CONNECT

KEEPING YOU ALWAYS CONNECTED

COMPANY PROFILE

HI-Connect Company, established in 2008, is a fast growing technology company in the Egyptian market that offers wide range of services for its customers. The Health Insurance Organization in corporation with the top Telecommunication and Information Technology companies in the Egyptian market has established HI-Connect to combine its expertise to provide Contact Center solutions.

HI-Connect Have a huge number of services including inbound calls services, telemarketing, telesales, back office solutions, human resources and training …..Etc. beside we can work in different fields to meet all customer needs.

HI-Connect builds over the experiences of its originators, we have on board DMS, UNITELL, ITInc and NT companies. The merged expertise of the firms on board with HIO expertise ensures unbounded skills. DMS Company specialized in providing custom software development for the latest Edge Technology software in various business areas specially the Health care sector and utilizing recently evolved tools and techniques. UNITELL Company founded to be the A to Z system integrator partner for IT and telecom integrated solutions and services to large and mid-sized commercial, industrial, and government entities. ITInc The Information Technology Incorporation specialized in training, ITI with its experts delivers a professional management and IT training to the local and international market. NT National Technology, Software Company specialized at Lab and Blood bank information systems.
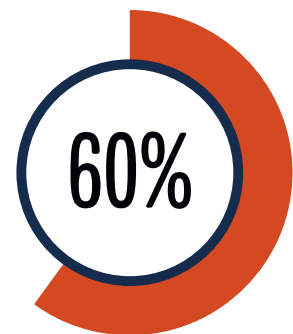
COMPANY CAPITAL 100 MILLION EGP

20%

Individuals

20%

IT and Communication Companies

60%

Health Insurance Organization

VISION

HI-Connect aims to become the most valued service provider for customers, business partners, and the communities by creating sustainable solutions that enable them to meet their and objectives business improve

MISSION

HI-Connect Provide customized value add solutions that enable customers to optimize the use of their current available resources and building a change strategy to maximize the benefit of future investment.

VALUES

that believe HI-Connect lead individuals successful successful organizations. We focus on people.

BENEFIT

- Professional reply by qualified Agents.
- Handling the call in Optimum time (The shortest period of time with the full delivery of info)
- All calls are recorded.
- Quality control.
- Continuous Training
- In time Reporting (booking , inquires ….etc)
- Centralization in reply in Professional way (in case there is a lot of Branch)
- Insure level of service (according the agreement) e.g. 80/20 (that's mean 80 % of calls will be answered within 20 sec
- Flexibility to increase or decrease the number of Agents per month, according to the rate of incoming calls And thus reduce costs
- Application (CRM) customized according our customer needs.

Collaborate

. Lead People
. Value Diversity
. Continous Learning

Integrity

. Commitment
. Behave Ethically
. Do the Right Thing

Excellence

. Innovation
. Stratgic Partnership
. Add Value

Quality

. Follow Standrads
. Effective
. Communication

POTENTIAL SOLUTIONS

HI-Connect strategy for the call center services is to become cost effective function as part of our client's business process.

We provide the best quality call center process outsourcing for our clients by focusing in two main quality motivators. The first one is continuously sustaining, rewarding and developing highly skilled teams. The second one is continuously following the domain best practice and latest technology.

As HI-Connect expertise in many sectors specially the health sector in Egypt, we understand the urgency and criticality of this sector and we also understand the customer sensitivity in dealing with the health services providers. From this perspective we build the suitable process, teams for each of our client.
HI-Connect offer a wide range of call center service including both inbound and outbound calls. We

provide bilingual services in both Arabic and English. HI-Connect provide higher leveraged services to its client's by running a set of processes like:

1. Customer Service •Provide Information
•Schedule appointments
•Verify patient insurance coverage
•Make reminder or post visit - surgery care
•Complain handling
•Results information (Lab ….)
•Pre- Authorization

2. Campaigns •Tele-Sales
•Marketing
•Information
•Registration for seminars and events
•Survey

3. Virtual Office •Support desk
•Secretary

INFRASTRUCTURE

Mitel's UC and Collaboration Suite - It is all about business communication
Mitel's Collaboration suite fits every business need
Mitel provides a comprehensive suite of integrated Unified Communications (UC) and collaboration tools for every business need. We believe that the right mix of applications increases business productivity and improves customer business performance by evolving and supporting enterprise business processes.

Mitel's open interfaces offerings give our customers a wide range of possibilities
A strategic cornerstone for Mitel is to strive to provide open solutions based on industry accepted standards for all our products. Mitel's application portfolio is built on open standards using SIP as a key factor preventing customers from being locked into a certain environment. This openness enables our customers the choice to integrate 3rd party collaboration applications, such as Microsoft® OCS or IBM® Sametime® Unified Telephony, as a part of the total communication package. Additionally, we provide open application interfaces, such as SIP, CSTA V3 or XML. Open standards and open interfaces with mobility as an integral part allowing our customers to make self-paced migrations.

Mitel's strong local presence puts the customer's specific needs in focus
Mitel applications have a truly user centric approach. All [our] applications are designed with focus on the user and for us, a customer centric approach means working with you. Our local presence together with our partners and integrators enable us to add value through our understanding of the market and the technology trends. But more importantly, it is about listening to you. By better understanding your business needs, we are in a better position to choose the right components that offer value and create Effective communications.

Mitel's UC and Collaboration Suite - It is all about business communication
Mitel's goal is to offer innovative and high quality Unified Communications applications for business users, contact center agents and attendants with the support of automated services to create process-integrated communication services. With process-integrated communications, we mean communications that not only supports the company's processes but also becomes an integral part of them. In this way, the applications assist companies to achieve productivity gains and improve the business.

KEY

Today Mitel is at the forefront of the Enterprise Communication market with many years of experience when it comes to developing advanced [leading edge] business applications. In our product portfolio, we see great opportunities to meet the market demand in coming years. Together with our very good understanding of both IP telephony platforms and collaboration tools for the corporate market, Mitel offers a comprehensive and integrated Unified Communication solution with its unique mobility solutions. We will keep on develop new products and evolve existing ones now focusing on 6 applications areas:

1. Business Collaboration

2. Attendant

3. Contact Centre

4. Mobile Client

5. Unified Messaging

6. SIP Soft Phone & Video

We are committed to supporting our customers and the evolution of their systems and networks.
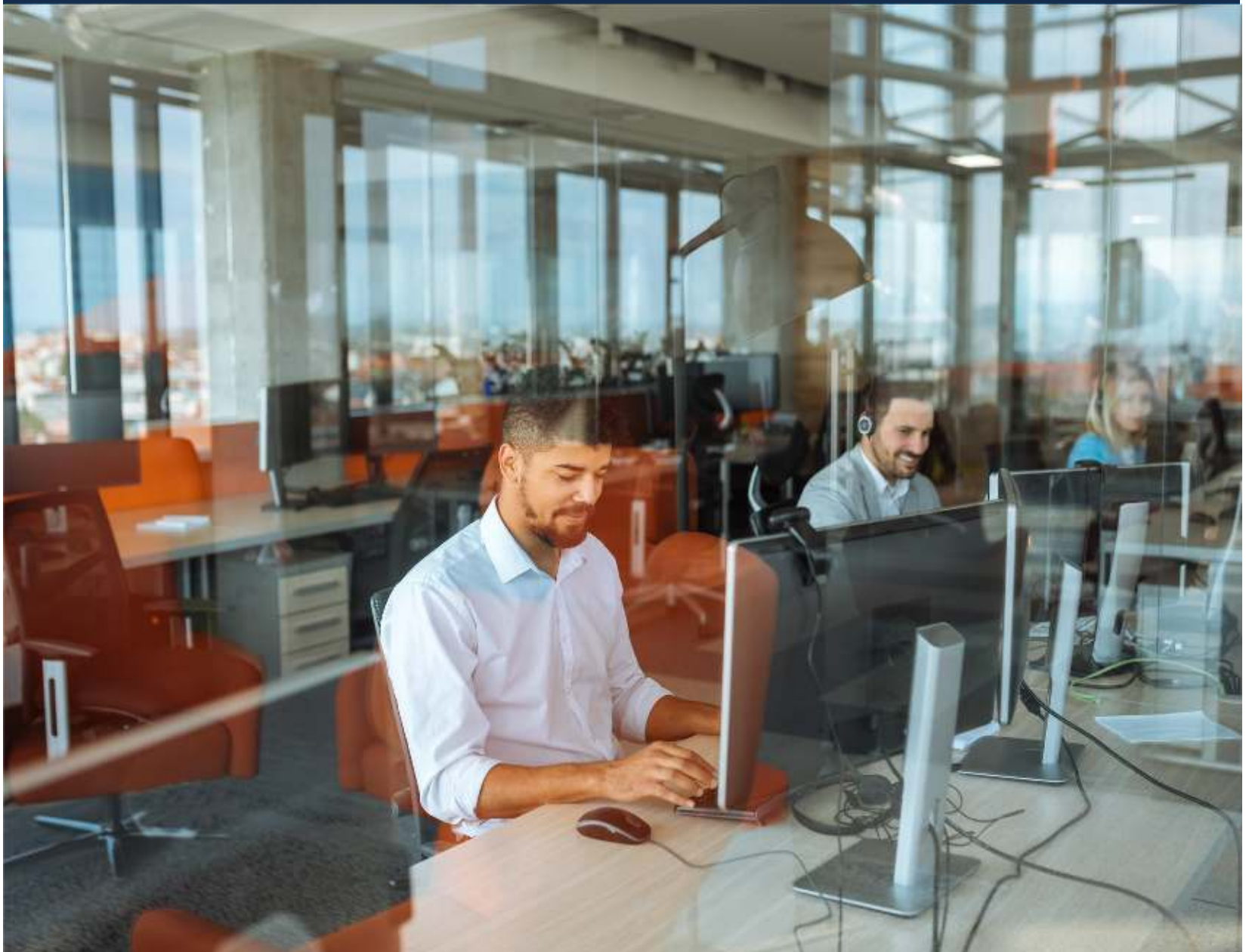
6 Focus areas

There are many roles in a company that require specific competences and applications that cater to these roles. Mitel offers a comprehensive set of tools that address these different needs and are tailored to fit the various user profiles, yet flexible enough to integrate into a wide variety corporate environments. Coupled with our mobility portfolio Mitel offers a unique advantage enabling users to access their services wherever they are, through various interfaces/devices.

Business Collaboration

Mitel Collaboration suite provides the right mix of communication tools for Your culture environment and for maximizing your business value. With Mitel Collaboration suite you always communicate at your terms with the user in focus.

Attendant

The attendant is the point in the company where all your Unified Communication Needs meet. Mitel Attendant is a well integrated part in the Mitel Collaboration Suite and provides a broad range of functionality independently of platform.

Mobile Client

Mitel has a over ten years experience with Mobile solutions. Our mobility
Solutions offer you true flexibility in the daily work, whether you are in the
Office or on the move, in a cost-effective and efficient way.

Contact Centre

Mitel Contact Centre is a highly flexible multimedia solution, which
Includes all you need to make your customers more satisfied and your
Business more efficient and cost-effective.

Unified Messaging

Mitel Unified Messaging is an essential integrated part of the Mitel Collaboration suite and puts you in control of your communication with access To your messages anytime and anywhere.

SIP Soft Phone and Video

Mitel in Touch, a fully featured soft phone application, empowers your business Communication. In Touch is an integral part of Mitel Collaboration suite and
Integrates well with external environments, such as Microsoft OCS and IBM same time.

Solidus eCare

is a multimedia contact centre that gives the customer and agent the opportunity to communicate in the manner of their choice.

Router

The intelligence in the system that takes care of the routing, skills-based routing, making sure that the customer is helped by the most appropriate agent.

IVR

The inbuilt Interactive Voice Response of Solidus eCare allows customers to use self services. It is a graphical tool that makes it possible to create all kinds of call flows, ask for and retrieve information, and interface with databases.

Agent application

The agent application includes the means for handling all the different incoming media. Furthermore, it provides agents with the option of having screen pop-ups and real-time information on queue us and other information on their desktops as well as wall displays. With the Operator in the Contact Centre functionality an agent are able to transfer the call to the destination while offering special handling to the customer as Operator calls.

Management Applications

: The management applications include the Configuration Manager where you configure the set up of your contact centre with for example users, skills, service groups and media flow, the Information Manager where it is possible to see real-time information, and the Report Manager which comprises historical data and reports. All the management applications are windows-based and easy to use.

Outbound Agent Application

Provides agents with the means to handle and take care of outbound telephony, thereby making it possible to create telemarketing campaigns with power dialling.

Multimedia contact centre module:

Click to call: Customers are allowed to make a call with a simple click from the homepages.

E-mail/SMS handling: As part of the overall solution, the customers will be able to use e-mail/SMS as a medium for getting in touch with the contact centre. E-mail/SMS is handled in the exact same way as phone calls.

Web: The real-time medium known as Chat will make it possible for customers to get in contact with the company from the company's homepage. Chat is handled in the same way as phone calls and goes through the same routing intelligence.

Chat via Instant Messaging is also available between agents and with In Touch+ the agents can chat, see presence and search directory of the knowledge workers/specialists of their company. Together with CMG they will also be able to see the back office user's activity settings.

CONTACT CENTER APPLICATION

System goals

• Flexibility: ensure Service provider can change the way it delivers the service without affecting the call centre operation
• Call Centre stability and efficiency
• Better communication channels with customers
• Business development.

Flexibility

• Tagging system for extended information set
• Flexible service definition
• Flexible service nodes and resource structure
• Flexible pricing scheme
• Regulations and instructions appear to all agents, consistent messages, and a professional look

Stability and efficiency

• a standard interface for all agents, we are stable against staff turn over, we can move agents around
   accounts
• Standard messages
• Context awareness, who called when to do what, message to the Beneficiary we can anticipate what
   you want.
• Shortcut to previously selected services

Better communication

• Self-service web
• Mobile agents – Java Mobile & BB
• Message events and alerts
• Surveys and Advertisement
• Delivery timing (notifications & alerts)

Some of our clients

Our partners

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