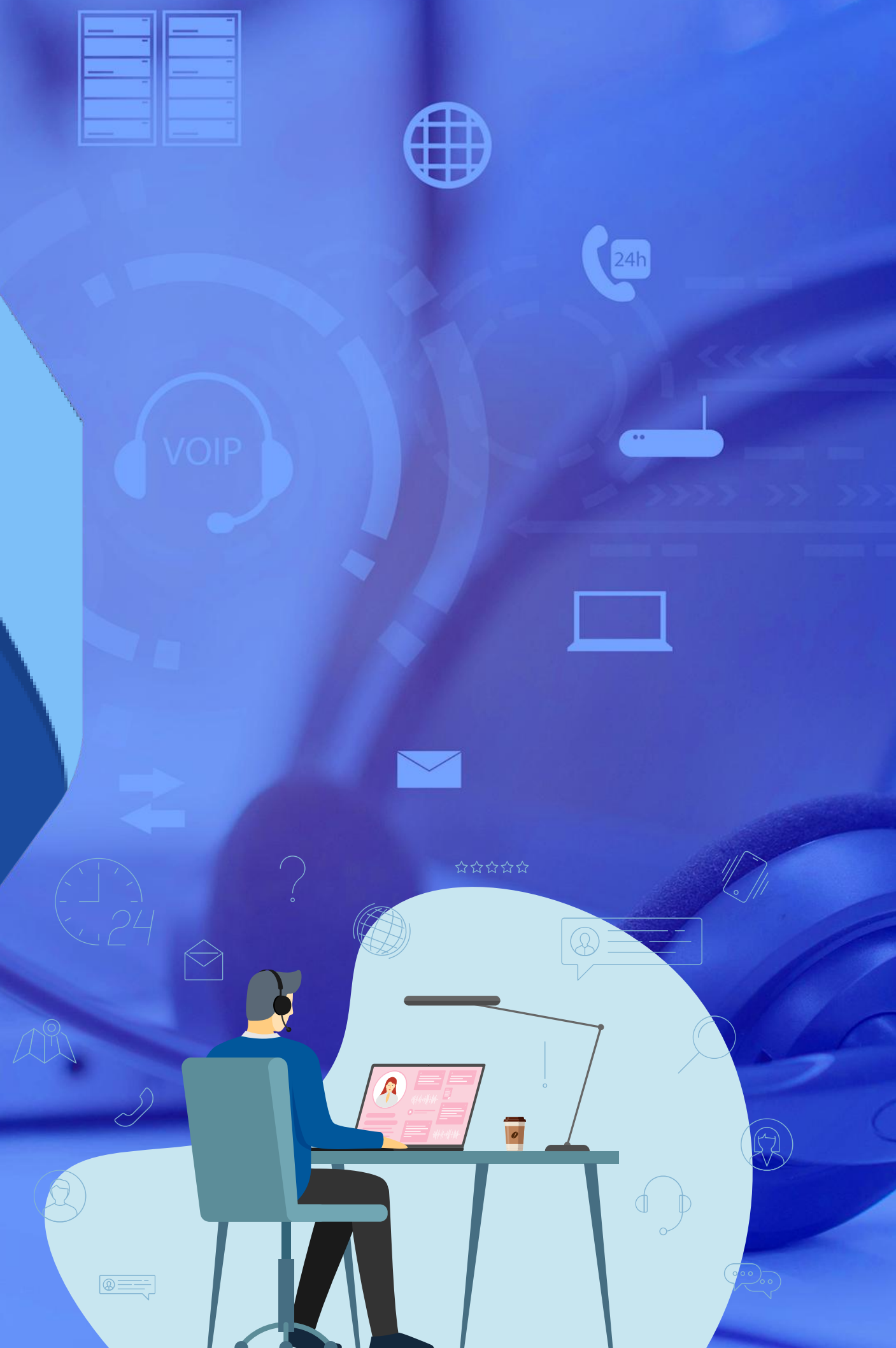




16 *Years of Excellence*

**CORPORATE
PROFILE** **2026**



23 Years of Excellence in IT Services	150+ LARGE Customers in India, MEA, USA, & Canada	1000+ Successful Projects Completed by XtraNet Technologies
 CMMISVC / 5SM Exp. 2021-06-13 / Appraisal #32371 ISO 9001 ISO 27001 ISO 20000 ISO 22301	900+ PROFESSIONALS Contributing on Global Projects	
80+ Functional Experts	90+ SERVICE PARTNER NETWORK	50+ SUBJECT MATTER EXPERTS Across Verticals
600+ PROFESSIONALS On assignment annually 		 Transforming Business

Industry Accolades (Awards)



Tech Excellence Award – 2023
In Recognition of Professional Achievement towards an Empowering Future for the Nation



Best Employer
Bhopal – Best Employer Brand Awards 2023



Recruiting & Staffing
Recruiting And Staffing Industry Leader of the Year 2023



Best Employer
Maharashtra State – Best Employer Brand Award 2023



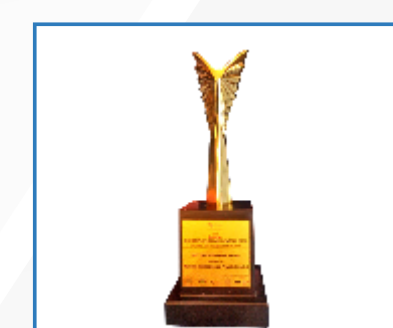
Most Promising Company of the Year



Top SME Business of the Year 2023



Emerging Certifying Authority of the Year



Best Employer Brand Award



Tech Excellence Award



Certified Member

Key Facts & Figures – XtraNet BPO



500+SEATS

Infrastructure for Call Center



50 MILLION

Interaction Capacity on 24*7 Model



10+ CLIENTS SERVED

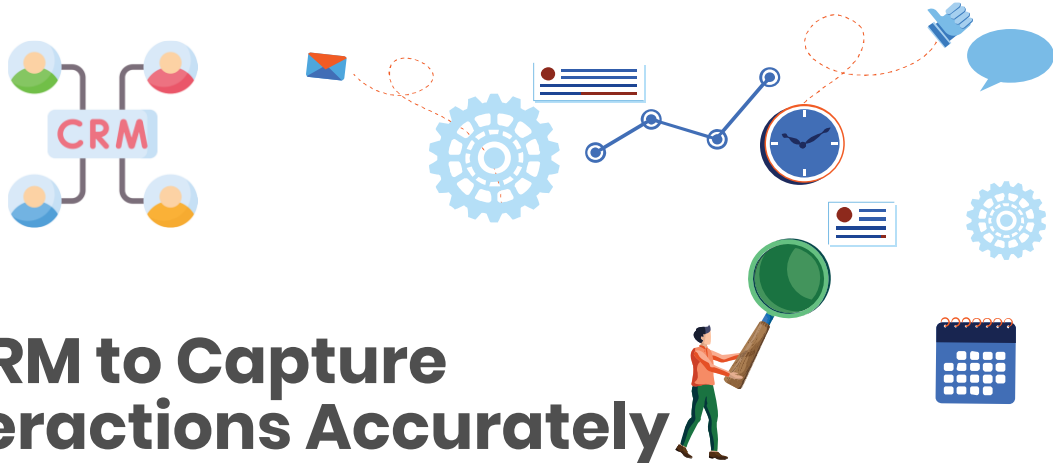


50+

Operational Experts

CRM

Competent CRM to Capture Customer Interactions Accurately



Our USP & Achievements



USP

- Multiple dialects & languages supported
- State of the art dialer integration
- Process specific ready reckoners
- Emphasis on cultural integration in office environment
- Superior First Call resolution
- Innovative work force management
- Green and sustainable practices
- Advanced technology integration. Use of AI, chatbots, CRM software, and other advanced tools to enhance service delivery.



ACHIEVEMENTS

- Consistently achieved service partner awards from Vodafone
- Generated maximum sales revenue from postpaid vertical of Vodafone
- Maximum sales generated for Angel one broking
- Highest number of conversions, Prepaid to postpaid in Vodafone
- Awarded for highest collections from a particular zone in TATA teleservices
- Revenue generation of 5 Cr. + for Eureka Forbes AMC sales

Service Offering BPO Solutions



The Services Stack and Technology Capabilities offered by us are:

Technology Solutions



CRM
solutions



Predictive
dialer
integration



Help Desk
Operation tool



Process
specific ready
reckoners



Customized
productivity
reports

BPO Solutions



Call Center Services



Inbound Service



Outbound Service



Telemarketing Services



Technical Support Services



Bulk SMS Services



Technology Capabilities

Jabra GN

neox

Next Generation Voice Services

interactcrm

CISCO

IBM

airtel

Jio Fiber

SONICWALL

hp

D-Link

BPO & ITES – Services

Inbound

- Dealer Help Line
- Customer Support
- Tele-marketing services
- Help Desk

Outbound

- Welcome Calls
- Collection Calls
- First Bill Calls
- Retention Calling

Quality

- Evolving innovations
- Well documented policies
- Six Sigma methodology
- An integral part of our QMS framework



Our Specialized Services



We are a premier BPO company based in Central India, renowned for delivering exceptional customer service across a wide range of industry verticals. Our ability to create outstanding customer experiences is driven by advanced infrastructure, robust technical expertise, streamlined HR policies, industry-specific best practices, and—most importantly—a leadership team with over 200 person-years of collective experience across diverse sectors.

Over the past decade, we have built a strong track record of establishing some of Central India's most successful joint venture partnerships. These collaborations have been forged alongside global leaders in innovative technologies, particularly in areas such as onshore BPO operations and mobile value-added services (VAS).

BPO Solution

- Call Center Services for Inbound & Outbound
- Telemarketing Services
- Technical Support Services

Technology Solution

- CRM Solution
- Help Desk Operation Tool
- Customized Productive Report

On Site Interpreting

- Services that require more confidential interactions or sensitive matters

Phone Interpretation

- 24*7 customer support
- Multi-lingual support

Training

- Multi-lingual training support
- Product based Training
- Process Specific Training

Quality Check

- Comprehensible call recording.
- Dedicated Quality Team to audit sample calls for performance enhancement



Empowering Business of All Sizes



Retail and Consumer Packaged Goods

- Omni Channel Support
- Order Management



Healthcare & Life Science

- Sales & distribution



Telecom

- Technical service support
- Tele Sales
- Customer Query Handling



Manufacturing & Utilities

- Handling Product queries
- Sales Campaign
- Aftersales Service Support



BFSI

- Handling trading platform queries
- Guiding customers on Demat account process & subsequent trading



Travel & Transport

- Multi-lingual support to farmers across the country for tractor-related queries
- Contributing to an increase in tractor sales



Hospitality & Logistics

- Support to restaurants in increasing customer base
- Online validation of coupons



Ecommerce

- Online Buying Assistance
- Post Delivery Follow-ups

Our Analytics (Monthly)

SquadStack

2 lacs + calls for Angel One

35 thousand + calls for Kotak Securities

30 thousand + calls for SAMCO securities

6 Cr. + revenue generated for Eureka Forbes AMC

Eicher Tractor

57 thousand + sales calls for Eicher Tractor

10 thousand + welcome calls for Eicher Tractor

3 thousand + calls for Eicher mitra

1 thousand + calls for Inbound query



XtraNet Advantages



A proven track record of 16+ years in providing BPO services to various business houses we at XtraNet have developed & customized an integrated BPO platform leveraging the state of art infrastructure, technology skills and well laid down human policies

System & CRM Competencies	Reports & MIS Control	Services Structure	Infrastructure & Technology	Customer Service	Bulk SMS Services
Our services consist of maintaining interactions & data of the customers for the respective clients.	The Data generated from dialer, CRM & internal software is converted into Agent Productivity report, MNP Retention Report, Back office Closures Report, Sales Revenue Generation Report & various other analytics.	The working Hours are round the clock if required. The Calls are distributed through Automatic Call Distribution & subsequent utilization of Predictive and Progressive Dialer with 100 % Call Recording facility.	We are equipped with the latest in Call Center technology with 500+ Physical Desks as well as CCTV Surveillance, Fire Safety & Biometrics Access Control System.	A vast experience in customer retention, Customer Query handling in Telecom sector & a better understanding of partner Mentality & expectations, enable us to deliver with 100 % engagement.	Robust Bulk SMS solutions for transactional and promotional messaging with real-time delivery reports, API integration, DND compliance, multilingual support, and high delivery accuracy for instant customer reach.



Client Success Stories

Some of the important projects to showcase our capabilities:

Tata Teleservices Limited

In 2007, we launched a diverse array of campaigns for TATA Teleservices including Collection, Welcome, Retention, First Bill, Credit Monitoring, and Customer Satisfaction Calls. These initiatives focused on resolving issues, assisting with SIM usage, and closing complaints efficiently.



Vodafone

In 2008, XtraNet launched Vodafone's flagship inbound process, the Dealer Help Line (DHL), achieving a satisfaction score above 95%. We handled service help desk, consumer KYC, and account queries. Additionally, Vodafone Idea Limited ran outbound campaigns including collection, welcome, retention, first bill, credit monitoring, and customer satisfaction calls.



Dishnet Wireless Limited (Aircel)

In 2010, we initiated calling campaigns for VAS promotions, customer tele-verification, KYC compliance, and Mobile Number Portability (MNP) retention. We focused on handling and retaining MNP customers, converting prepaid users to postpaid, and resolving user complaints efficiently.



Eicher

In 2019, our acquisition of a call center for Eicher Tractors thrived with advanced call center marketing and lead generation, boosting sales and customer satisfaction. We handled farmer queries nationwide, provided multilingual support, and ran campaigns like post-delivery inspections and welcome calls, contributing significantly to the farm equipment market.



Client Success Stories



Some of the important projects to showcase our capabilities:

Samast Technologies (Magic Pin)

In 2020, Samast Technologies, in collaboration with XtraNet, launched Magic Pin. The app provided troubleshooting and reimbursement claim authentication services to users. It validated discount coupons for restaurants, verified app users, and facilitated the onboarding of new vendors for business expansion.



SquadStack

In 2021, SquadStack IQ ran multiple campaigns for UPSTOX, Smart Coin, Kotak Securities, SAMCO securities Angel One, Eureka Forbes Product Sales, Zepto, Handpickd offering customer care, app walkthroughs, and up-selling stock trading products. We assisted users of various brokerage apps and activated D-Mat accounts across the industry.



Upgrad

In 2021, Upgrad focused on pitching online courses, providing student counseling, and generating leads for corporate tie-ups.



BIGUL

One of our recent acquisitions in 2025 was with an state of the art stock trading app that uses algo based calculations to maximize profits. Our value addition in the form of educating customers on how to use the app and onboarding them has resulted in higher revenue generation for BIGUL..





FUTURE – PROOF YOUR BUSINESS

Schedule a consultation & See how we can
optimize your BPO Requirements



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