



**NTU**

**Noble Trends Unbound, Inc.**

*Turning noble thoughts into trends...*

# COMPANY PROFILE

Noble Trends Unbound, Inc.  
The Norwegian Collection, Inc. Building  
PEZA, Baguio City Economic Zone, Loakan Rd.,  
Baguio City 2600

[www.ntu-nobletrends.com](http://www.ntu-nobletrends.com)

## OVERVIEW



Noble Trends Unbound (NTU) Call & Service Center, an SEC registered Filipino—owned corporation, provides quality outsourced customer contact services and superior client experience: from telemarketing and sales, customer service acquisition and retention and to a wide range of back-office management and administrative services - customized and tailor-fit to each client specification. Today, NTU provides a diverse set of bespoke solutions to different markets and industries.

## MISSION STATEMENT

NTU is dedicated to providing high-quality customer services, along with the finest, most reliable technologies, to create valuable synergy between our clients and their customers. We want to be your strategic business partner and strive to align our commitment and energy, our methods and expertise, to your firm's goals and objectives.

**WE are community based and our mission includes supporting community development in every aspect, to the best of our ability.**

## COMPANY BACKGROUND



**NTU Inc.** was established in 2006 and currently operates a 50-seat call center and accessorial work stations, with the capacity to expand and ramp-up to over a hundred seats quickly when needed. Our average service launch period is from three to four weeks, depending on the Service Level Agreement (SLA), and the complexity of the engagement. Our staff is an assembly of highly trained & performance-driven individuals geared towards a single goal:

**- to provide the best value for our clients.**

NTU Inc. is equipped with the latest technology to deliver the services for the client: from computer communications hardware and software, to the set-up and maintenance of a reliable in-house network linked-to the internet and other 'cloud-services'. We develop and maintain strong and professional relationships with trusted and reliable technology providers which ensure their 24/7 back-up support to NTU operations.

NTU Inc. has been in the industry for more than fifteen years. Our aggregated experience allows us to avert possible downtime scenarios antecedently, diagnose problems when they arise and help pinpoint and conceive solutions. We believe that 'prevention is always better than cure' and we apply the same to all our dealings with our clients. Our 15-year experience also enables us to assist and share our portfolio of best practices



# THE NTU DIFFERENCE



## MANPOWER



The NTU team provides in-depth knowledge and experience in:

- Customer Service & Support
- Telemarketing and Telesales
- Technical Support/Training
- Operations/Accountants/Bookkeepers/Administration
- Document (Legal, Medical and General) Transcriptions

The foundation for the success of our center is our team of experienced, highly-trained staff and change agents. They form the core of our competitive strategy. Representatives' selection, initial training, and the transition to call and service center professionals are key elements to task mastery and operational skills to achieve our clients' goals.



### **Candidate selection is a four-step process that includes:**

- a) Telephone Screening
- b) 2-stage Personal & Professional Interviews
- c) Background/reference check to ensure we recruit the highest quality people. NTU hires primarily for attitude (passion, commitment and discipline). They then receive training for overall communication and technical skills followed by product knowledge, sales skills, AND customer service standards.
- d) Finally, they must pass a stringent exam (overall score of 90% or higher) to be certified as an NTU Change Agent (CA). A smooth transition from training to actual operations is accomplished through one-on-one mentoring with coaches and supervisors. NTU's Quality Assurance Team reviews employee progress at regular intervals, ensuring that performance is sustained at high levels during the CA's career at NTU.



Our HR philosophy is simple: we treat our human resource, our most valuable asset, with respect and dignity, and pull all stops to make them satisfied and exultant within the work atmosphere. That is why we are fully invested in our people and aim for a staff turn-over that is the lowest among local BPO centers.

# METHODOLOGIES



At NTU, quality service is fundamental to our culture and is our guiding principle in doing business. Advancing and consistently polishing the standards of service provided by our change agents, coaching, monitoring and mentoring are inherent parts of our teleservices program. Through monitoring and feedback sessions, NTU is able to boost program-specific platforms, address general quality issues, and identify areas for improvement. During the initial implementation period, and throughout the life of your program, the NTU team will work closely with you to establish:

- Methodologies for achieving customer satisfaction.
- Service levels, call standards and expectations.
- Recognition and rewards programs to encourage increased performance
- Ongoing meetings between NTU trainers and supervisors and your Program Managers to chart individual and team progress.
- A reporting system that is effective and efficient not limited to just numbers, but includes a feedback process that succeeds in highlighting areas of improvement and testing recommended solutions.



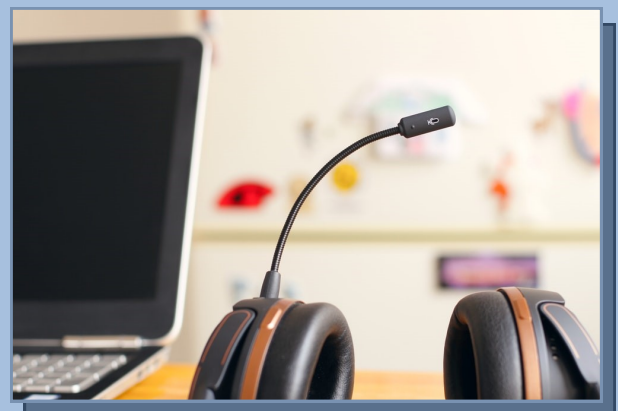
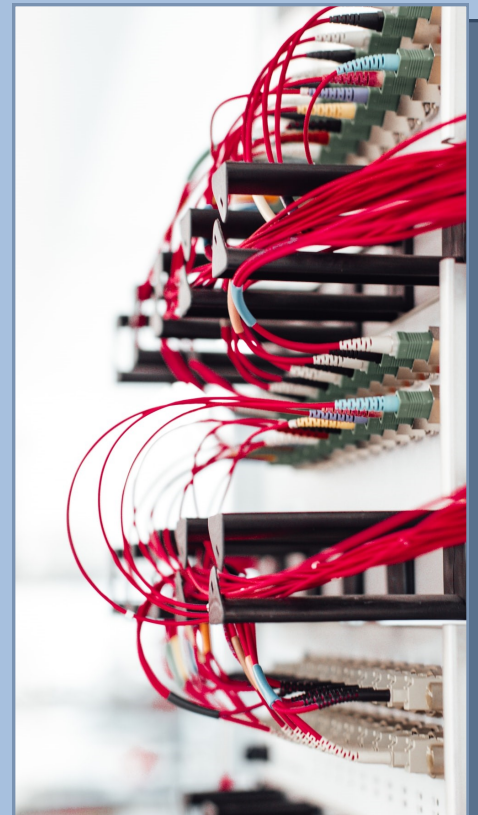
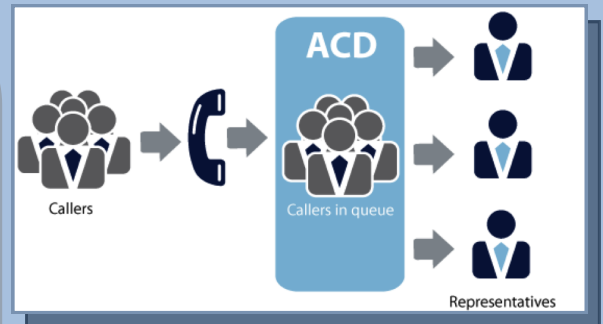
# TECHNOLOGIES



We at NTU combine the most effective tele-services technologies with technical expertise in systems integration and software development to provide you with cost-effective tools tailored to your needs to boost productivity and improve customer experiences.

Core of our technology is our telecommunications infrastructure and our local premises network. An Automatic Call Distribution (ACD) system for inbound calls and multiple predictive dialers for outbound calls are connected via advanced PBX phone switches to high-bandwidth telephone lines. Voice and data archiving are integrated into the system to support our ongoing performance development activities. Our CAs work on leading-edge workstations connected to high-performance servers for maximum flexibility, superlative productivity and innovation accessibility.

We also offer advanced Customer Communications Management technologies. An Interactive Voice Response (IVR) system can automatically answer inbound calls, and process many types of customer inquiries and transactions. NTU's technical team can develop a customized IVR as part of your customer contact program, enabling you to offer a self-service option to your customers that are available 24 hours a day, 7 days a week, 365 days a year.





# ADVOCACY



We at NTU combine go beyond the confines of our offices to fulfill our duties as active members of our communities.

Our Change Agents are called such because once they become a part of NTU, they become agents of change, catalysts of progress, responsible for the social betterment of our kin.

NTU, through years of active corporate social responsibility has engaged in multiple projects in environmental awareness and rehabilitation, relief operations, community building, poverty mitigation, academic aid, fitness and health promotion, holiday operations, and much more.

NTU and its sister organization, the non-profit NTU Foundation, has partnered with several organizations and individuals with similar advocacies such as Gawad Kalinga, Brent International School, Saint Louis School Center, and many more.

Being a client of NTU isn't just a business deal. Whether passively or actively, partnering with us means you are already a hero, aiding and taking part in our overall mission of social development.

# BUSINESS PROCESS CORE COMPETENCIES



## **Client & Customer Contact Services (Inbound & Outbound)**

### **Customer Service**

Customer affiliations are a company's most priceless resource and the foundation of NTU's mission is to help you augment the significance of those relationships. We consider it crucial to understand your business and your customers, so that we can build a customer care team that equates to a seamless extension of your business. NTU blends the manpower, processes, and technology to handle every customer as if he or she were your most precious one. The advancement of our business is based on the success of yours, and we understand that this is accomplished through one satisfied customer at a time.

### **Order Processing**

Whether your customers are ordering their favorite products or initiating cable service, their first interaction with your company is strategic. NTU can process orders via email, fax, phone, Internet or other electronic transmission. On your behalf, NTU can accept all methods of payment: credit cards, checks, wire transfers, and purchase orders. NTU maintains all voice records and documents all customer orders and transactions for verification purposes and all correspondence, purchase history, returns, credit history, etc.

### **Business-to-Consumer and Business-to-Business Sales**

NTU provides inbound and outbound call center teleservices for both Business-to-Consumer and Business-to-Business markets. NTU's professional CA's are trained in the art of personalized care and smart selling. They are supported with state-of-the-art technologies designed to meet the requirements of your B2C and B2B programs.

### **Up-Sell and Cross-Sell Opportunities**

NTU has maintained a sales culture that continuously meets client's revenue and performance goals. Our CSA's are highly effective in up-selling, cross-selling and conversion for both inbound and outbound programs. NTU CA's are specifically trained for each individual account, so they have intimate knowledge of your products and goals. This specialization leads to higher conversion rates and higher revenues.



# FACILITIES & CAPABILITIES



## 1. Work Area & Supporting Departments

- \* Total office space of over
- \* 1 meter agent workstations with ergonomic, comfortable seats



## 2. Workstations (143 units)

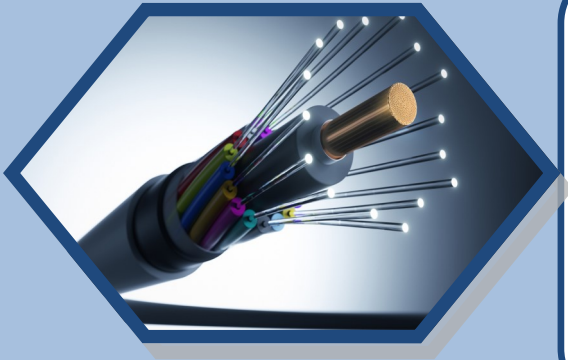
- \* Intel & AMD units at 1.5GHz,
- \* Dual Core 4 GB– 8gb DDR2/DDR3 RAM
- \* 80-500GB HDD/SSD  
Intel I3 and I5 Quad 1st – 5th gen  
100/1000Mbps LAN.  
15" and 17" LCD monitors
- \* Windows 7 and Windows 10 and Linux  
MINT Operating Systems

## 3. Technical Systems

- \* Phone - Integrated Soft Phones
- \* Routers
- \* Switches - (5)
- \* Sophos : PFSense 2.4.4-RELEASE
- \* Network - VOIP Technology with Cat 5E Cabling



# FACILITIES & CAPABILITIES



## 4. Telephone Company Service Providers

- \* Dedicated Internet Access (50 Mbps) via CONVERGE ICT & WEAVENTECH
- \* VOIP capability via first tier service providers
- \* 2 Trunk Lines

## 5. Other Office Equipment: Printers, Scanners

- \* Printers/Lasersjet/Scanner/Photocopier
- \* Scanners/Projectors/Sound Systems
- \* PBX/Telephony Systems
- \* Facilities
  - \* 143 - existing seats with a calling area expandable to 200 seat
  - \* 13-seat training room, convertible to calling areas
  - \* Eating area
  - \* Reception Area & Conference Room
  - \* Furnished Administrative Offices
  - \* 1 Nap Area for 4 agents
  - \* Restrooms for Administrative and staff use





**Noble Trends Unbound, Inc.**

*Turning noble thoughts into trends...*