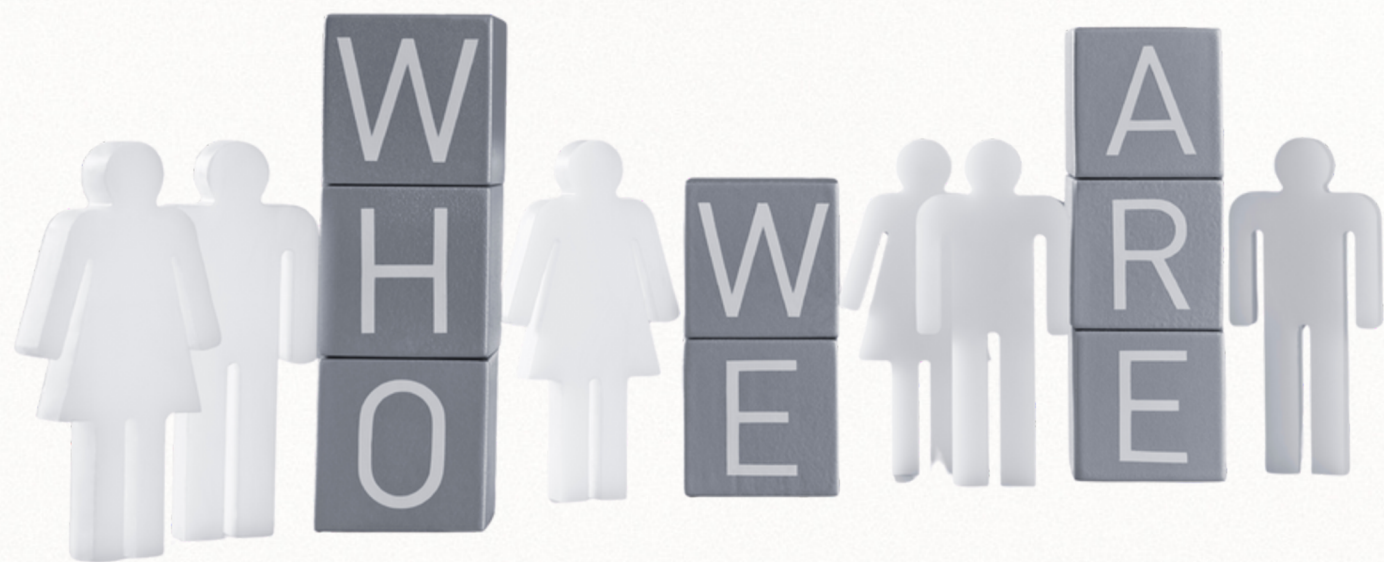




Elite Enterprise Solutions Inc.

Elite (ESI) Call Center

**Scalable, Multilingual Customer Experience
A Dedicated Extension of Your Team**



- We are a global outsourcing partner providing 24/7 customer support,
- 1,500-agent capacity
- 5 secure delivery sites.



2M+ customer interactions per month



25+ industries served



- Multilingual capabilities (EN, FR, ES, AR, DE + more).
- Dedicated teams built specifically for our clients

Market Challenges&Solutions

Business operations are strained by

Elite provides a scalable customer support model that

High call volumes and long wait times



Extends your team with trained agents (call center)

Costly in-house staffing requirements



Operates 24/7/365

Difficulty scaling during peak demand



Reduces cost by up to 70%

Inconsistent customer experience



Improves customer satisfaction and retention

Limited coverage outside business hours



Ensures consistent, high-quality interactions

SERVICES WE PROVIDE



Inbound Services

- Customer support
- General inquiries
- Technical support
- Appointment booking & scheduling
- Order management
- Billing & finance support
- Claims & case handling

👉 Goal: fast response + first-contact resolution



Outbound Services

- Telesales & telemarketing
- Lead generation & qualification
- Customer retention campaigns
- Follow-up and feedback outreach
- Marketing Campaign outreach

👉 Goal: Drive revenue & growth



None voice Services

- Chat
- Email handling
- Social media response management
- WhatsApp Business support
- CRM ticketing / Helpdesk

👉 Goal: Faster support at lower cost

Flexible teams for any business model





Cost Savings & ROI

Up to 70% reduction in labor + overhead costs

| Cost Type | in House | Elite |
|---------------------------|----------|-------------------|
| Salary + Benefits | High | ✓ Low |
| Office & Space | High | ✗ Eliminated |
| Training & HR | High | ✓ Included |
| Tech & Licenses | Medium | ✓ Included |
| Core Application Training | On going | Train the Trainer |

Savings: 50-70% on customer operations

SECURITY & COMPLIANCE



Secure MPLS
connectivity across
delivery sites



Strict data
handling – no
local storage



Trained for
HIPAA, PHI/PII
handling



Disaster
recovery &
redundancy



Compliant with
global standards
(icons
recommended)



Performance & KPIs

We measure what matters:



CSAT — Customer Satisfaction



FCR — First Call Resolution



AHT — Average Handling Time



Quality audits for each agent



Business Case: Results Summary

Client: Florida Advanced Gastroenterology Center, Tampa, Florida, USA

100%



100% live call
answer rate



30-60 min
voicemail
turnaround

25%



Fewer missed
appointments 25%

12.5%



Improved C-SAT
12.5%

10-18%



ROI Increase
10-18%



Business Case: Results Summary & Testimonial

Improved patient satisfaction & clinic efficiency. CSAT 12.5%

Operational stability during disasters



Fewer no-shows -missed appointments 25%



100% live call answer rate



30-60 min voicemail turnaround



Better scheduling & revenue capture

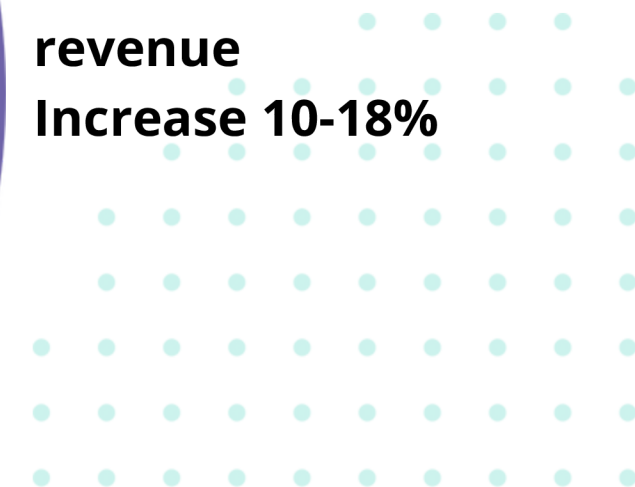


Our medical clinic has partnered with Elite-ESI Call Center since at least June of 2023. Elite agents primarily assist in appointment management. and triage and message routing. Today, we are very satisfied with the partnership. The call center has become a reliable extension of our practice, allowing our team to focus more on direct patient care while knowing that calls, scheduling, and patient inquiries are being handled professionally and promptly. We truly appreciate the dedication shown by their team.”

[Nour Harake, practice manager](#)



Estimate revenue Increase 10-18%



Partnership Advantages



WE ACT AS A TRUE
EXTENSION OF
YOUR TEAM:



ONBOARDING &
TRAINING ALIGNED
WITH YOUR BRAND



CUSTOMIZED
SCRIPTING AND
WORKFLOWS



REAL-TIME
REPORTING



WEEKLY
PERFORMANCE
REVIEWS



CONTINUOUS
OPTIMIZATION



ELITE ENTERPRISE SOLUTIONS

CUSTOMER EXPERIENCE MATTERS

Let's build your growth together



VISIT OUR OFFICE

Burnaby, BC – Canada



CUSTOMER SUPPORT

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CONTACT US

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MORE INFO

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