



MP Telecom Introduction

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Company



- MP Telecom founded in 2002
- Business Process Outsourcing
 - Contact Center, Data entry, Photo manipulation, etc.
- +2,000 employees
- Offices in Hanoi, Ho Chi Minh, Da Nang
- ISO 9001-2008



Hanoi Head Office





HCMC Branch Office





Da Nang Branch Office





Business: Business Process Outsourcing





Contact Center Services

- Managed Service: inbound & outbound
- Telemarketing
- Turn-key Solution
- Insourcing
- Training
- Consultancy: set up, operation, QA



Customers



The MP Telecom factors for success in Contact Center outsourcing

- Human resource:
 - Technical & operation support
 - Nation-wide
 - International certification
- Process:
 - ISO 9001-2008
 - Technical & operation support
- Training:
 - Proven In-house training
 - Trained by customers



The MP Telecom factors for success in Contact Center outsourcing

- Technology:
 - International Standards
 - Partners: Interactive Intelligence (US)
- Infrastructure:
 - Highly qualified
- Culture:
 - Customer-focused
 - Core values: Respect, Persistent, Proactive, Adaptive, Teamwork



Thank you!

