Inc.

Rolly Lopez

Unit 2208 Raffles Corporate Center
F. Ortigas Jr. Road, Ortigas Center
Pasig City, Philippines
Telephone Number: (02) 576-3862
Cellphone Number: (63) 917 520 5267
Toronto: 1-416-4995463 Ext. 242

Bon Magpantay

1039 McNicoll Avenue
Toronto ON M1W3W6
Canada
Telephone Number: 1-416-4995463 Ext. 257