



We are just a call away!



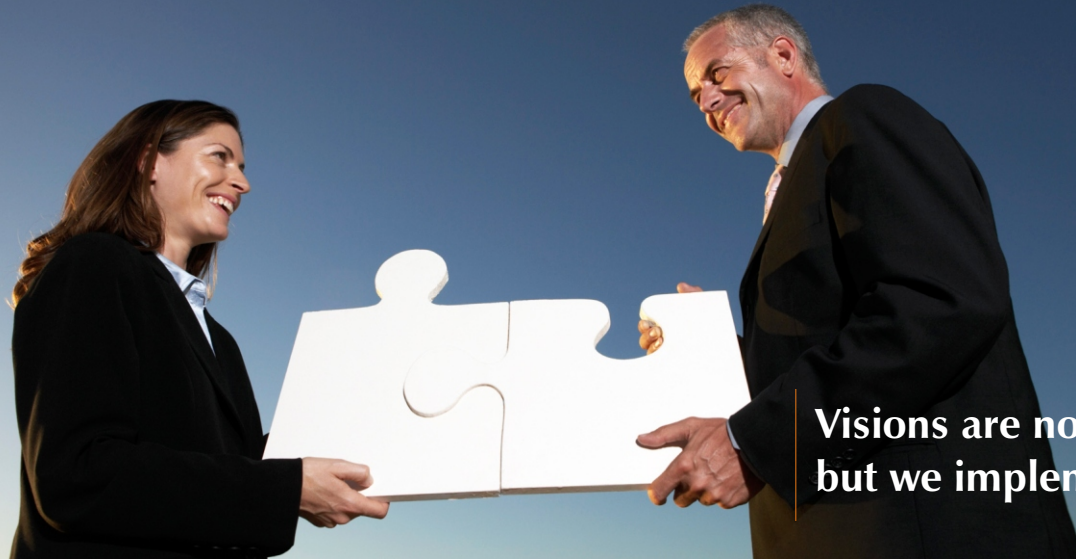
Choreographing Business Strategies

We understand and design your needs

Welcome to Scadea Solutions!!

With 'Customer Experience' in focus, Scadea Solutions has established itself as a global provider of ERP, Consulting, and Outsourcing Services. Quality is Scadea's non-compromising objective which primarily drives its business with expert talent alongside. Our motto is simple and forthright - time-honored approach to your business needs with leading-edge technology.

Scadea is surely a leader that stays on course!



**Visions are not unique,
but we implement them uniquely.**

We, Us, Our....

Over the course of last few years, we have been running a marathon with a sole objective of providing the best business solutions to our clients with commitment. We evolved successfully from time to time and here it shows:

We:

- Provide a robust and comprehensive testing practice that allows identifying correctness, completeness, and quality level of software products.
- Implement short delivery times which in turn enhance optimization of resources.
- Run parallel testing efforts (manual, manual\automated, application profile).
- Build better applications, hence, less rework.

Scadea is managed by subject matter experts who are driving factors behind its passion to continue to excel. Our team expands over four countries around the globe comprising well-qualified, dedicated, and experienced people. Scadea's well-equipped team implemented process and methodology in business offerings.

Us Team:

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Our Vision and Mission:

Scadea is surely growing as strong as a rock but is also steady as a stream with its mission and vision to provide value-added service to its customers. Customer experience is more than a nice catch phrase for Scadea. With business requirements more ambitious than ever, Scadea never hesitates to take up challenges and meet aggressive timelines.



Forging results in a new business age

Consulting and Outsourcing

We, at Scadea, understand that setting up an outsourcing engagement requires a number of standard steps that the client should consider. This was certainly one of the reasons for us to start offering outsourcing consulting as a preliminary service for enterprises wishing to out source and set up the engagement as promptly and efficiently as possible.

Consulting with Scadea's is just a feel-good experience because we care for your needs.

BPO Services::

BPO Services arm of Scadea is one of its flagship services on a global delivery platform. Scadea BPO has the capabilities to provide onshore, offshore, and hybrid delivery options. Scadea's BPO services involve a broad spectrum of customized outsourcing capabilities leveraging both cross industry and industry specific solutions focusing on sectors such as

- Banking and Financial Services
- Insurance
- Retail
- Consumer Products and Goods
- Energy and Utilities
- Healthcare and Pharmaceuticals
- Business Associations
- Education
- Elder Services
- Food Industry and Agriculture
- Manufacturing and Wholesale
- Real Estate
- Tourism, Recreation, and Transportation
- Non-Profit and Human Services
- Political Campaigns

Our BPO Services portfolio spans industry specific solutions in customer service - outbound and inbound)



Our Outbound Call Services

Scadea provides Outbound Telemarketing Services that has an innovative Call Center Setup making use of leading-edge technology. With a state-of-the-art Outbound Call Center Infrastructure, we assure our customers of providing a solution-based approach. Our outbound call centers offer product promotional support to customers via telephone. The services extend it to provide:

- New product launches and line extension introductions
- Product Recalls
- Product Advisory Notices
- New Product Indication Announcements
- Product Hotlines
- Outcomes Research

Our Outbound Sales & Marketing Services:

We generate significant revenues for our clients and provide a Return on Investment from the date of commencement of the respective out source service with our comprehensive Sales and Marketing Services.

Our Outbound E-mail Follow Up:

Combining direct mail with call-center follow-up, we accelerate response rates to our customers. Mail follow-up benefits that Scadea targets at:

- Achieve high-impact, short-term sales
- Produce a highly focused, results-oriented campaign
- Increase lead qualification rate
- Reduce cost per qualified lead



Our Outbound Voice Broadcast Services

Through our effective Outbound Voice Broadcast Services, Scadea offers communicating

Scadea is committed to adding value to your business and helping you achieve your business objective. Corporate voice messages, informational messages, past due notices, and reminders and verifications. Scadea's broadcasting solution enables our customers to focus on their core functions of business not on maintenance of voice broadcasting equipment.

Our Inbound Call Services:

Scadea has a proven track record of providing efficient Inbound Call Services. Every call routed to our Inbound center is handled by highly trained Customer Service Representatives. We keep your business on the go even though you are not available. Thus we, with an intention to secure your business focus on

- Customer Acquisition
- Customer Care
- Customer Growth

Our IVR Answering Service, Call & Message Answering Services:

We have a 24/7 model (round the year) service that enables us to answer customer calls which inturn saves time and money for the callers. The received calls are processed by live operators who obtain the name, address, phone number, and brief message from the callers.

We effectively and efficiently align our answering services to:

- Account Status
- Lead Generation
- Appointment Reminders
- Inbound Order Tracking
- Shipment tracking
- Credit Collection Services
- Invoice Payment
- Product Ordering and Fulfillment
- Calling Card Services
- Contractors
- Payroll Services
- Emergency Notification
- Mortgage Marketing
- Fund Raising Projects



Our Technical Support Services - Redefining User Needs

Technical Support Outsourcing at Scadea has been evolving from simple call handling to re engineering business process. Our Tech Support Services provide strategic value in

- Increasing Customer Satisfaction
- Increasing revenues through cross-sell and up-sell of services
- Increasing employee satisfaction through the internal helpdesk function
- Reducing costs

Empowered by Best-of-Breed Technology, our tech support centers include:

- Optimized internal Support processes
- Workflow configuration and task automation
- Intuitive, Collaborative Features
- Flexibility
- Customization to the Unique needs of your Business

We not only help you with your business by offering our BPO services, we give you confidence and strength to entrust us with more responsibilities.



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