



**MET**  
Technologies Pvt Ltd  
Global Partner for Success

# A PIONEER FOR PROSPECTIVE BUSINESS

**HIGH QUALITY SERVICES AT  
COST EFFECTIVE RATES**

# Introduction

**M**ET Technologies Pvt Ltd is a global service provider delivering technology based business solutions that can fulfill the strategic requirements of our clients.

At MET technologies, we provide the best quality business outsourcing solution across international clients. We are perfectionists in providing inbound and outbound call center services. MET believes in continuous improvement to achieve greater clients satisfaction. Our workforce continue to adhere quality processes to build trust with clients.

## WE SPECIALIZE IN

- International Outbound and Inbound call services
- Customer interaction programs
- Innovative solutions and implementation of latest technologies

## WE MANAGE

- BPO unit with 1000 employees
- Information technology based business solutions
- Integrated International Call Centre
- Market coverage for new campaigns



# Core Team



**Mr. Kunal Gupta**  
(Managing Director)

Mr. Kunal Gupta, BCA from PESIT (Bangalore) is having over 7 years of experience in Onshore management, finance, team Leadership and business strategy management. He has worked with Infosys for two years as software engineer. He is an excellent communicator with highly nurtured interpersonal, analytical, and presentation skills, with an ability to relate with people at all levels of business and management.



**Mr. Merrill McDonald**  
(Chief Operating Officer)

Mr. Merrill McDonald has a Master of Arts degree from Calcutta University. He has more than 15 years of experience in a leading and growing BPO organizations (inbound and outbound sales) and global contact centers. Previously worked as an operational manager in Onprocess Technology. He believes in creating the energy and excitement that makes Ideas happen.



**Mr. Gaurav Gupta**  
(Chief Marketing Officer)

Mr. Gaurav Gupta has over 12 years of experience in BPO, project management, sales & marketing and data analytics. He is a technology enthusiast by hobby who looks after the sales & marketing division at MET. He has worked with some of the respected companies like Satyam, Deloitte, Convergys, NorthgateArinso and InsideView.



**Mr. Sourav Daga**  
(Chief Financial Officer)

Mr. Sourav Daga is a commerce graduate from the University of Calcutta. He is also a qualified Chartered Accountant from ICAI, India and a Chartered Financial Analyst from CFA Institute, USA. He has experience of over 7 years spread across the entire gamut of banking and finance. Prior to joining MET, he has worked with HSBC, Simplex Projects Limited and VISA Steel Limited.



**Mr. Shreevardhan**  
(Chief Technology Officer)

Mr. Shreevardhan Kumar is a BSc ( IT), Advance Diploma in Computer Hardware & Networking, Global Certification in CCNA, MCSE, RHCE. He has 13 years of experience in planning, implementing and troubleshooting in Technology Management, System & Database, Data & Voice Network, Security, Vendor, Asset and Team Management.



**Mr. Arijit Paul**  
(COO- Global IT Sales & Delivery)

Mr. Arijit Paul is a Science graduate from the University of Calcutta. With 12+ years of extensive cross-functional experience in managing complete operations encompassing Channel & Outbound Sales in IT solutions, Digital Marketing, Mobile Apps, Modular IT Service and Managed IT Services. He takes care of the unit FITSER which is the global IT sales & Delivery division of MET.



**Mr. Roger Thomas**  
(Senior VP Operations)

Mr. Roger Thomas has over 12 years of impressive success in Operations, production and compliance, running company-wide operational functions and leading large scale projects, from inception to successful completion, while executing strategic decisions for onshore and offshore processes. He focuses upon towards constant development of client services and management abilities.



**Nandini Gupta**  
(Senior VP Finance)

Mrs. Nandini Gupta, holds Bachelor degree in Computer Applications. She has 8 years of experience as Territory Manager in Infosys, Sun Microsystems and Oracle. She is self-motivated, dynamic, confident and adept decision maker with a strong track record of performance. Working with MET for last 3 years with a dream to achieve and implement best practices and to motivate employees to realise their peak performance and maximizing profits for the organisation.

# Why MET ?

- Call center members here have the knowledge of latest selling and cross selling techniques
- We ensure unsurpassed inbound call quality and handle each call with utmost care
- With us you get high quality outsourcing services; our goal is to meet the objectives of the client by using our rich technology base
- We also cater attractive salary and benefits to the employees. Employment opportunities are also huge in this company
- We provide 24\*7 cab facility service and 99.9% uptime on all our services
- You get high quality services at cost effective rates
- You can count on us for best quality service and maximum customer satisfaction, because we put our customer on top priority position
- Our inbound services are designed using the latest software programs and infrastructure
- We also provide open feedback sessions during training which help you to know your potential and weaknesses. You can also learn about team building skills and management
- You can also get international certifications for the industry trainings.



# International Call Center

MET Technologies Pvt Ltd is an integrated international call center providing customer services by combining best available technology, processes and people.

It is our mission to provide high end call center customer services through our contact center. We seek ways to improve inbound service quality while reducing costs for our clients through regular monitoring and measurement of agent's performances.

MET Technologies is one of the reputed names among globally operating BPO organizations. We comprehend processes. We implement the best methodology to get coveted results. At MET Technologies, we take time to comprehend the prerequisites of our customers and how the procedure is taken after. This is one of the essential reasons why our solutions flourish. You can find many BPO companies but there is no better option than MET Technologies.



# Infrastructure

## GODREJ WATERSIDE

We have 750+ Seater, 25000 Sq. Ft office in a prime IT building in kolkata (MET Technologies Pvt Ltd, #1307, 13th Floor, Tower 2, Godrej Waterside, DP Block, Salt Lake City, Kolkata, West Bengal 700091).

## INFOSPACE SEZ

We also have a 180 seater, 12000 Sq. Ft office in another second IT Building in Kolkata (Unitech InfoSpace, Ground Floor, Tower A1, IT SEZ, Action Area 1D, Block No DH, New Town, Rajarhat, Kolkata-700156).

## OUR OFFICE CONSIST OF

- High quality workstations
- Centralised Air Conditioning
- 24/7 power backup
- 700+ updated PC's
- 700+ IP Phones
- 5 Global Servers and Printers
- 50+ POE Switches
- 18+ Servers
- 64 TB NAS
- Cloud Server with 100TB for Backup





# Where We Persist?



**ACCESSION POINT**



**THE OPEN BAY**



**CONFERENCE ROOM**



**OUR SERVER ROOM**



# Our Services

## BPO SERVICES



We apply custom tailored BPO outsourcing solution for our customer. We are well recognized as an inbound and outbound BPO service provider across the international clients. By emphasizing an advanced operational analytics, we arrange an integrated solution for our customers. We have accelerated our growth by proving world class customer management solution.

## WEB DESIGN



Professionals here recognize the perfect page layout, typeface, imagery or photography to give a brilliant look to any website. With years of experience on building more than hundreds of commercial and non-commercial websites, we can create your website to be a unique one and make it look different from that of your competitors.

## GRAPHIC DESIGN



We implement a user friendly graphic design to create an effective corporate icon. We apply innovative idea to design different business collaterals like logo design, company brochure, template and banner design. Good quality designing concept mesmerizes a presentation which is essential to highlight a brand name and keeping all these things in mind we work accordingly.

## WEB DEVELOPMENT



With more than 8 years' of experience in designing, developing and supporting web applications and more than 1500 projects completed for customers globally, MET Technologies is the reputed and reliable "one-stop" vendor to realize your most ambitious and complex projects.



## SOFTWARE DEVELOPMENT

We offer a full scope of custom software development services for a wide assortment of verticals and business spaces. Whether you are a start-up or a built up business, we will be happy to help you at any and each phase of the product advancement life cycle: from conceptualization, business examination and prototyping to the improvement and organization of a complete arrangement. Our CRM specialists use the most recent best practices, advances and apparatuses to construct custom CRM applications that support your business forms as they advance and develop.

## DIGITAL MARKETING



We are one of the reputed organizations, who keep themselves overhauled with the most recent patterns occurring in the business sector, furthermore the algorithm changes that are made by Google. Our group can offer businesses with offering an intensive site investigation process. Our Digital Marketing Services incorporates Search Engine Optimization (SEO), Social Media Marketing (SMM), Pay Per Click (PPC) on Google AdWords, Bing, etc., CPC, Facebook include, and numerous others.



## PAYMENT SERVICE PROVIDER (PSP)

Unique and trust-worthy turn-key payment services provider for online merchants, from all around the world. RapidoPayments is one of the compelling providers integrating all the tools which are essential in order to run your business, at the same time making use of the supreme mechanism in the industry in order to influence the technological progressions which are in demand to function online. You are entitled to avail 24/7 customer service, customized templates and many more.



		DW	
		<h1>Our Portfolio</h1>	

ENROLLMENTLEADS.com

HTML



JS



MilleniumTalk

GLOBAL  
Consumer Leads Limited

CSS

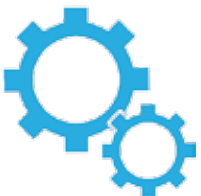


WE DESIGN AND DEVELOP DYNAMIC  
BUSINESS STRATEGY



php

megatelecom



# Fun at Work

**FOOTBALL TOURNAMENT**



**METOSPHERE 2016**



**ETHNIC WEAR**



**DRAWING COMPETITION**



# Contact Us

## OUR PRESENCE

### India

#### **MET Technologies Pvt Ltd**

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Godrej Waterside, DP Block,  
Sector V, Salt lake,  
Kolkata 700 091,  
West Bengal, India

#### **MET Technologies Pvt Ltd**

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SEZ, Block No DH, Action  
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hat, Kolkata-700156, West  
Bengal, India

[www.met-technologies.com](http://www.met-technologies.com)

## PRE SALES ENQUIRY

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### United Kingdom

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### Panama

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