



IT-COMMUNICATIONS
VIET NAM Co., Ltd.

*We are Contact Centre Outsourcing
Professional in Vietnam*



ISO/IEC 27001: 2013 (ISMS) Certificate Awarded





Corporate Profile

- Company Name
IT-COMMUNICATIONS VIET NAM Co., Ltd. (IT-COM VIEN NAM)
- Address
An Son Bldg., 178/8 Nguyen Van Thuong Str.,
Ward 25, Binh Thanh Dist., HCMC, Viet Nam
- Established
Sep. 2014
- Capital
USD 800,000
- General Director, CEO
OTSUKA Takahiro
- Employee Numbers
150 (Jun. 2023)
- Website
<https://itcom21.com.vn>



IT-Com Vietnam was established in Ho Chi Minh City, Vietnam, in September 2014, Call Centre services, various BPO services, and lab-based system development services in Vietnam and overseas, including Japan, in multiple languages (Vietnamese, English, Japanese).



Greeting from our Leader

We assure our client can reduce basic operational costs while simultaneously improving operational efficiency and increasing revenues. We do not compromise on the quality of the services we provide, as we are always aware of the many risks involved, including cost effectiveness, brand and corporate reputation, as well as meeting target KPIs and customer satisfaction.

The technological advancement of the Internet has drastically changed the way information is distributed, and with the effective use of artificial intelligence (AI) technology, information distribution is about to evolve even further. However, it is human communication, not technology, that moves people's hearts and brings satisfaction, and the essence remains the same regardless of changes in means and methods. IT-COM VIET NAM provides call center services for the new era by utilizing the most advanced systems and technologies that flexibly respond to the diversifying environment based on the concept of "IT + Communication".



OTSUKA Takahiro
General Director, CEO
IT-COMMUNICATIONS VIET NAM Co., Ltd.



Concept High technology systems and high-skill & sincere telemarketing (IT + Communication)

Human resource development and evaluation system based on a unique curriculum

Work in Call Centre operations is not simply limited to answering phones. It is not easy to satisfy customers with only voice and text communication in a physically distant and faceless environment. Therefore, we always strive to respond with sincerity and integrity. To achieve this, we are always conscious of acquiring deep expertise and multiple skills. We are developing employees who empathize with our clients' issues and feel pleasure in receiving "thank you" from them.

In-house development and operation of contact center systems

As a company specializing in outsourced Call Centre operations, we define requirements for functions and ease of use necessary for day-to-day operations, which are then implemented by our own development department after considering the required security and costs. This allows us to provide customized multitasking tools that integrate SNS, chat, etc., in addition to traditional communication channels such as telephone and e-mail. Because of this development environment, our systems have been constantly evolving to meet the needs of the market since our founding.



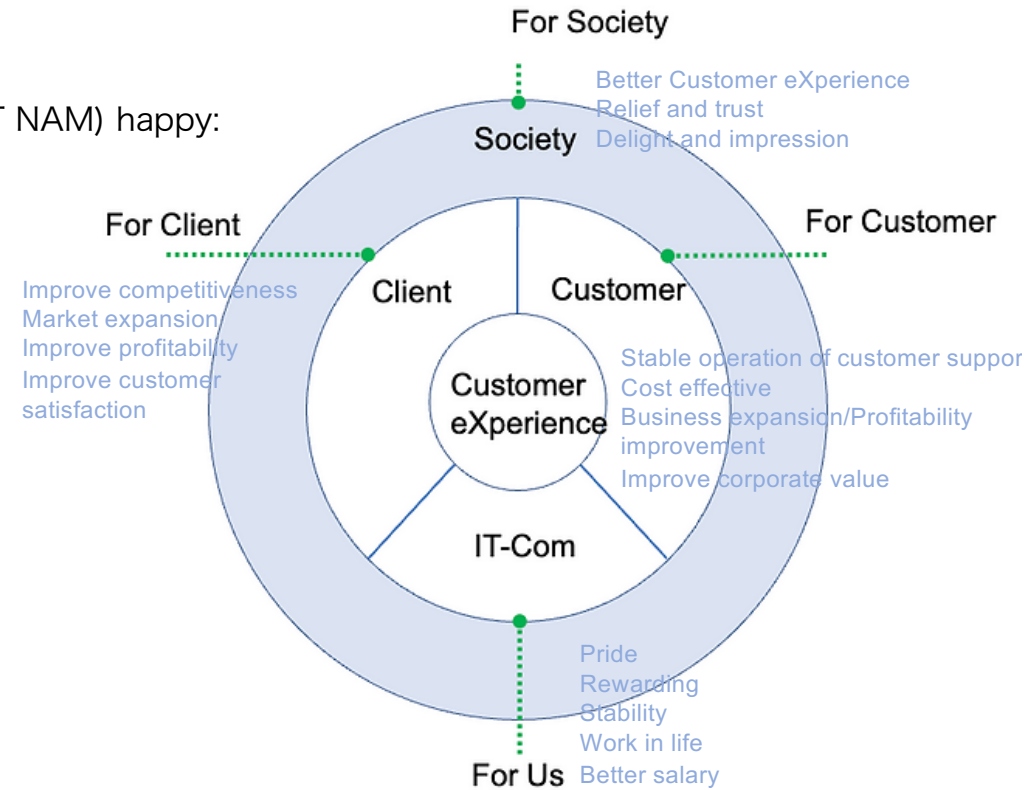


4 Directions Good is Our Business Theme

To make our customers, clients, community and us (IT-COM VIET NAM) happy:
We are committed to

We are committed to customer satisfaction through our Call Centre business.

Through our Call Center business, we aim to make everyone involved be happy.



Service Domain Multilingual Call Centre Services



Customer Support



Telesales



BPO

- Customer Support
We will carefully support your customers and increase client's fans.
- Tele sales
We will recommend and sell client's products to the customer.
- BPO
We carry out administrative work for clients



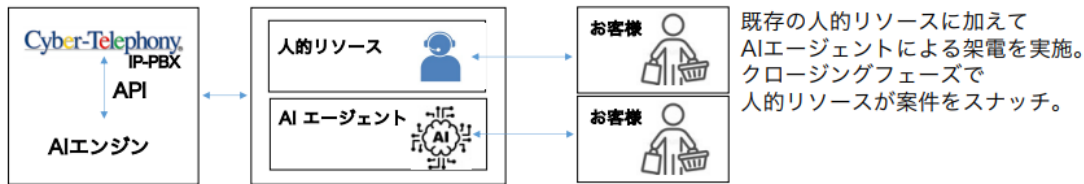
Service Domain System sales (SaaS) services

- Easy-to-use UI defined by a call center management company
- Ability to use Japanese phone numbers (toll free, etc.) in addition to Vietnamese phone numbers
- Centralized by omni-channel (social media, SMS, phone, email)



AI (AI Virtual Agent) voice AI support is available

AI Virtual Agentの運用イメージ :



There are many challenges in running a contact center in-house

- Recruitment and labor management
- Business space
- Introduction of the system
- Sales management, KPI



You can solve this problem by outsourcing your business to IT-Com, which has a proven track record



Trained and Experienced Agent



We will support client's project by placing agents who are skilled in each field based on full-time employees

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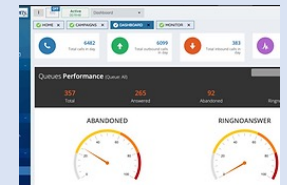
We will handle information such as customer information and trade secrets in a systematic manner and handle them appropriately

Flexible Meet Customer's Demand



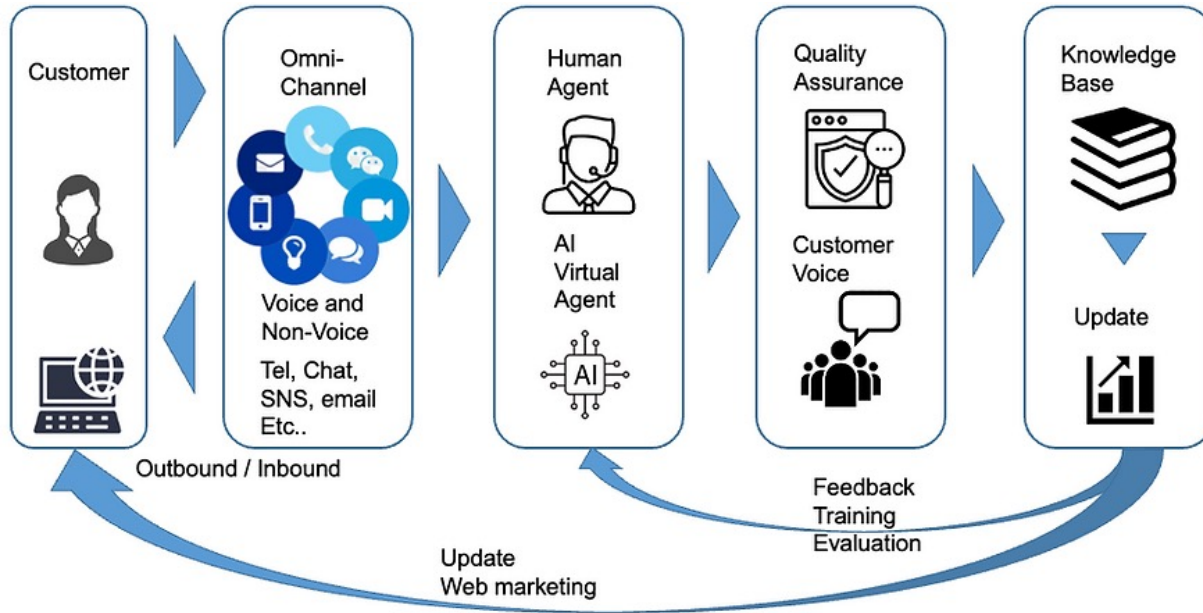
Flexibly designing operations according to the client's requirement, we operate with a focus on achieving the set target KPIs

Own Develop Omni-Channel System



We use a proprietary telephone system that integrate SNS, telephone, etc. It supports "AI Virtual Agent"

Improving the operation by daily PDCA cycle image



Marketing Strategy Proposal

Swift and flexible marketing activity is required to fit the ever-changing social and economic environment. We propose efficient customer handling and management based on the latest technology system utilizing IT and Web marketing. By discovering potential requirement of clients and by responding to it, we dramatically enhance business opportunities of our clients and assists every aspect of their customer marketing strategy.



We are IT-Com groups :



Sapporo Head Office

Nagoya Branch

Tokyo Head Office

Osaka Branch

Sendai Center

Sendai 2nd Center

Sapporo 2nd Center

Kushiro Branch

Founded in 2,000

Employee Numbers 2,000


Covers all of Japan (Sapporo, Kushiro, Sendai, Tokyo, Nagoya, Osaka, Fukuoka))

THANK YOU VERY MUCH

IT-COMMUNICATIONS VIET NAM Co., Ltd
178/8 Nguyen Van Thuong str., Ward 25,
Binh Thanh Dist., HCMC, Viet Nam
TEL: +84 28 6291 3321
FAX +84 28 6291 1100
itcom21.com.vn



OTSUKA Takahiro (Mr.) (JPN, ENG)
General Director (CEO)

 +84 (0)77 3399 075

 t_otsuka@itcom21.com

