



# Company Presentation

29.11.2013, Warsaw

# TIM Call Center

- ✓ TIM Call Center was established in 2003, since that time our experience and innovative know-how, combined with the clients' trust, make the company one of the leaders in telemarketing, over-the-phone sales and consumer service on the Central and Eastern Europe market
- ✓ We have 180 telemarketing stations equipped with the newest IT infrastructure in two locations, Warsaw and Gdansk
- ✓ Our strengths is a finely tuned team of skilled and professionally trained consultants, developing projects in Polish and nearly twenty foreign languages

# Our locations



## **GDANSK OFFICE**

Gdański Inkubator Przedsiębiorczości

Lęborska 3B Street

80-386, Gdańsk



## **WARSAW OFFICE**

Budynek Crown Point

Prosta 70 Street

00-838, Warszawa

# Our Services

## **Sales process support:**

- ✓ Customer acquisition
- ✓ Appointment setting
- ✓ Lead generation
- ✓ Lead qualification
- ✓ Sales, cross-sell and upsell support
- ✓ Sales centers
- ✓ Sales hotlines
- ✓ Market surveys

# Our Services

## Customer support:

- ✓ Help desk
- ✓ Service desk
- ✓ Product and information support
- ✓ Registration centre
- ✓ Claim and complaint support
- ✓ Debt collection
- ✓ Loyalty programmes support
- ✓ Emergency call/contact center

# Our Services

## Telemarketing:

- ✓ Opinion and market survey
- ✓ Marketing research
- ✓ Client satisfaction survey
- ✓ Acquiring and registering event and conference participants
- ✓ Database creation and profiling
- ✓ Database updating

# Our Services

## **Foreign languages services:**

- ✓ Help desk
- ✓ Service desk
- ✓ Sales process support
- ✓ Product and information support
- ✓ Registration center
- ✓ Claim and complaint support
- ✓ Employee outsourcing

# Chosen projects

- ✓ **Intel Technology Poland Sp. z.o.o.** – Sales process support in 15 CEE languages.
- ✓ **Hewlett Packard Polska Sp. z.o.o.** – Partner channel support, profiling and market surveying.
- ✓ **DHL Express Sp. z.o.o.** – Outbound lead generation, database verification and customer satisfaction survey.
- ✓ **Abbott Laboratories Poland Sp.z.o.o.** – Outbound telemarketing.
- ✓ **Wydawnictwa Szkolne i Pedagogiczne Sp.z.o.o** – Outbound telemarketing, data profiling.
- ✓ **Alma Consulting Group Polska Sp.z.o.o** - Sales process support including appointment setting.
- ✓ **Sanofi Aventis** – Employees Outsourcing.



# Why TIM Call Center?

- ✓ **High quality services.** We apply not only the well-established standards, but also innovative solutions to project execution, adapted to specific client needs and requirements.
- ✓ **Business consulting.** We share our knowledge in hope it might help to recognize new possibilities and standards for project execution.
- ✓ **Project cost optimization.** Specialized business process services outsourcing over cost-effective models.
- ✓ **Involvement.** We can guarantee the professional approach of our employees, who are incessantly searching for optimal solutions to the project.

# Why TIM Call Center?

- ✓ **Ability to adapt.** Each client is approached on an individual basis, so that an applicable business model and appropriate tools can be selected for the project.
- ✓ **Experienced and solid team.** A well crafted team is the core of our company. That is why we invest in the constant improvement of our employees, bringing their knowledge up to date and expanding their competence.
- ✓ **Long-term relations with clients.** They allow us to recognize the client's needs and expectations and develop a solution.
- ✓ **Flexibility** – understanding the ever-changing client needs, both short- and long-term, we are open to change and flexible decision-making.



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