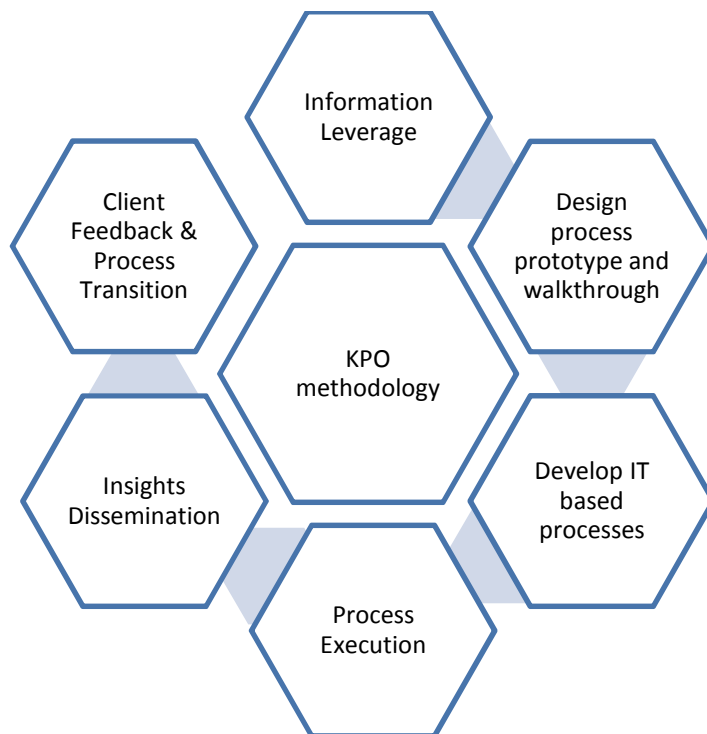




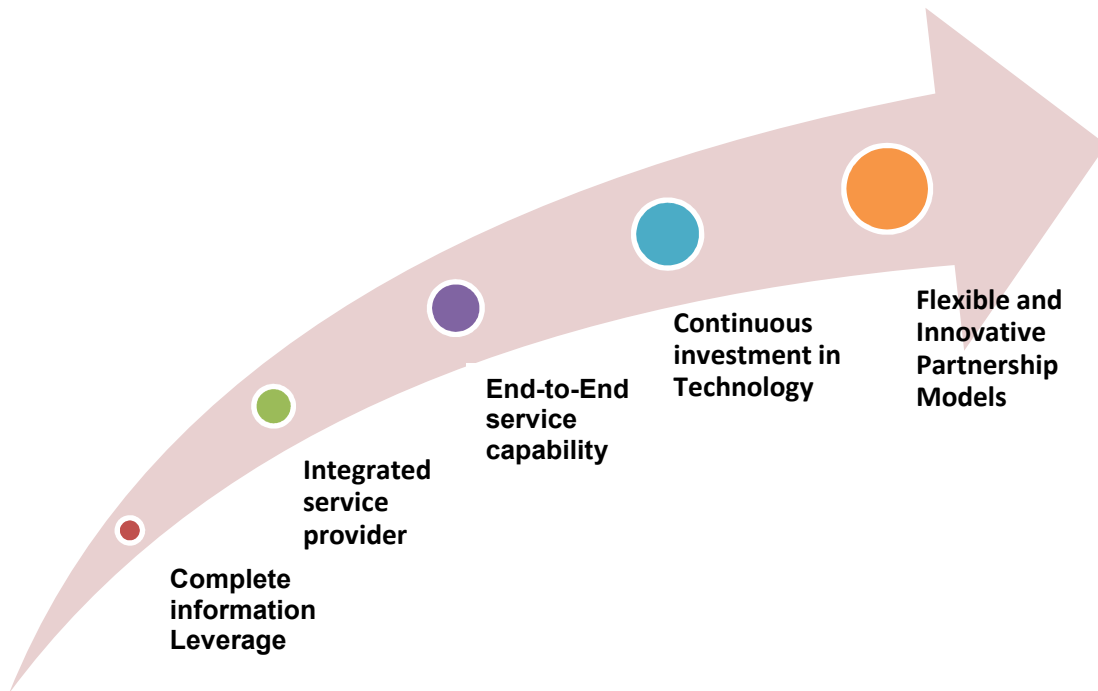
Knowledge Process Outsourcing (**KPO**) being a high end activity demands expert handling. It includes processes that call advanced information search, analytical, interpretation and technical skills as well as some judgment and decision-making skills. Our proven and simplified procedure helps us to understand your business needs, do a process mapping, and initiate offsite / offshore migration, delivering period accounting / milestones and management reports. Our major focus from beginning to end is to achieve the goal of making the entire process system-driven rather than person-driven.

Methodology

We have an implementation **team encompassing Researchers, Statisticians, Mathematicians and seasoned professionals** to execute our time-proven implementation methodology that ensures success and includes several well-organized phases designed for the greatest efficiency and cost control.



How Binary's Knowledge Services take you further



Knowledge & Information Management Services:

- [Data Analytics \(Data Mining & Warehousing\)](#)
- [Customized Desk and Primary Research](#)
- [Bespoke Market Intelligence & Competitive Intelligence](#)
- [End to End Database management services \(Data Validation, Data cleansing and Data Acquisition\)](#)
- [Business Development Analytics \(Targeted Prospect list building, Company profiling, Market Opportunity assessment and Competitor Data acquisition\)](#)

Binary's KPO Services	Our Clients get
Flexible & Scalable	Quality Solutions
Quality control processes at various stages	A hassle-free smooth transition
Data security with firewalls, Intrusion Detection, Data Encryption and Password Security	Advantage of being in the driver's seat
Physical security with zoning, cameras and access control.	Reduction of capital and manpower costs
Latest technology	Focus on core activities/ competencies
Engagement Model to suit client needs	Reduced start up risk
	Best Practices
	24x7 operations
	Quick Ramp up

Infrastructure



The Key to efficient output is to have state-of-the-art facilities and infrastructure so that teams stay relaxed & focused. The facilities include:

- ✚ Well Maintained IT & communication infrastructure
- ✚ Over 25,000 sq. ft. facility
- ✚ Leased & VPN communication Links
- ✚ Operating Environment- Windows, Linux, Unix, OS/400

- ✚ Diverse Tools & Technologies
- ✚ Secured Environment
- ✚ Multi Level Power Back up



With 350 plus workstations, dedicated leased line, latest telephone equipment, VOIP, data access systems and provision for IPLC, Binary is well-equipped to ensure a better client experience. High end rack mounted servers & workstations with the predictive dialers, CTI, ACD, Call Logging/Recording, Hot Transfer Facility, Remote/Local Call Barging & Monitoring, has been provided to each team.



Arrangements for multilevel security have been made within the premises of the organization. Access card systems and authentication based zones ensures complete security. Apart from this, separate networks with separate processes & network monitoring facilities are also available



Isolated, easy & comfortable atmosphere has been created in the cafeteria to help people unwind & relax. Training & Meeting zones & huddles for brainstorming sessions, and discussions are available.

Location

Our modern infrastructural setup is located at Gurgaon near New Delhi. Spreading in an area of 25,000 sq. ft., it has a seating capacity for more than 350 employees in one shift. We boast to have the following ultramodern infrastructure and facilities at our center:

High Speed Communication Link connecting to client's locations around the globe through secure high-bandwidth dedicated lines, we have high speed internet connectivity including of:

- Primary- 1* 10 Mbps dedicated leased links and Secondary (Backup)- 1*10 Mbps leased link
- The average ping response to a site in North America is <=225 ms.
- In case required, additional bandwidth can be provisioned on relatively short notice.

Quality Assurance Process

We have dedicated Quality Assurance Group at our development center with the sole objective of ensuring strict compliance of quality practices as described in our Quality Manual.

For every project an elaborate Quality Plan document is prepared before the commencement of the project. This document has concurrence of customer as well. The document describes the quality expectations, methodology, derived measurements, metrics and control and review mechanism. The Quality Plan document forms the basis of all quality related issues during the execution of the project.

The primary focus of quality processes at Binary Semantics is on identification and prevention of faults at every stage rather than their subsequent detection and rectification.

Towards this objective, our two-level quality control function works as follows:

- **Level-I, Quality Controllers** are responsible for ensuring desired quality at all stages of the project and is probably the most critical function in ensuring high quality and timely deliveries. Peer level review is conducted for all deliverables of the project. The observed defects are logged, categorized according to severity and other parameters, suitably rectified and finally verified before being closed.
- **Level-II, Quality Auditors** conduct project audits at predefined frequency, as well as randomly across all the project groups. This ensures uniform compliance of quality standards across all the projects at our development centers.

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