



2021

COMPANY'S CORPORATE PROFILE



NANIWORLD SERVICES

5/5/2021



Naniworld service is a full-service business processes outsourcing call center, offering both onshore and offshore outsourcing, focusing on inbound and outbound call center services, data entry, data processing services, back-office outsourcing services, business process outsourcing services as per the client's requirements.

Now more than ever, businesses face the pressures of shrinking budgets and increasing demands. More importance must be placed, and money spent on marketing efforts to keep things afloat. With competition raising, businesses also need to focus on what will keep the customer satisfied. Naniworld Services can help you balance all these demands. Our solutions and effective call center strategies are here to ensure that business runs smoothly and effectively, and at a low cost to you.

### **So why choose Naniworld Services?**

#### **Because your customers need you 24/7/365**

People don't run on a 9am-5pm time schedule anymore these days. Customers, partners, and suppliers do business round the clock. With Naniworld Services, customers can get their questions answered when they demand them. They will appreciate the fact that they can reach you in person whenever it is convenient for them.

#### **Because of our staff**

Naniworld Services has years of experience in the call center and telemarketing industry. We are experts at what we do and will only hire the best agents after a demanding recruiting process. Once part of the team, our call center agents undergo one-on-one training and a sales and customer service certification course further ensuring that they are fully qualified and capable of meeting all your goals. Agents carry themselves in a friendly and professional manner, projecting only the best image to your clients.

## **Because of our flexibility**

Businesses constantly change, and we at Naniworld Services understand that. If your marketing campaign begins to soar and doubles the capacity you require, you will need to hire more agents and possibly implement new technologies to meet demands.

After a month or two if it continuously fails to get business, things turn to slow down, and you will need to think about letting go of those hard-to recruit agents.

Our outsourcing services, solutions, and strategies are designed to provide you with the flexibility you need when things change. We have qualified agents available for work, and who can quickly adapt to the needs of your business without you having to endure the cost that comes with a changing environment. Because you only pay for what you use

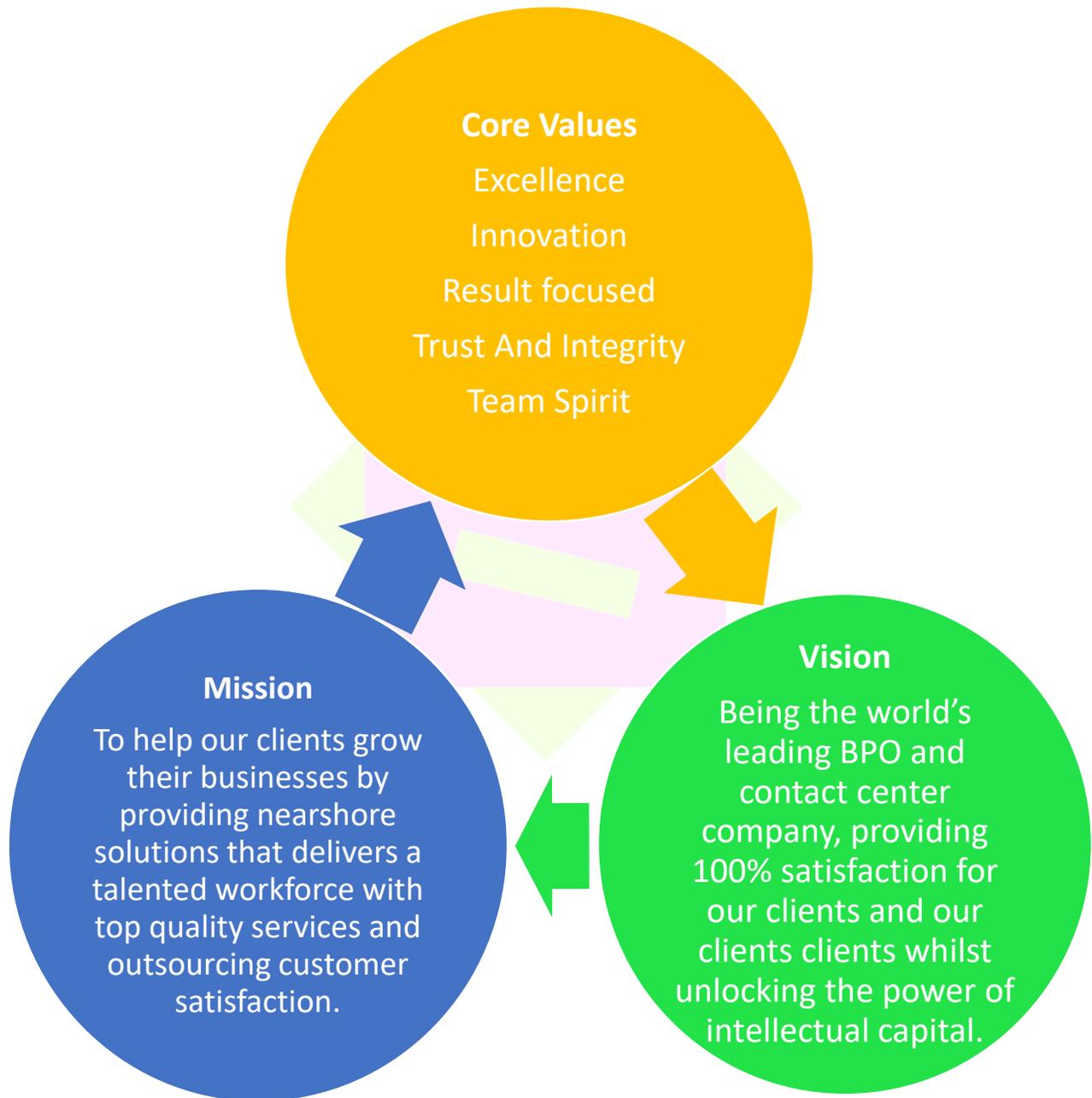
We at Naniworld Services provide you with a myriad of services to use for your business. Select which works best for you, and only pay for ones you use.

We strive to supply you with the most cost effective and efficient method for providing call center support to all your clients.

### **Our Services:**

1. Inbound Call Center
2. Customer support services
3. Delivery information and status support
4. Customer support solutions
5. Business feedback
6. Customer opinion
7. Product survey
8. Delivery information support
9. Research and survey support
10. Telemarketing
11. Customer satisfaction surveys
12. Follow-up calls and mailers
13. Business correspondence assistance

## → CORPORATE OVERVIEW



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### HISTORY

Naniworld was conceived in 2019 and birthed in 2021 with the sole aim of changing the status quo and proffering excellence in customer service delivery.



### ORGANIZATION

Our customer service offerings include staff and management training on the ability to use positive language to drive company's vision.

Beyond driving calls, our call center provides customer satisfaction surveys and feedback for our clients.

We hire, train and manage a team of customer service agents to strengthen the contact center operations of companies and promote organizational efficiency.



### PEOPLE

We have dedicated and well-trained group of agents who are able to consistently provide excellent services delivered in a timely, professional and cost-effective manner.

we have the people with the expertise to professionally service those needs.

## → OUR SERVICES



- 24hrs Customer Service
- Staff Outsourcing
- Exceptional Customer Service Delivery
- Training & Certification



Digital Marketing



Copywriting



Recruitment & Job placement

## → OUR WORKING PROCESS FOR BUSINESSES

Our processes are very simple and straightforward for any business.

We have taken time to dodge all forms of complexity in the outsourcing process to better have a clear and speedy integration of trainees.



### **Business Focus**

We are driven by the zeal to help you build your business with the best communicators. Your business becomes our business and focus



### **Perfect and Durable Business Support**

We build perfect and durable business support with the best and qualified team of customer relationship personnel you are ready to fly



### **Screening**

You can pull to screen from our pool of well-trained and market-ready trainees.

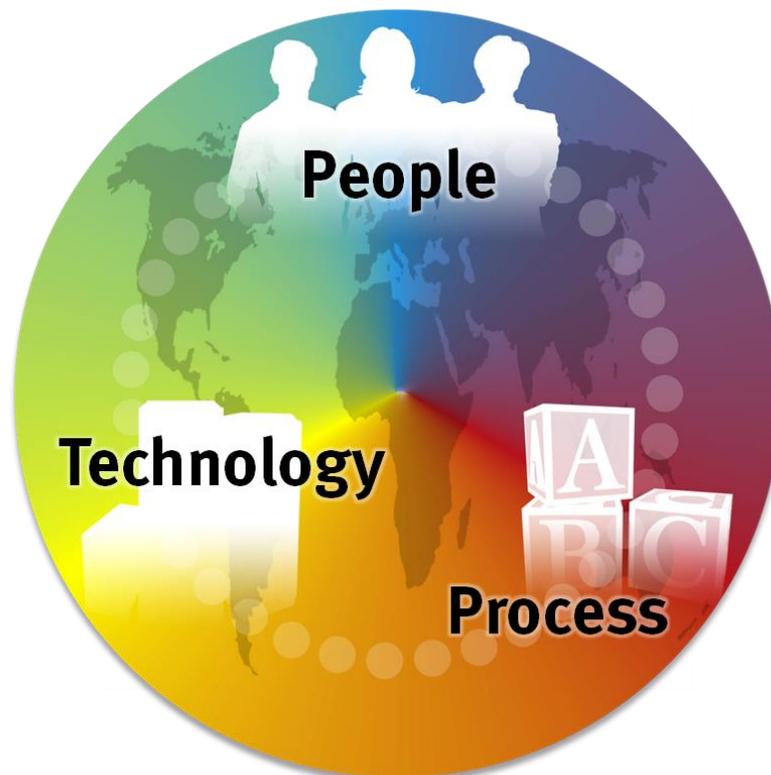


### **Recruitment**

Satisfied with output? Integrate successful trainees to your growing team with ease. What we deposit, teach and preach to our trainees are what makes them extraordinary in their integrated workplaces amidst contemporaries.

## → KEY STRENGTH

- **Reliability:** At Naniworld Services we don't fall back on our duty to deliver excellence with high level professionalism in handling your business, keeping us at the forefront of contact center deployment, customer relationship management operations, business process outsourcing (BPO).
- **Competence:** Consistently delivering superior results, by constantly seeking radical measures, we enable customer engagement that helps our clients create value, brand loyalty and customer satisfaction.
- **Openness:** We adopt a transparent communication mechanism within and outside our business i.e among staff and clients which has proven to aid in providing quick solutions, promotes teamwork, candid conversations/truths and a strong business allegiance
- **Compassion:** Our team is built on an enduring friendship and concern for each other's personal welfare first and foremost. Which has effectively helped in balancing and achieving excellence by fully engaging the main ingredients of a customer engagement center i.e. People, Processes & Technology.



## → WHY US?

### **Clear Business Communication**

Our trainees can be the most empathetic, professional, and positive people in the business, they also are able to communicate well with customers. We hire good communicators and commit to training everyone on your customer service team.

### **Attentiveness**

Our trainees will surprise your customers by being fully present and turning their complete attention to their plight. They don't have to scrap the canned responses, but use them as guidelines rather than word-for-word scripts.

### **Empathy**

No list of good customer service skills is complete without empathy. Empathy is the ability to understand another person's emotions and to understand their point of view. Our trainees believe that 70% of buying experiences are based on how the customer feels they are being treated.

### **Adaptability**

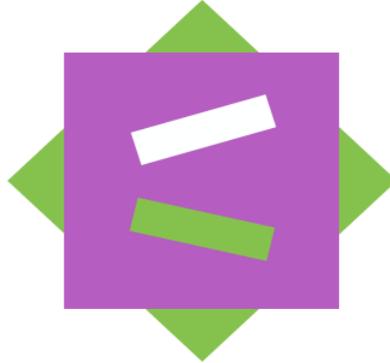
Expectedly, our CRM trainees are equipped to handle this challenge by integrating ticket sources and making customer information available no matter what channel they are using. Our customer service reps possess that same mental flexibility to respond to a variety of situations in whichever way your customers prefer at the moment.

### **Patience**

If you think dealing with unhappy customers is a pain, just wait until they make your whole department ornery. Instead, breathe. Our trainees realize that this person's anger has little to do with you, and that they have the chance to turn their day — and their problem — into something positive.

### **Persuasion**

Every day, our reps turn problems into solutions and fair-weather customers into loyal brand evangelists. Think they don't need to be persuasive to get the job done? Believe it or not, our trainees know that 74% of consumers say they've spent more with a company because of positive service experiences.



*NaniWorld Services*  
CUSTOMER RELATIONSHIP SOLUTIONS



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