



Lime India Pvt Ltd

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New Dehli



Lime India Pvt Ltd Company Profile 2009



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Lime India Pvt Ltd

LIME INDIA PVT LTD is one of India's fastest growing E-services Company. We are a leading call center and BPO service provider in offering both outbound call center services and inbound call center services, providing high quality-value added Call Center Outsourcing solutions. **Lime India Pvt Ltd** is the act of transferring some of an organization's repeated non-core and core business processes outsourcing to an outside provider to achieve cost reductions while improving service quality.

Business Process Outsourcing in India (BPO) market has been a reality for decades. Many of the core functions of a corporation, such as information technology have been outsourced. We, one of the leading call centers in India, believe in innovations and learning the transfer of management and execution of one or more of a company's ongoing learning processes or the entire learning and education function to an external services company. **Lime India Pvt Ltd** serves the finest and well-known US, UK & Australian based clients. We have provided outstanding BPO outsourcing services here in India according to their business needs resulting into benefits up to 80% savings over their current costs.

We specialize in all forms of call center outsourcing services. They include outbound call center services and inbound call center services. Our focus on offshore process optimization helps clients to reduce costs while transforming their operations for sustainable benefit. We focus on complimenting offshore call center outsourcing with internal improvements that increase the efficiency and profitability of our clients' organizations.

Our outbound call center services have specialization in lead / sales generation through outbound telemarketing, appointment scheduling, research surveys and debt collection. Our Inbound call center services offers order taking services, call center technical support, customer Service, help desk & answering service.

"Experience, Power, Results, We deliver every time" is our motto, so call or email us now for a tailored quote to meet your business needs. We will not disappoint you.

Virtual Personal Assistant

At Lime India, we can assign you your own "Virtual Personal Assistant".

We can handle almost any task, business or personal, that doesn't require our physical presence. If it can be carried out over the internet, via email, fax, telephone, or chat, we can handle it.

Think of us as a regular assistant who is sitting in the next room. Anything that you would ask that assistant to do, we could probably handle. Except that the next room is in another country, so we can't handle anything physical. We can't get you your daily cup of coffee, but we might be able to get someone else to deliver it to you.

Basic Services and Tasks

When you sign up for a Lime India Virtual Personal Assistant, you get access to the following basic services:

- Calendar Management
- Customer Interaction Management
- Home Assistance
- Online Research
- Purchases
- Phone
- Travel
- Data Entry
- Database Management
- Follow Up and Reminder
- Secretarial
- Personal

This covers a huge range of tasks. Here are some tasks we handle on a regular basis:

- Organizing Plumbers and Electricians
- Managing Databases
- Buying books, CDs, DVDs
- Organizing travel arrangements (Tickets, Hotels)
- Setting up appointments
- Online Research
- Moderating and Updating Blogs
- The list goes on and on...

Not Your Run of the Mill Tasks

We've handled some pretty crazy tasks. Here are some of the "rarer" tasks we've handled.

1. We've handled wake calls, calling in with the news for the day and traffic and weather updates. Then calling back 10 minutes later to make sure the client was awake.
2. We organized a huge clean up. Our client's plumbing went awry. We got it fixed and cleaned up the mess.

3. We helped find a lost dog. Fido's home safe now.
4. We helped find a lost client. He was lost in a new city. We found out where he was, got a cab to pick him up and take him to his destination.
5. We lent a hand to a client trying to lose weight. We found and bought items that fit in with his diet plan. Called him up with reminders and charted the progress.
6. We organized a wedding. Photographers, locations, invitations, RSVPs...
7. We've intervened in arguments between couples. Obviously not something we like to do on a regular basis.
8. We've taught algebra to a sixth grader.
9. We got the snow shovelled after a blizzard.
10. We've organized birthday parties for a two year old. Clowns and all.

What your Virtual Personal Assistant can't handle

1. Anything illegal. Won't be done. Obviously.
2. Anything unethical. Please don't ask us to write your Econ 236 final paper.
3. Anything that is not exactly comfortable as per "normal" business standards. We'd rather not help you catalogue risque lingerie. It would be a little strange for us at the office.

We realize that this list is a little vague, especially point 3. If you don't know whether your task fits under these categories, then please contact us and ask.

Web Design Services

Lime India Pvt Ltd established Lime Design to serve the growing need for professional cost effective web and graphic solutions for Australian businesses. Originally run from Australia, see www.limedesign.com.au we now run Lime Design from India itself and our clients couldn't be happier, with up to 70% in cost reductions!

Lime Design began as a Graphic Design firm and has expanded into sales and marketing. We can now offer clients the services we believe will boost their bottom line. Unlike many design agencies the Lime Design team have a background in business and marketing as well as programming and design. This marriage of competencies enables us to offer Internet and Graphic solutions that appreciate the practical requirements and individual needs of our clients.

Lime Design offers as many graphic and web services as possible, making Lime Design your one-stop multimedia shop. We have solved many design problems faced by our clients. Our multimedia programming solutions have also been delivered to produce the easiest solutions for our clients customers.

Our services range from:

- Graphic design (including Corporate Identity)
- Web design, hosting, e-commerce
- Business card design and Printing
- Poster and Banner design
- Interactive CD-Roms
- Brochures
- Marketing Solutions

Visit Lime Design @ www.limedesign.com.au

Contact Enquiries - design@limeindia.in

Data Entry Services

Data entry services business is the most popular business right now in the world. And India is the best option to getting best services for data entry. In India, Lime BPO Services Company is your best choice option for data entry. Now you might be thinking, why Lime is the best option?

Our foremost Data Entry Services can make a lot of difference to your business. Balanced and well-nurtured data entry environment with rhythmic pace of business execution. We have the expertise of different industries and official documents with a state of an art technology and quick approach with clients. Our specially trained data entry operators are well versed with data entry operation and its services. They are technically well qualified with their terms, words, as well as sentences while performing as a result they get best possible output.

In today's world, all companies are thinking how to cost effective their business, whether it is a big business or small business it doesn't matter. So when your data entry firm gives you the best output through outsourcing data entry services, you will surely be satisfied by less cost and less stress by letting us take care of your data entry for your company.

Our company is well planed and always analyses various strategies for the highest efficiency. We have good professionals for your important projects that will bring the best results.

And one more thing about our company is we will make a very detailed report of your project, while completing task with rigorous and smart data entry works. So set up your business to outsource data entry projects and see the best result with less costs.

If you're company is looking for Data Entry services at great prices then call us now or email us at dataentry@limeindia.in

Immigration Services

Lime India Pvt Ltd provides immigration services for Indian residents wishing to work and immigrate to Australia only at this stage.

Why Choose Lime India Pvt Ltd to help you migrate to Australia?

Lime India promises to provide our clients with high-quality immigration advice and to provide competent services. Our clients will be dealing directly with a qualified lawyer - Registered Migration Agent with experience in Australian migration law since 1995 (we do not have automatic responses or non qualified staff). Lime India is friendly and accessible.

We guarantee that your emails will be replied in 24 hours (except weekends and public holidays).

Our services fees are reasonable and fixed.

Lime India will provide you free initial assessment on your chances of obtaining an Australian visa. How to check your chances of obtaining a visa or immigrating to Australia? Just answer the relevant questionnaire and you will receive a free initial assessment within 24 hours on weekdays.

Answering Services

We connect people to your business!

Answering services are always helpful to increase your business and helpful to advertise your product or services in your market. So if you are looking for messaging services or live answering services, outbound then we at Lime India Pvt Ltd BPO are always ready to help you.

Our services and call rates are as follow:

- Live Receptionist Economy \$0.25 / Minute (Minimum 500min)
- Live Receptionist Standard \$0.20 / Minute (Minimum 1000min)
- Live Receptionist Plus \$0.15 / Minute (Minimum 2000min)
- Live Receptionist Unlimited (dedicated Receptionist) - \$975 / Monthly

Process

Our well qualified team of professionals takes the messages and provides the information quickly. The 24x7 service is excellent for answering calls any time and obtaining information from the caller.

The received calls are processed by live operators who obtain the caller's name, address and if necessary the caller's phone number and a brief message.

Upon completion of the call, the operator:

- Dispatches the message to email or cell phones
- Stores the message to later call in and retrieve
- Places the message in a complimentary voice mail box
- Telephones the client with the message
- Mails or faxes to the client, as per his wishes

There are so many types of Answering Services we can handle:

- Account Status
- Voice Mail and Call Back Systems
- Payroll Services
- Message and Recording Service
- Appointment Reminders
- Lead Generation
- Calling Card Services
- Shipment Tracking
- Emergency Notification
- Inventory Services
- Mortgage Marketing
- Locator Services
- Product Ordering and Fulfilment

So if you are looking for answering services then call us now or email us on contact@limeindia.in

Customer Care

Did you know it costs five times more to sell to a new customer than an existing customer?

Well, many businesses are sadly paying the price because they fail to encourage repeat sales from customers. This is often the result of poor customer relations / customer care.

We optimize lifetime "customer relationships"

Lime India Pvt Ltd BPO strategic partnerships are built on a solid goal: **To establish relationships with business peers creating an extraordinary level of new value that neither partner can create alone.**

The relationship begins with Lime India Pvt Ltd BPO core competencies as a strategic partner:

- Financial stability
- Multiple industry experience
- Knowledgeable and experienced personnel
- A breadth of contact center service offerings and technologies
- Market orientation and innovation

One thing that business owners often forget is that customers are the driving force of their business: Without them, they have no future - it is the same for everyone.

Question: Why your customer has dissatisfaction?

Overview: With the deregulation of many industries, consumers now have more choice in selecting a service provider. When ordering a new service or maintaining an existing service, consumers must take into account the following three key factors: the quality of the service, the price of the service, and the customer service of the service provider. The first two factors are relatively objective and usually easy to control. Clear market research study done recently shows that customer service dissatisfaction is the most important key factor when a consumer decides to change service providers.

Why Outsource Customer Care Services?

Companies often face pressure to streamline their processes to create efficiencies. More and more organizations are recognizing the benefits of offshore-outsourcing their customer care business processes to us with cost savings being realized within the first year of implementation!

We offer end-to-end Business Process Outsourcing (BPO) solutions to help take your customer care strategy to the next level by transforming your care process through the strategic integration of automation, re-engineering and day-to-day operations. We can assist you in optimizing every customer interaction, from revenue generation through reduced cost-per-contact while maintaining or exceeding current quality levels.

Contact us NOW or email us at contact@limeindia.in

Order Taking Services

Order taking industry has reached to its highest growth in past couple of years. Every business who sells their products directly through online websites, radio and television advertisements has to go through an order taking process.

Order taking helps companies especially when their products or services are complicated and typical.

Our Order Taking Services Include:

- Application / Claims processing
- Subscription services
- Feedback collection for products / service / campaign etc
- Effective up-selling and cross-selling to existing customers during call

Pre-sales, Post-sales and Order fulfilment

- Product enquiries
- Order taking
- Sales processing
- Up-selling and Cross-selling
- Documentations and payment queries
- Post-sales product support

Technical Support / Help desk

- Troubleshooting for products and services
- Complaint registrations
- Guiding customers in collecting information

Inquiry Service

- Product / Service information requests
- Dealer locator service
- ATM / POS locator service, etc.

Billing Information

- Queries about account balance
- Payment information
- Changes in personal information, etc.

Credit Management

- Credit authorization
- Credit verifications
- Collections

Verification services

- 3rd party verifications service
- Insurance verifications
- Employment verifications
- And many more.....

Lime India Pvt Ltd BPO features for Inbound Order Taking Services:

- Our inbound order taking call center is open to attend your calls 24/7/365 so that you don't lose any of your sales call or inbound call
- All calls will be answered on your behalf of your company. Summary messages with details of each and every message received on the particular day will be sent to your email or it canals be emailed to you in real time
- Customized call reporting
- Enhanced inbound call routing features including automated menu selection and call overflow in place to facilitate cost-effective handling of large call volume spikes
- Credit cards are authorized and information is transferred to the client through secured connection

As an answer to such difficult situation Lime India Pvt Ltd BPO offers Call Center Order Taking Services. As an answer to such difficult situation Lime India Pvt Ltd BPO offers Order Taking Services. Enhanced Inbound Call Center service by providing quality Order taking services is our goal. Lime India Pvt Ltd BPO's order taking representatives are focused on providing 100% client satisfaction. Our live order taking service works with Real time web system which will be linked directly with your company website or with your email Lime India Pvt Ltd BPO's representatives will convert your inbound calls in to sales and enter the order in our Real time online system which will be you can view through your own login or we can send the information in real time on the email you specify.

Why Outsource Order Taking Services to Lime India Pvt Ltd BPO ?

Lime India Pvt Ltd BPO live order taking services have one more advantages over automated systems. The strength to validate customer data over the phone is very vital when it comes to collection of financial information. Customers would always prefer to speak with a live representative and give their order instead of speaking with an automated machine. To hang up on the machine is more frequently noticed rather than hanging up on the representative. Even if customer hangs up our telesales representatives can call them back and try to convince them to buy our product or services. Using our Inbound Order taking services to supplement your in-house staff or even as your only order taking strategy will dramatically cut your business costs and with our experience in closing sales will certainly boost your company profits.

Contact us NOW or email us at contact@limeindia.in

Debt Collection Services

Do you want to increase your business profits by collecting bad debts on your behalf?

No problem we are here for you.

If your business is in selling services or products, certainly you have experienced debts in your business. Debts are growth by the customers who fails to pay for your products or services. First when they required your products or services they simply promise to pay your dues but they just far away when you needed your product amount. At that time you needed Debt collection services.

It depends upon you to understand the exhausted possibilities offered through debt collection methodologies or to choose the traditional one. We welcome your files to offer you the complete information about the debtor location collector contact or referrals searches of assets and collection attorneys in your area. How to handle efficiently on stubborn debtors is an innovation of idea. We act like collection agency services that make a credit collection services for any receivables. Our independency and dedication makes us one of the leading debt collection firms across the globe.

Why Outsource Debt Collection Services to Lime India Pvt Ltd BPO?

At Lime India Pvt Ltd BPO Debt Collection Company we have skilled representatives, backed up with state of technology systems, who are dealing effectively with debtors every day. We can reduce the cost of your bad debts because we know how to get results quickly.

While outsourcing your collection services you will earn a best recovery as per industries. Hiring our company services, you will save your money and time. We will provide the best collection solutions that meet the toughest challenges of business. Your company will get more core concentration and assistance by us in building concrete relationship with clients.

How to collect your money by instantly starting with us:

- Full Service Collections
- Instant Collect methods
- Portfolio Monitoring
- Account Setup
- Bookkeeping Maintenance Access
- E-Mail Notification
- Automatic Updating
- SMS Reminders For Payment
- Credit Bureau Reporting

Contact us NOW or email us at contact@limeindia.in

Appointment Setting Telemarketing

Appointment setting telemarketing has been the keystone of generating new business. It is a high-end business-to-business communication that requires a detailed administrative program to ensure that the appointments are scheduled as each field representative.

We generate Business Industries Leads like

- Mortgage Appointment Setting
- Computer hardware Appointment Setting
- Finance and insurance Appointment Setting
- Phone card Appointment Setting
- Telecom Appointment Setting
- Health care Appointment Setting
- Travel Appointment Setting
- Advertising and media services Appointment setting
- Research and analytics Appointment Setting
- E-Marketing Appointment Setting
- Credit card Appointment Setting

Does outsourcing your appointment setting help you and your business? Perhaps you are tired of cold calling and would like to hire an appointment setting company to do your cold calling and appointment setting for you.

What are the benefits of outsourcing appointment setting services?

Appointment Setting helps companies increase sales by cold calling, generating qualified sales leads, and setting qualified appointments. These qualified appointments, in turn, assist you in acquiring new clients.

We are expert offshore outsourcing Appointment Setting telemarketing services providers and can confidently develop new, qualified sales leads saving you significant time and costs. Quality Appointment setting plays a key role in the success of mortgage companies, finance companies, insurance agents, and many service-oriented businesses.

Contact us NOW or email us at contact@limeindia.in

Voice Broadcasting Services [Voice Blast]

No set-up fees!

Lowest prices in the US, UK and AUSTRALIA!

WE CAN ORGANIZE THE VOICE RECORDING FOR YOU!!!!

Track your results online in Real Time

We specialize in Voice Broadcasting, offering effective and accurate Voice Broadcasting that considerably saves the time and money of callers.

- Voice Blast package 1 - \$0.08 / Dial (Minimum 20,000 Dials)
- Voice Blast package 2 - \$0.07 / Dial (Minimum 30,000 Dials)
- Voice Blast package 3 - \$0.06 / Dial (Minimum 40,000 Dials)
- Voice Blast package 4 - \$0.05 / Dial (Minimum 50,000 Dials)

Voice broadcasting is the delivery of a pre-recorded voice message to a live person, answering machine or both. It is, by far, the most cost effective form of contacting your customers, employees, groups and prospects.

Benefits

- Increased Productivity
- Steady Flow of Potential Prospects
- Improved Customer Satisfaction
- Increased Response Rates
- Improved Sales Volume
- Widely Expanded Markets
- Cost Effective Marketing and Client Management
- Greater Control Of Your Marketplace
- Timely Notifications
- Record your own messages or upload recordings
- Tailor messages for voice mail or live-answer scenarios

Our voice broadcasting solution allows our clients to focus their efforts on core functions of their business, not on maintenance of voice broadcasting equipment.

Voice broadcasting campaigns have never been so easy to manage. Project setup requires only a few simple steps. We will provide you with the support required to deliver your voice broadcast message at the lowest cost you can imagine.

Voice Messaging is perfect for

- Marketing and Research Firms: Announcing new offers, customer surveys, event notifications
- Medical Service: Appointment reminders
- Financial Services: credit card activations, fraud alerts
- Insurance Agencies: Disaster recovery, Surveys, Payment reminders

- Utilities: Service interruptions, service calls
- Retail: Customer sales, appreciation events, opening nights etc

Easily tailor your telephone surveys, based on the unique segmentation of your audience, for greater impact. You are free to record as many messages as you like. Because your telephone surveys are recorded by you (or we can easily organize a professional recording for you), you can ensure the message, tone, and branding remains consistent amongst everyone who conducts the survey.

Personally reach your audience for just cents per minute and you don't pay long distance charges. Very Automated and Convenient

Simply provide LIME INDIA PVT LTD BPO with your telephone distribution list and your recorded message, and we take care of delivery and reporting.

Fast results from your interactive telephone surveys are immediate. Online reporting tools enable you to check the status of your broadcast and to instantly view the answers to your survey questions or lives sales pitches (which can the be switch to our live sales operators). So easy, so cheap, so profitable. Give us a try now and enjoy the results!

Contact us NOW or email us at voiceblast@limeindia.in

SMS Broadcasting Services

Lime India Pvt Ltd BPO can provide SMS Broadcast by bringing the convenience of SMS to the desktops of your business anywhere in the world. SMS is the most direct way to communicate with your customers without picking up the phone and without spending a fortune. Starting from just 0.08c USD a message, SMS can save you time and money. SMS Broadcast can help integrate SMS systems into your business that are reliable, efficient and easy to use.

Simply utilize our gateway and SMS to over 140 countries! From 1 message to 1,000,000 messages, Lime India, through [Lime SMS Corporate](#) has a product that is ready to use.

No contracts, No sign up fee, No software. Pre-purchase SMS and you can start using SMS Broadcast today.

Some Frequently Asked Questions:

What is SMS?

SMS stands for Short Message Service. SMS is an industry standard for sending text messages to mobile phones. A single SMS contains 160 characters, and allows you to send a short message to most mobile phones, including all Worldwide mobile networks.

What is Web SMS?

Web SMS allows you to create and send your message from the internet instead of typing messages using the keypad on your mobile phone. Web SMS provides tools to make sending SMS easier and more efficiently. More importantly, web SMS lets you send thousands of messages at once, and gives you powerful tools that let you personalise SMS just like a mail merge.

What the benefits are of Web SMS?

Lime SMS Broadcast's message centre allows you to type your messages, set the time that the messages are sent, and set your business name or contact phone number as the return address.

How do I set up Web SMS with Lime?

Simply register at www.limesms.com, purchase SMS credits, and start SMSing!

What is SMS Broadcasting?

SMS broadcasting sends a message to multiple recipients. You can send the same message to thousands of numbers simultaneously, and even send personalised messages like a mail merge.

How does SMS broadcasting work?

All you need to do is provide the message, and the mobile numbers, and our server will distribute the message immediately to the mobile numbers provided.

What are the benefits of SMS broadcasting?

SMS is more direct than e-mail, but less intrusive than a phone call. SMS broadcasting is a low-cost way to get in contact with employees and customers. With the right marketing ideas, SMS broadcasting becomes a fun and exciting way to get in contact with thousands of people at once.

How many SMS can I send at once?

There is no limit to how many SMS messages you can send.

How much does SMS cost?

It depends on how many SMS you pre-purchases. Our packages start at 0.08c USD a message.

Are there any monthly fees?

No, we do not charge monthly fees or setup fees!

How do I purchase SMS?

Simply logon to www.limesms.com and then purchase SMS in advance with a credit card with our secure PayPal site.

Why is it cheaper than from my mobile phone?

Lime SMS Broadcast purchases bulk SMS from a wholesaler and we generally sell to businesses (or even personal users). This makes it easy for us to provide you with a cheap SMS alternative to the large Telcos, who mostly sell to consumers.

What are the benefits?

Aside from offering cheap SMS messages, there are no restrictions on the reply-to or origin number in the message. This means that messages will appear as though they have come from your own mobile number. You can also provide a 12 digit alpha-numeric name, such as your business name.

Contact us NOW or email us at sms@limeindia.in

Lead Generation Services

Targeted leads are at the core of successful business development - if you are able to generate enough leads you are on the way to growing your business. For the right product or service Lime India Pvt Ltd BPO can work on a lead generation basis.

Lime India Pvt Ltd BPO provides a range of targeted lead generation services. Sales leads are the lifeblood of almost every business and there are now more ways of generating leads than ever before.

The secret is to generate the right kind of sales leads: cost effective, appropriate and hot.

In other words.... closable leads.

Lead Generation - Keeping your sales force motivated and productive with a constant flow of qualified leads.

The Process

- Customize database to fit client needs
- Write script/key point outline
- Representing you to the prospect is transparent
- Engage prospect in conversation through questioning
- Collect key data to move sales process forward
- Fax, Email, SMS or Synchronized hot leads as they occur
- Increase profits and sales
- Assist client with obtaining targeted database

We pledge that

- We'll never use a "bait & switch" for consumer interest
- We'll never use incentives to drive leads
- We'll scrub & QC every lead in our system, every day
- We'll never stop making a quality lead our first priority
- We'll listen to your comments, good or bad
- We'll work with you to show you success!

Contact us NOW or email us at contact@limeindia.in