



BPO SERVICES FOR THE FINANCIAL SECTOR

DIGI-TEXX SOLUTION



DATA ENTRY & DOCUMENT PROCESSING

- **APPLICATION PROCESSING:** Card Registration, Account Opening, Loan and Mortgage
- **DOCUMENT MANAGEMENT:** Workflow Design, Scanning Preparation, Scanning and Archiving for Backlog and Ongoing Document
- **DATA VERIFICATION:** Manual and Automated



CONTACT AND HELP DESK CENTER

- **DIGI-TALK:** Advicing on Offerings, Customer Acquisition Management
- **DIGI-SUPPORT:** Complaint Management, Technical Support and Help Desk Service
- **DIGI-CARE:** Customer Satisfaction Analysis, Customer Relationship and Retention Management



Guarantee *scalability* for peak handling



Allow immediate processing for *short turn-around-time*



Leverage *innovation* capability for process optimization

ABOUT DIGI-TEXX

1mio docs daily
1,500 BPO agents
24/7 operation
30 languages
in **BPO** since **2003**



QUALITY: ISO 9001:2015



SECURITY: EU General Data Protection Regulation
ISO/IEC27001:2013

