

A person stands on a wooden pier extending into a body of water under a twilight sky. The person's arms are raised, reaching towards a glowing, spherical digital network structure that resembles a globe. This structure is composed of numerous interconnected nodes and lines, emitting a bright blue light. The pier is flanked by large, white, stylized arrow shapes pointing towards the horizon. In the background, a flock of birds is visible in the sky.

systems

ENABLING A
DIGITAL TOMORROW

Delivering Seamlessly
for a Digital Tomorrow



Digital Transformation,
Cloud Enablement & Data-
Driven Service Portfolio



Success-Proof Methodologies



Strong Partner network



Value Offerings and
Accelerators

\$600 M+

Market
Capitalization

5000+

Employees
Globally

138+

Global Active
Clients

45+

Years In Business

Systems is a premier digital technology solutions provider with a team of over 5000 brilliant minds globally who continue to innovate in building leading enterprise solutions that ensure a promising future of our customers' digital footprint for sustainable growth and profitability. We are passionate about solving our customers' challenges using customized, scalable, and efficient products and services. Our people are our promise and method for driving global digital engagement. As a digital technology services provider, we encourage the free sharing of ideas throughout Systems.

Our ability to improve, accelerate, and generate key competencies is driven by our investment in our people. When Systems thrives, everyone benefits.



Subsidiaries and Affiliates:

- Systems Limited
- Systems Middle East (Techvista)
- Systems Qatar (Techvista)
- Systems Arabia
- Systems Misr
- Systems APAC (TechVista)
- Systems ASEAN
- Systems Ventures
- Visionet (North America, Europe, UK)
- OneLoad

Our Prestigious Accolades



Top of Microsoft's most
strategic Business
Applications partners



Best Under A Billion two
years in a row



Partner of the year 2020

2020 Partner of the Year Winner



Received SAP® EMEA S
Partner Excellence Awards
2022 for Top New Partner
and Service Excellence



Best in Top Exporter



Two awards in "Most
Outstanding Company"



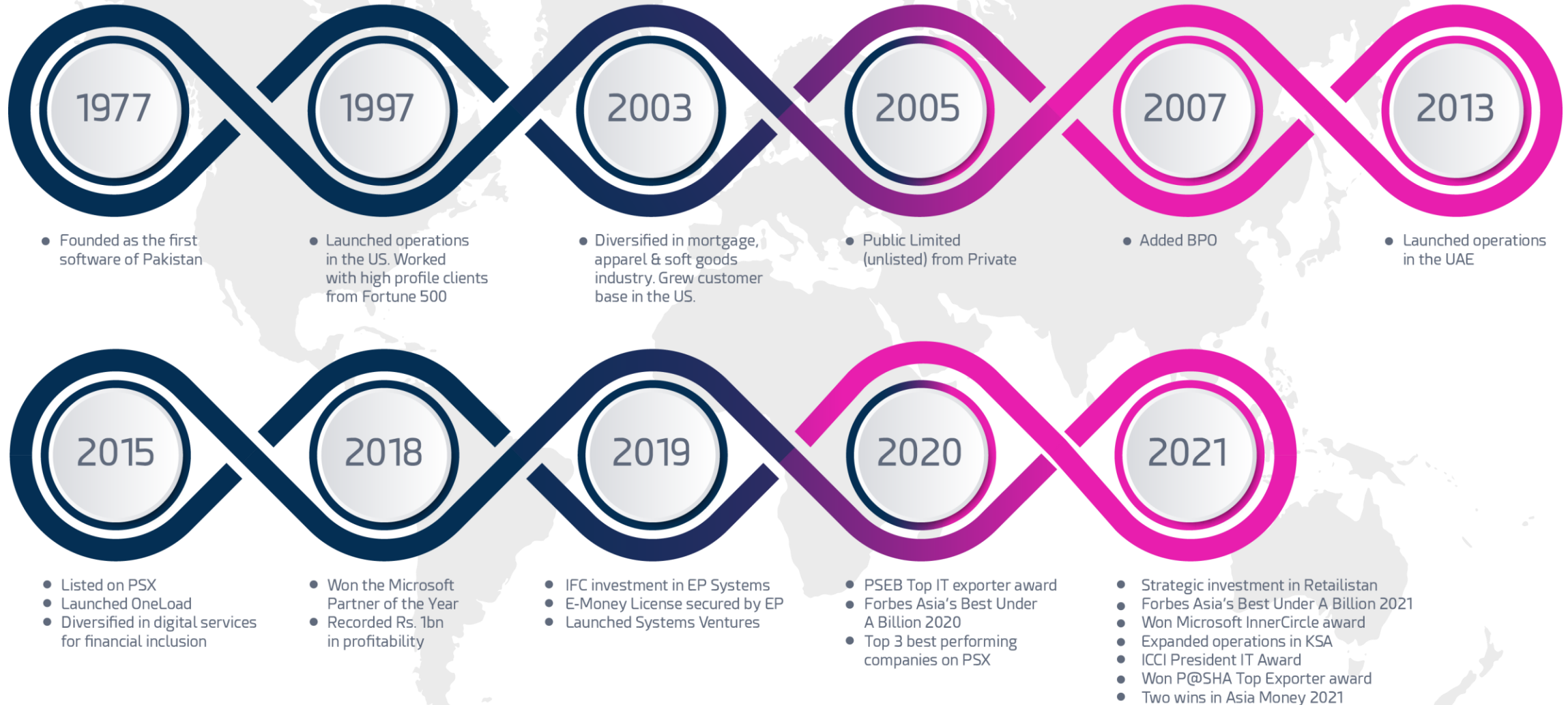
Pakistan's first IT company to
reach Rs.100 billion market
capitalization

PARTNERSHIPS AND STRATEGIC ALLIANCES

Our journey of many firsts

1977 – Present: Driving digital value for 45+ years.



Our Mission

As a top-tier employer, Systems promotes employee ownership, leadership, professional fulfilment, and job satisfaction. We deliver profitability and business success to our global clients through precise execution and technical excellence.

Our Vision

Systems Limited aspires to enhance the productivity and growth of organizations around the world with a comprehensive range of digital solutions and services.



Leadership's Message





Mr. Aezaz Hussain
CHAIRMAN/NON EXECUTIVE DIRECTOR

Chairman's Message

Despite the difficult economic conditions, the demand for IT services has remained robust and Systems Ltd. has taken advantage of this opportunity. We have grown in revenue, profitability and expanded geographically with 80% of our new business being generated from our existing clients vouching for us. Systems Ltd. has grown manifold in the last 5 years and plans to further its growth objectives. To excel in such a feat, the management structure has been strengthened and aligned with the strategic objectives.

The Covid-19 pandemic has helped strengthen focus on our human resource, and we have significantly improved our engagement with employee needs for safety and health, and facilitating a hybrid work environment. Systems has also led a "people first" approach and created employment opportunities as well as career advancement for our resources. In 2021, we have added a net of over 1,800 bright minds to the company. Most were onboarded virtually and have displayed exceptional performance. Using the now established work from home opportunity, we are working towards improving our gender ratio by offering work from home on full time or part time basis to women.

We remain committed to growing our employee ownership by supporting a robust stock option plan. This is for creating an organization designed for perpetuity. I am grateful for the able guidance that we have received from our Board and thank them for their commitment and support of the company. Finally, we thank all our customers worldwide who have given us the opportunity to service their IT needs and continue to do so.



ASIF PEER
CHIEF EXECUTIVE OFFICER

CEO's Message

This has been a transformational year for the IT Industry in Pakistan. We are proud to say that Systems has led the way and created the vibrance in the ecosystem for generating employment by being the leading IT exporter for two years in a row. Systems Ltd. has more than doubled the revenue as well as profitability over two years. This could not have been possible without our resilient leadership and adherence to our core values – Courage, Commitment and Customer Centricity.

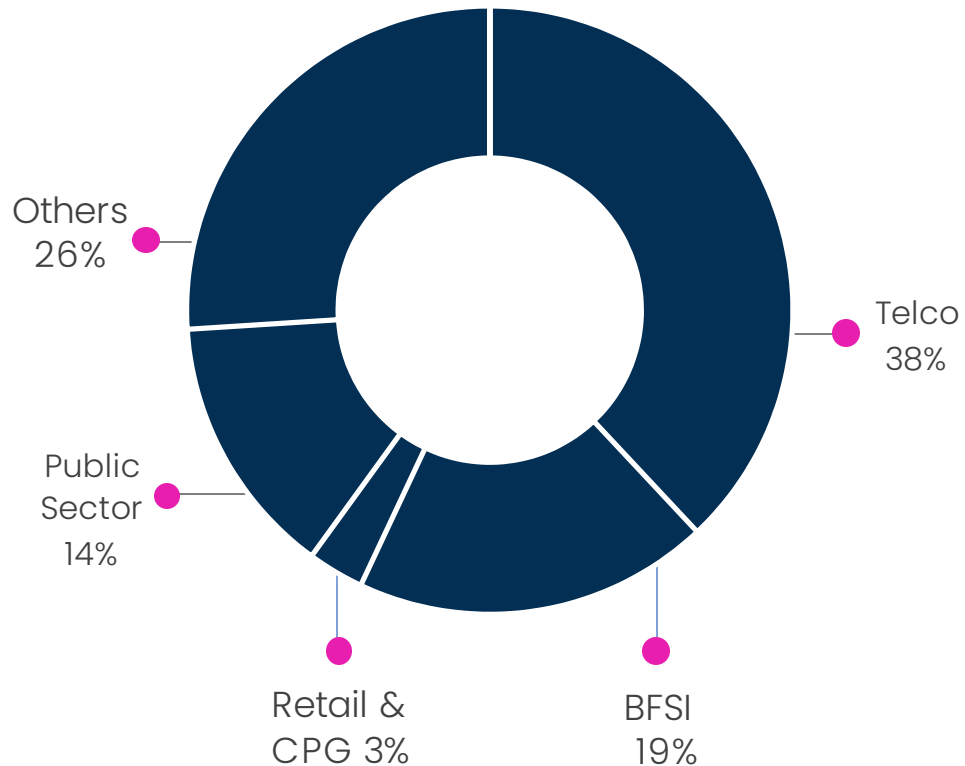
We focused on our core, and we delivered value to our customers. Their recognition is evident from recurring and numerous business opportunities. We have also complemented our talented teams with the hiring of resources with diverse skillset and leadership qualities which has lifted the associates' engagement to greater heights. Systems is nurturing employee ownership in the company which is going to strengthen our leadership for future growth, and we are working on many initiatives to make sure that we have ample supply to fulfill the demand that is being created.

As I look ahead, I am more optimistic than ever of the enormous opportunity ahead of us. Technology, especially digital, data and cloud, continue to be at the center of change for large enterprises globally. We believe we are in a new phase of growth propelled by increased commercial momentum, a portfolio focused on faster-growing market and geographic segments, a stronger partner ecosystem, a more robust demand environment, and enhanced government support for the IT sector hyper growth. We are resolved to take Systems as regional industry leader.

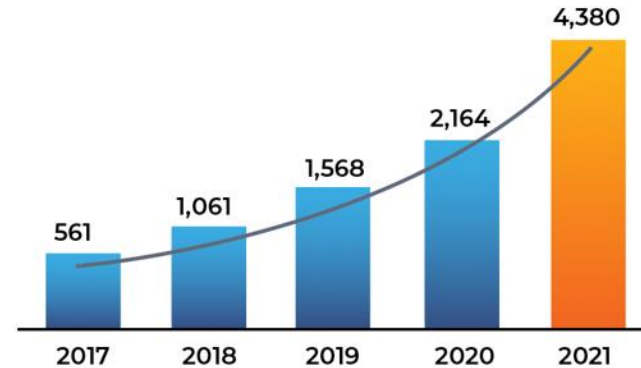
VERTICALS SHARE 2021

We are more than technology professionals; we are innovators, architects, engineers, and disruptors striving to make the next phase of growth easier for you. Your problems are right at the center of our technological aptitude.

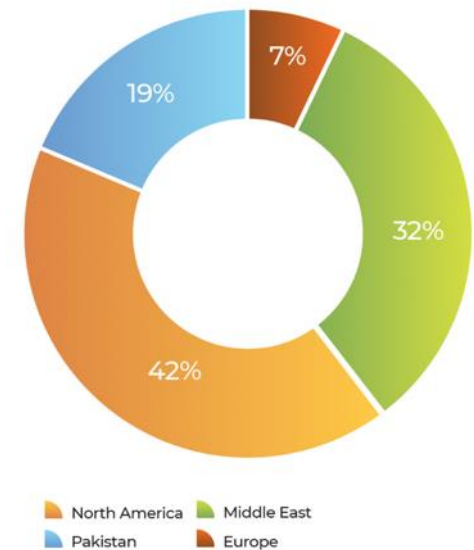
We're proficient to solve enterprise problems across numerous verticals, including:



CONSOLIDATED NET PROFIT
(PKR MILLION) CAGR 67%



REVENUE BY GEOGRAPHIES



Digitally Empowering the Best



Our value proposition



Digital, Data and Cloud

Pureplay in the digital data and cloud space



Emerging technologies

Organized by competencies and delivering business and technical solutions in emerging technologies.



Growth

Rapid revenue growth and industry leading margins



Global presence

Global presence, leveraging our core engineering strength, to improve and accelerate digital transformation, to generate additional revenue streams and improve customer retention



Domain expertise

Strong set of accelerators / business solutions that leverages our core engineering and business / domain expertise



Recurring revenue

Consistent and recurring revenue with existing customer base



Employee ownership

Employee-ownership and experienced Leadership team



Insight-driven

We are insights driven, user centric, systematically tested and have financially impactful delivery model that delivers projects with immediate, substantial and sustainable impact on customers' bottom line.



Consulting

Best-in-class business strategy consultants to propel your enterprise performance to greater levels.

How Do We **Differentiate** Ourselves



Problem-solving mindset

We are more than technology professionals; we are innovators, architects, engineers, and disruptors striving to make the next phase of growth easier for you. Your problems are right at the center of our technological aptitude.



Value-centric consultants

We leverage our global network of decorated industry experts to steer enterprises to shape their future towards admirable growth.



Exceptional delivery

Our global team's timely delivery scales your business goals, allowing you to grow across different geographies and time zones.



Where We Incubate Creativity!





INVESTING IN OUR PEOPLE, INVESTING IN OUR COMMUNITY

We are believers and preachers of human centricism. We value continuous learning and growth, giving back to the community, consistent innovation of digital and mobile products, and the well-being of our human power. Our 45+ years of experience dictates a culture of intuitiveness, ingenuity, empathy, and collaboration. Over time, we have taken numerous initiatives to realize this vision.

Systems Limited enables a human-centric design experience and encourages its team to think beyond creativity. The multi-purpose environment at Studio77 is designed for interdisciplinary teams to develop personalized and engaging digital customer experiences. The idea behind this was to carve out an area that will provide our team of designers, researchers, and strategists with positive affirmations and give them an environment where they feel motivated, inspired, driven, and triggered.



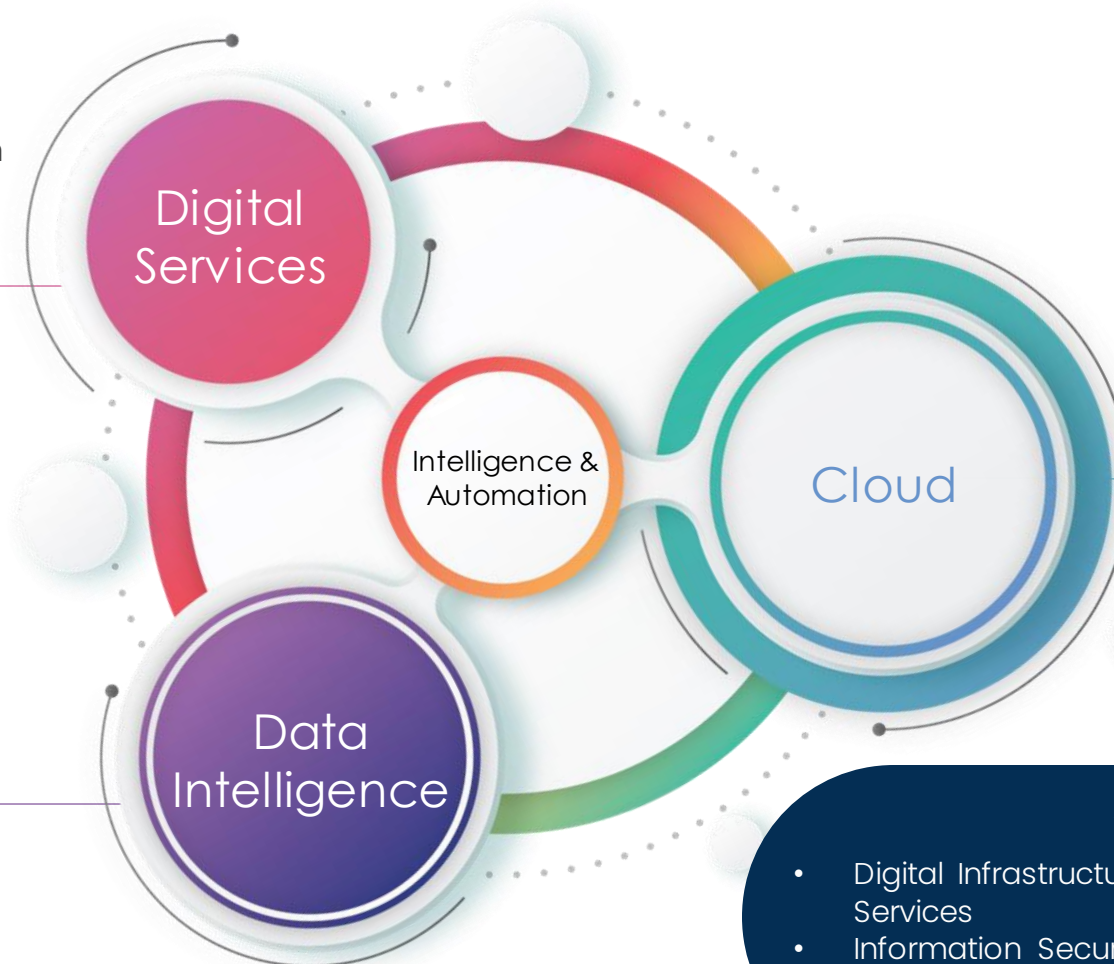
Our Services

What We Do

Our global strategy is focused on three key pillars Digital, Data, Cloud and Infrastructure and this directs our work across all our sectors.

- Digital – Automation & Optimization
- Business Applications – ERP / CRM
- Customer Experience
- Application Services & Modernization
- Digital Strategy & Experience
- Integration / Middleware

- Data Management & Engineering
- BI/Visualization & Analytics
- AI/ML & Data Science



- Cloud Services
- Workspace Services
- Cloud Ops & Migration
- Cloud App & Integration

Additional Offerings

- | | |
|-----------------------------------|--------------------------------|
| • Digital Infrastructure Services | • App Managed Services |
| • Information Security | • Outsourcing |
| • Infra Managed Services | • Quality Assurance |
| | • Business Process Outsourcing |



Digital

Digital

Transforming ways enterprises engage, transact, and service their customers. To excel in a dynamic and aggressive market, companies need digital-led business operation models to deliver impactful and humanized B2B and B2C connections. With deep digital capabilities at their disposal, leading enterprises can also offer design-led experiences to your customers.



Automation and optimization

Offering fundamental guardrails for your business through automation to empower employees, fortify customer relationships, and devise new approaches to innovation



Business applications – ERP & CRM

Liberating everyone with intelligent applications, valuable insights, and connected data across different business processes and teams



Customer experience

Mapping out interactive and personalized customer journeys that would meet customer expectations and kindle positive customer experiences



Application services & modernization

Transforming legacy applications to achieve agility and efficiency in the cloud-first world



Digital strategy & experience

Channelling digital, data, and cloud expertise to help organizations innovate, optimize, and transform

Digital Business Automation & Optimization Services



Process Management

- Process Discovery & ROI Analysis
- Process Modelling and Implementation
- Process Measurement and Optimization
- Business Process Re-engineering and BPM COE Facilitation



Content Management

- Content based workflows implementation
- Discovery, Modelling and Design
- Integration of ECM with various systems including AAA
- Business and IT enablement



Decision Management

- Deep technology ecosystem analysis
- Rules Discovery
- Centralized Rules Management and Governance
- Implementation and Support
- Business and IT enablement
- Development of governance models: policies, procedures, SDLC, feasibility and ROI analysis.



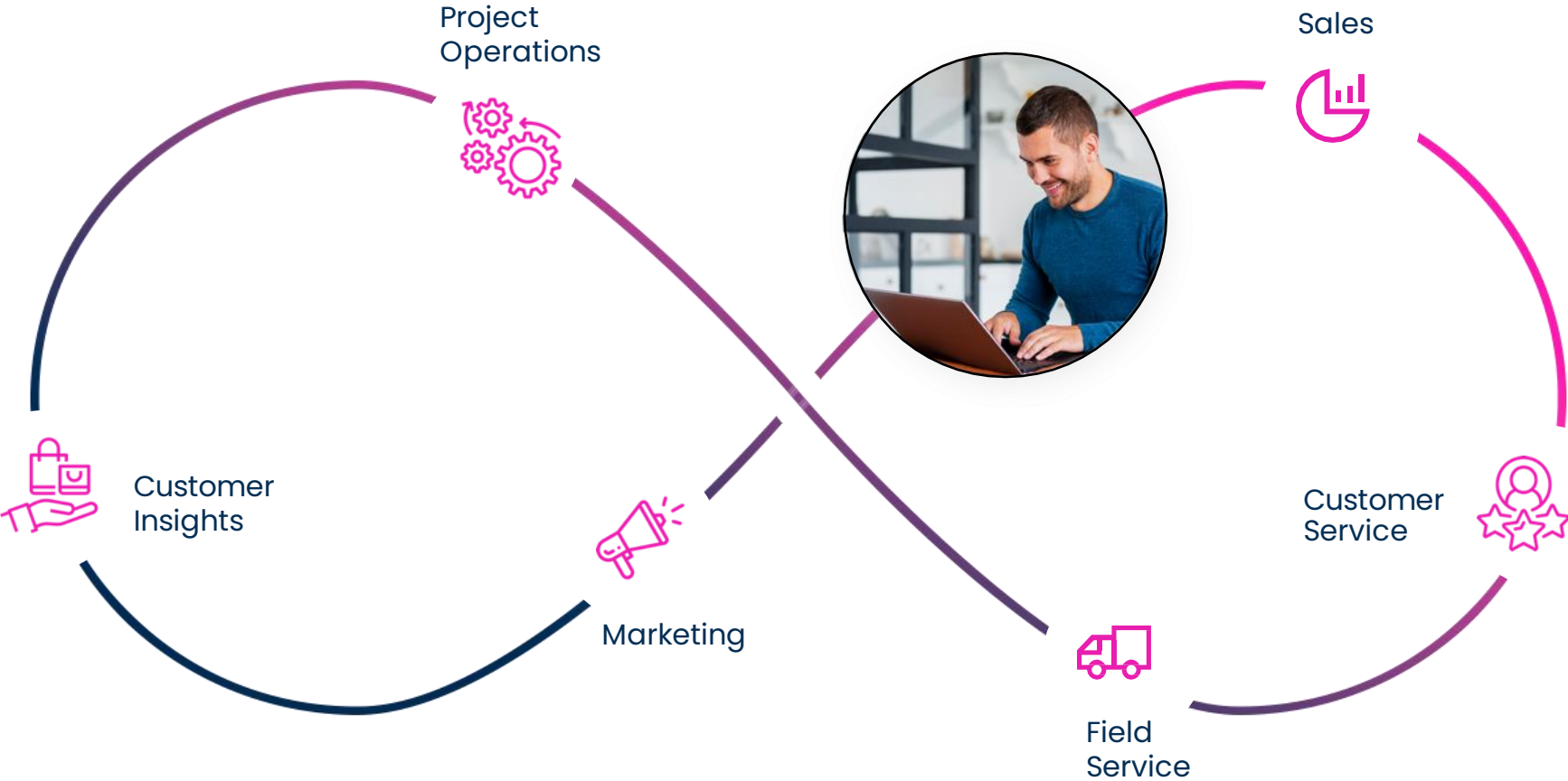
Engagement Level

- Training and Enablement
- ROI and TCO Assessment Engagements
- Staff Augmentation
- Post-production support including maintenance, CRs and infrastructure
- Assessments for Performance

Business Applications - Microsoft Dynamics 365 CRM

Purpose-built business applications

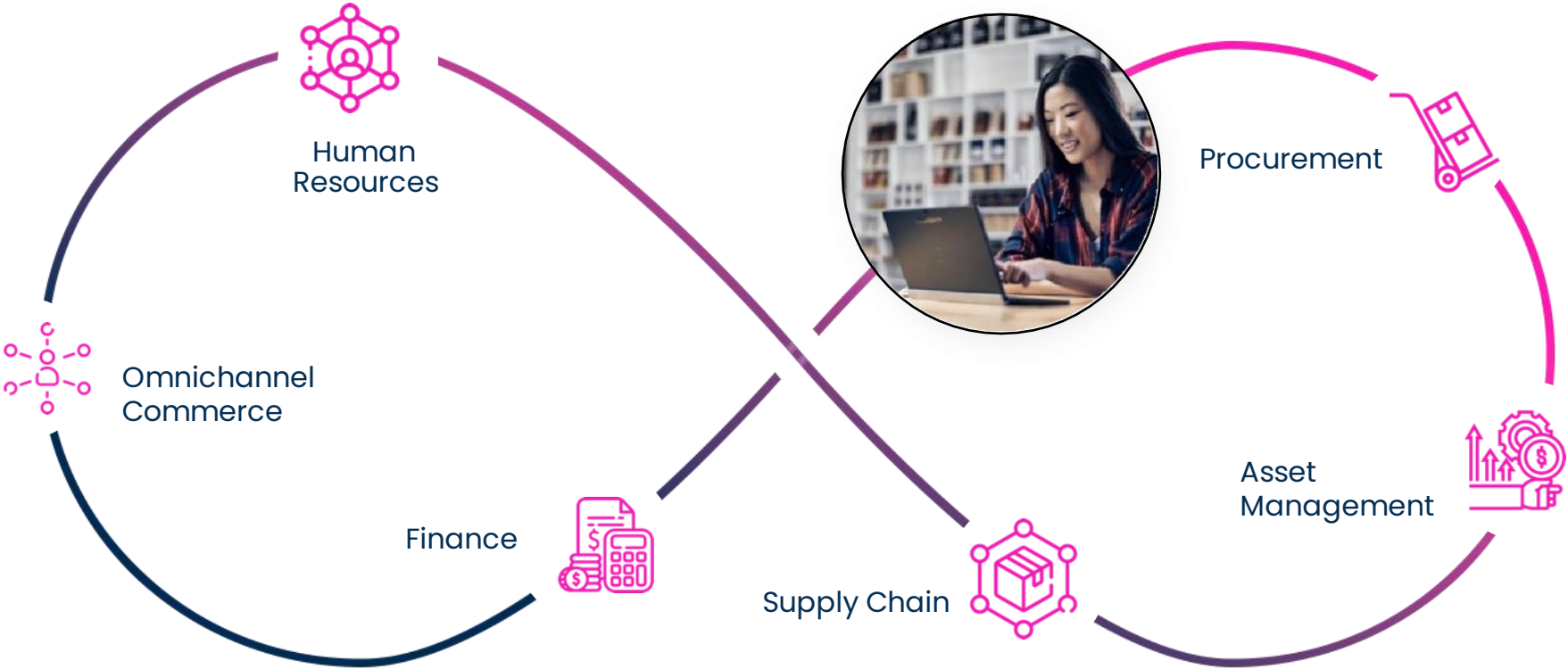
	Sales
	Customer Service
	Marketing
	Field Service
	Project Operations
	Customer Insights



Business Applications – Microsoft Dynamics 365 ERP

Purpose-built business applications

	Procurement
	Asset Management
	Supply Chain
	Finance
	Omnichannel Commerce
	Human Resources



Business Applications – Omnichannel for Customer Service

Extending the power of Dynamics 365 Customer Service to ensure instant connection and engagement with customers across digital marketing mediums.



Chat

Enabling agents to connect seamlessly with customers in real-time



SMS

Engagement channel allows organizations to connect with customers and support asynchronous modes of communication



Voice

Equipping agents with receiving and making PSTN calls through native calling experience with real-time AI-powered features



Microsoft Teams

Engagement channel for support of internal functions, allowing organizations to connect their employees



Social channels

Opportunity to capitalize on social media trends and engage with the customer in a personalized and seamless manner



Inbox view

Efficiently work on high-velocity tasks by selecting the inbox icon for complete access to all cases and conversation

Business Applications – Microsoft Power Platform

Connected solutions for analysis, automation, mobility, and engagement



Power BI

Data-driven insights for everyone to ensure better decision-making



Power Apps

Leveraging professional-grade low-code apps to drive agility and innovation across organization



Power Automate

Amplifying organizational productivity by automating



Power Virtual Agents

Addressing customer challenges by building AI-infused chat bots and freeing skilled workforce

Business Applications - SAP S/4HANA Cloud



Engaged Workforce
SAP success factors
SAP FIELDGLASS



IoT
SAP HANA



Business Networks
SAP Ariba, CONCUR



Omnichannel Customer Experience
SAP HYBRIS

Business Applications – SAP Portfolio Categories



ERP and Finance

Ensure business continuity by unifying your fundamental ERP and financial management software



Database and Data Management

Translate and govern data into business value to act upon a unified source of truth.



Analytics

Discover data-driven and deeper insights with BI and AI- powered intelligent tools and achieve resilient digital excellence.



CRM and Customer Experience

Prioritize personalized customer journey by understanding their needs and fulfilling your brand promise.



Digital Supply Chain

Design easy-to-operate and sustainable supply chain models to introduce customer-centric products to the market faster.



Network and Spend Management

Leverage enterprise-class and cloud- based spend management solutions to mitigate disruption and lessen costs.

Digital Strategy & Experience – Portals and Mobility

We enable design-driven transformation for sustainable growth through



Product Innovation

Innovate simple solutions to complex problems by building products that engage users and create brand loyalty



Experience Design

Uncover user insights, evolve and create immersive experiences that tell a story and evoke emotion



Design at Scale

Work as an extension of the business team to drive growth at scale through design

Mobile Development Services

We've long known what is observed today: Mobile is the future. We'll show you ways to use this channel to get users excited about your business



Native Apps

The best tools used to create native mobile apps for Apple's iOS and Google's Android



99% market coverage

Reaching millions of users by developing your app for both leading mobile operating systems



Hybrid Apps

Experienced React Native developers when you decide to use the best hybrid mobile app framework



Long-term maintenance

Support and maintenance services to ensure your app's compatibility with new OS versions

Application Services & Modernization

Sculpting customized digital solutions and services to help customers achieve their technology goals



Cloud App Dev

- Lifting and Shifting of Applications to Cloud
- Application Modernization Using Micro-services
- Cloud Strategy & Consulting
- Cloud Implementation Services
- Cloud DevOps Services



Managed Services

- Infrastructure/Apps Monitoring
- Development, Maintenance & Platform Migrations
- 24/7 L1 & L2 Support
- QA Services



Custom App Dev

- Enterprise Web Applications
- Enterprise Desktop Applications
- Enterprise Applications Integration
- Native & Cross Platform Mobile Apps

Integration: Offerings Landscape



Selection Services

- Diagnostics & Scoping Exercises
- Assessments
 - EAI Assessment
 - Application Modernization Consultancy
 - Business Process Modelling
- POCs & Demos



Acceleration Services

- Hybrid Cloud Integration
- Service Oriented Architecture Microservices
- Electronic Data Interchange Messaging, Streaming API
- Economy
- Digital Business Automation
- Intelligent Character Recognition
- Business Process Management
- Decision Management
- Enterprise Content Management
- Robotic Process Automation



Optimization Services

- Architectural Uplift
- Monolith to Microservices adaption
- Performance Optimization Review
- Business Process Optimization
- SLA Conformance
- Managed Services
- 24x7 Support Services

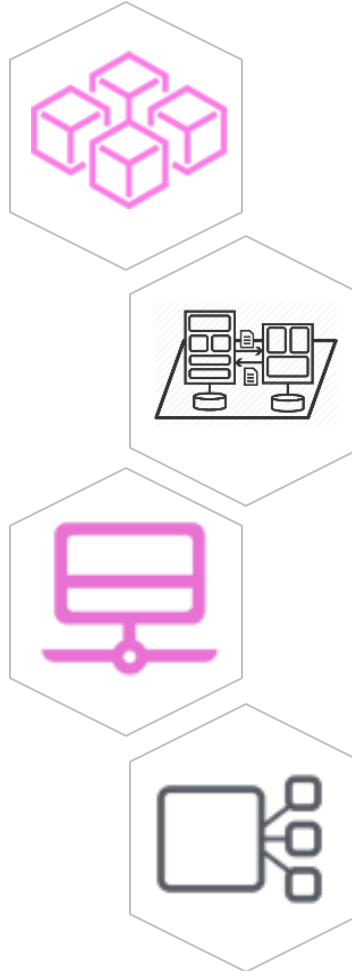
Hybrid Cloud Integration Services

SOA & ESB Capabilities

- Delivering on SOA & ESB projects
- Application development expertise on IBM, MuleSoft, RedHat, Microsoft & Software AG platforms
- Integration of large and disparate systems
- High Performant & Scalable use cases

Modern Integration

- Microservices, Service Mesh
- Cloud native integration
- API Management, Metering, Monetization
- API Life cycle governance
- Security gateways at the edge
- Hybrid, Multi, Private – Cloud to Ground Connectivity
- Message Streaming
- Events & Notifications
- Data Integration – Batch, offline, Big Data
- IOT Data integration



Assessment & Monitoring







- Design integration architecture and frameworks
- POCs & Pilots for feasibility assessment
- Architectural assessment of existing implementations
- Post-production managed services encompassing monitoring,
- maintenance updates, health checks

EAI Patterns

- Synchronous & Asynchronous communication
- Message brokers, topics, queues
- Web Service or REST based
- Transformation, Validation, Enrichment, Authentication, Authorization, Routing, Orchestration

Tools & Technologies

MOBILITY

	iOS	
		
		


PORTALS & COLLABORATION















INTEGRATIONS & API MGMT.

		
APIG		

Enterprise Resource Planning

	
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CUSTOM APPLICATIONS







eCOMMERCE

		
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PROCESS AUTOMATION

Customer Experience Management

Cloud



Cloud Services

Enabling optimized cloud-based workflows through secure and effective bootstrapping strategies

Enterprise IT Experience

Cloud Migration

- Assessment & Strategy
- Foundation and Build
- Automated Migration

Native Adoption

- Native App Dev
- PaaS & SaaS
- Micro-services

CloudOps

- DevSecOps
- Security and Governance
- Economics

Employee Experience

Productivity and Collaboration

- M365 and GSuite Services
- Service Desk

Mobility

- Mobile device management
- End-point security

Virtual Workplace

- Virtual workplace and meetings
- SD WAN

Our full spectrum of cloud capabilities include:



Cloud Consulting



Cloud adoption



Cloud Consulting

Tools & Technologies

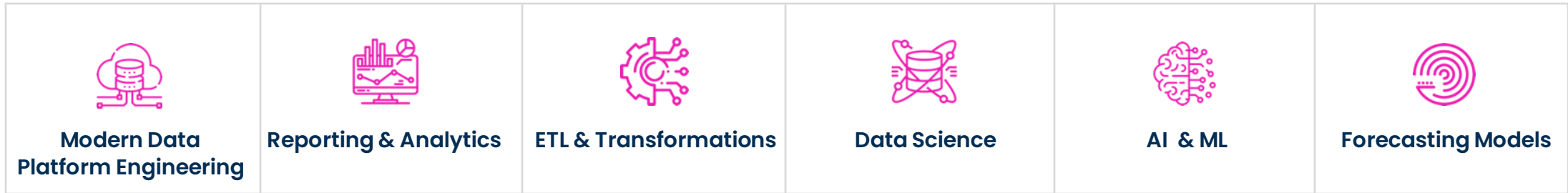


Data and AI



Overview

Bolstering sustainable value for businesses with end-to-end data management and AI transformation modules



Data Management & Engineering

Gathering, optimizing, and improving data processing pipelines

- Data Warehousing & Data Lake
- Data Integration
- Big Data Processing/Engineering
- Data Virtualization
- Data Governance
- Master Data Management
- Data Quality
- Cloud enablement



AI/ML/Data Science

Using advanced tools and algorithms to generate forecasts

- Deep Learning
- Machine Learning
- Time-series forecasting
- Natural Language Processing



BI/Visualization & Analytics

Promoting a culture of data-driven intelligent business and generating deeper insights

- BI/Reporting Tool Implementation
- Self-Service BI
- Reports Migration
- Version Upgrade
- BI Governance
- Tool Administration
- Cloud Migration
- Managed Services

Data Management & Engineering



Data warehousing / Data lake

Enterprise data warehouse and data models development



Data integration

Data loading from disparate sources to common data model



Big data processing or engineering

Data lake implementation and processing for structured, semi-structured and unstructured data sources



Data virtualization

Implementation of data virtualization layer for quick data access across departments



Data governance

Implementation of metadata management, data glossary, data catalog. Data security implementation through tokenization



Master data management

Data management for customer, product and vendors



Data quality

Enterprise data quality rules implementation for curation of data



Cloud enablement

Deliver tailored services for public cloud that proactively encompass the goals and requirements for scaling long-term use

BI/Visualization & Analytics



BI /reporting tool implementation

Services related to BI tool implementation and its lifecycle management processes



Self service BI

Implementation of self-service BI and ad-hoc analysis across departments



Reports migration

Migration of reports and dashboards from legacy tools to modern BI tools



Version upgrade

Upgrade of existing BI tool to latest/higher version available



BI governance

Implementation and management of end-to-end business intelligence platform



Tool administration

Between on-premises, cloud or hybrid ensure seamlessly service continuity and best practices of administration



Cloud migration

Migration of on-prem BI tool to high availability cloud cluster



Managed services

Managed services and support for implemented BI tool

AI/ML/Data Science



Deep Learning

- Deep feature extraction
- Auto-encoders
- Convolutional neural networks for image, text and signal classification
- Long-short term memory (LSTM) for sequence-to-sequence predictions



Machine Learning

- Classification
- Regression
- Clustering
- Ensemble methods
- Gradient boosting methods
- Neural networks
- Anomaly detection



Time-series Forecasting

- Sales forecasting
- Demand forecasting
- Inventory forecasting
- Trend and seasonality analytics
- Correlation analytics
- Fourier transformation
- Signal processing








Natural Language Processing







- Text-based document classification
- Sentiment analysis and intent classification
- Domain-specific named entity extraction
- Knowledge graphs
- Document clustering for distance based matching and ranking
- Word embeddings

Tools & Technologies

Data Warehouse Solutions

 amazon REDSHIFT	 snowflake	 SQL
 Google BigQuery	 IBM DB2	TERADATA

Big Data

 HORTONWORKS	CLOUDERA	 databricks
 kafka	 Spark	 HDI Insight
	 amazon EMR	








Data Integration

 Informatica	 IBM DataStage	 pentaho
 snapLogic	 Microsoft SQL Server Integration Services	 ORACLE DATA INTEGRATOR
	 talend	

Business Intelligence

 Power BI	 +tableau	 Qlik
 MicroStrategy	 ORACLE BUSINESS INTELLIGENCE	COGNOS
	 Microsoft SQL Server Reporting Services	

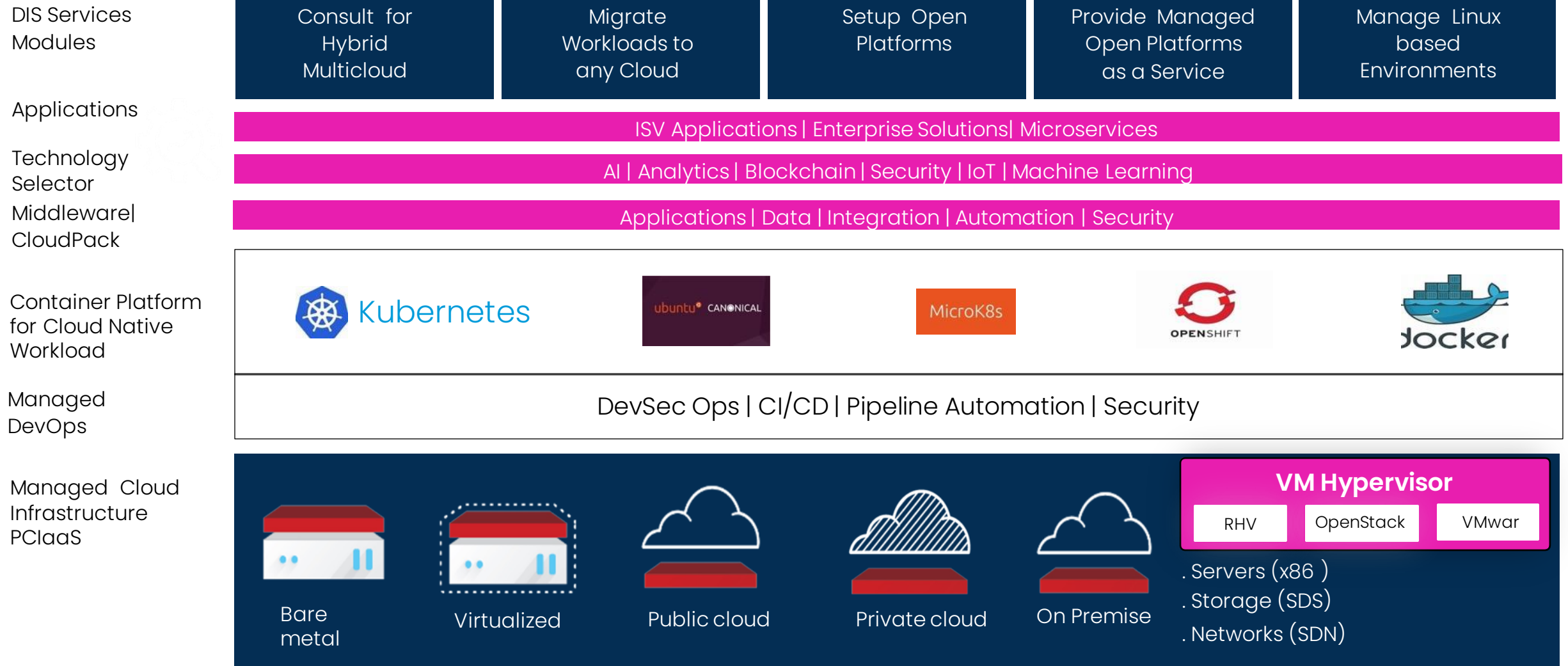
AI/ML

 OpenCV	 TensorFlow	 scikit learn
 Azure ML	 Amazon SageMaker	 R
	 Spark MLlib	

Digital
Infrastructure
services
& Security



Digital Infrastructure Platform Managed Services on AnyCloud – Open, Hybrid, Multi-Cloud, PClaaS



Active Equipment Management Services

Backup & Restore

- VTL Administration
Backup Software
- Administration Tape System Administration

DELL EMC and Commvault

Storage Management

- SAN Administration
- NAS Administration

DELL EMC, IBM, HP and NAS

Virtualization

- Hypervisor Management
- Virtual Switch Administration
- Datastore Management
- VMs Management

HP UNIX, VMWARE and LINUX

Servers Management

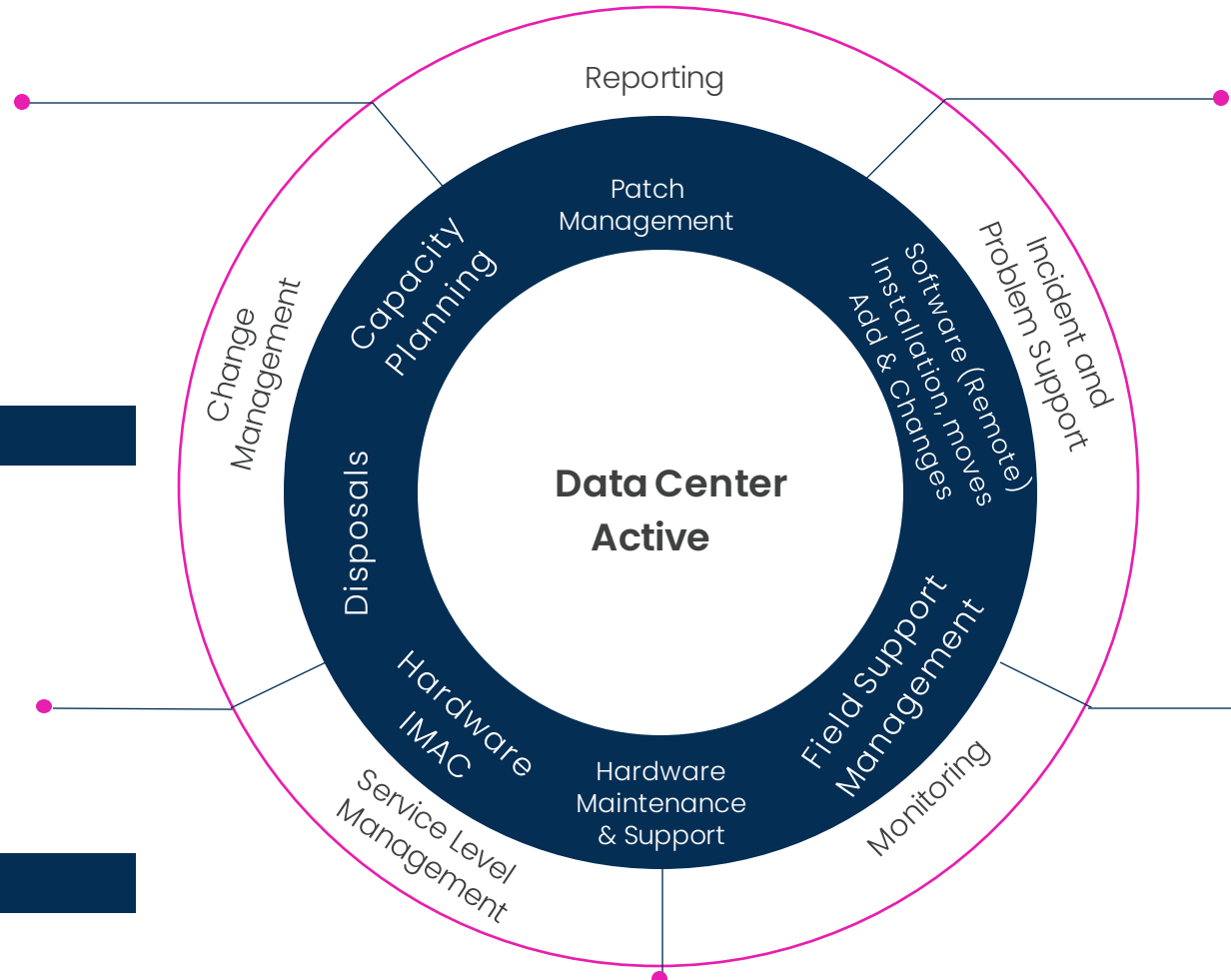
- Server OS Administration
Systems Security
- Maintenance Server Network Configuration
- Server Security Configuration

HP, DELL EMC, IBM, LENOVO, ORACLE and CISCO

Network Operations

- Network Configuration
- Network Optimization
- Firewall and Security

CISCO, F5 and KEMP



SL Kubernetes Platform Modernization Offering



Description

- Container Orchestration Platform Kubernetes, RH OCP, Docker, CP4I etc.



Benefits to Customer:

- SL will provide a fully managed OpenShift container platform can be deployed at
- On-premise (in customer's datacenter and or managed datacenter)
- Deployment on Bare metal Hardware
- Deployment on vSphere Infrastructure



Use cases:

- An Application User would like to see the service catalogue and access the deployed applications.
- An Application Developer is able to deploy the application code as containers automatically without writing a Docker file.
- An Application Developer is able to follow CI/CD DevOps practice for application containers deployment.
- An Infrastructure Manager is able to observe, manage and troubleshoot the deployed application resources.

NOC Services

The function of Network Operations Center (NOC) is to manage network infrastructure, ensuring resilience of the organization's critical, revenue-generating business services.

Managed Network Services tools are used to manage, administer and report LAN, WAN & Wireless infrastructure with well-defined purchaser Service Level Agreements (SLAs) and ITIL process.



**Analysis &
Optimization**



**Network Assessment
& design**



Mobility



**Network
Hardening**



**Monitoring &
Troubleshooting**

Common network challenges



Poor Performance



Lack of Diagnosis



Network Downtime



Security Threats

Security

Our team of cyber experts tailors strategies ensuring a resilient and an ever-secure IT infrastructure to assure a sound operational capability of businesses. Our vast cybersecurity knowledge and next-gen industry expertise helps leading enterprises navigate crucial issues such as;

- Poor performance,
- Lack of actionable diagnosis,
- Network downtime, and
- Security threats

To establish an impregnable IT infrastructure of your business, we employ;

- Managed security services Technology services
- SIEM administration and GAP assessment
- Penetration testing and vulnerability assessment
- Threat detection and prevention
- Digital forensics

Managed Services

Directory and Messaging Services

- Active directory messaging service
- Collaboration services
- Certification authority

Security Operations

- Prevent, detect and respond
- Install, configure and monitor SIEM solution log management
- Threat management
- Malware analysis and forensic threat intelligence
- Services incident response
- Security audit, SAST and DAST governance
- Risk and compliance service management
- Reporting

Databases & Middleware

- Install, configure and monitor databases
- Middleware installation and configuration monitoring of middleware performance
- Management integration
- Support performance
- Management backup and restore

End User Support

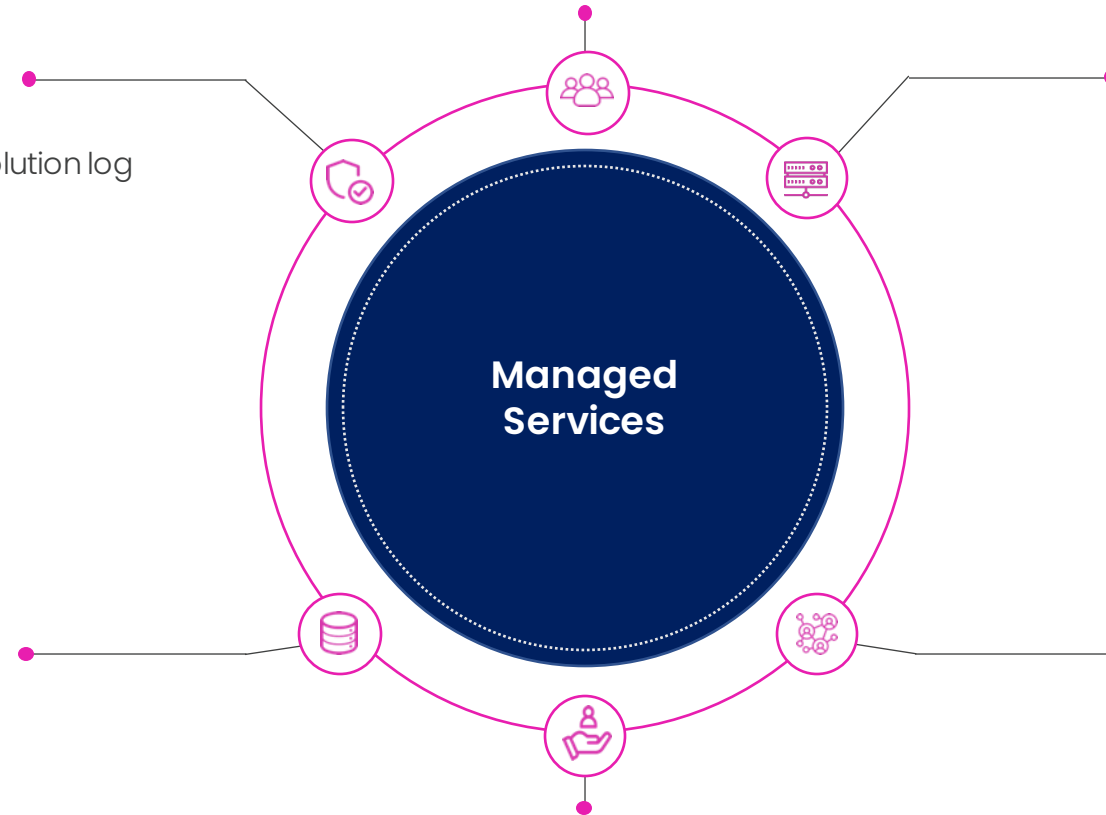
- Terminal devices support
- VDI management and support
- Active directory IAM – identity and access management on-prem and D365 support

Infrastructure Management

- Server management
- Storage management
- Virtualization and cloud computing
- Backup and restore
- DR and business continuity

Network Operations

- Network planning & design
- Network monitoring
- Network configuration and change management
- Network optimization
- Firewall and security





Managed Services

Managed Services

Management and support services ensure smooth operations and availability of business applications backed by global infrastructure, 24x7 monitoring and support, clear SLA, and skilled teams equipped with modern tools.



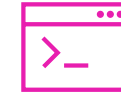
Monitoring/Health Checks

- Monitoring of website/apps usage
- Health checks in different geolocations using New Relic
- Monitor and validate contents and media



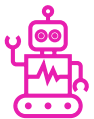
Troubleshooting and Fixes

- Identify, troubleshoot, resolve and deliver fixes for reported issues



Features/Enhancements

- Provide end-to-end services for new features and enhancements e.g. improved cache usage, better code security, and test-driven development



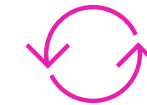
CI/CD

- Continuous integration
- Continuous delivery and maintenance support



Knowledge Base

- Define, maintain SOPs and knowledge base for common issues



Software Upgrades

- Update framework and environments where necessary for AP news website and mobile apps
- Support and maintain external APIs

An abstract graphic on the right side of the slide. It features several overlapping chevron shapes pointing to the right. The chevrons are filled with a dark blue background and contain various digital and network-related motifs. These include glowing orange and yellow dots, white lines connecting nodes, and faint outlines of human figures. The overall effect is a sense of connectivity and technology.

BPO & Contact Center

Business Process Outsourcing (BPO)

Systems Limited employs a mix of highly proficient resources with a bespoke strategy to offer a one-stop Business Process Outsourcing (BPO) solution. Systems Limited has been a technical partner to numerous international businesses, government organizations, and industry leaders. Many of these clients trust our BPO services enough to have continued with us more than a decade. We have helped dozens of our clients grow and transform their businesses using our BPO solutions. Here's why:

- **20+ years** of experience serving domestic and international clientele
- Systems Limited's BPO services have been instrumental in the success of multiple large-scale organizations through an attempt to digitally enable them to augment the pace of their operational competencies
- Best-in-class methodologies replicate successes and scale operations
- Processes based on Six Sigma best practices
- PMP, COPC, and Six Sigma certified management
- Over **1,500** trained BPO professionals with diverse skill sets
- Quick ramp-up while maintaining consistently high-quality results
- PCI-compliant contact centers
- Multiple proprietary technologies accelerate service delivery
- Centers of Excellence in multiple regions ensure business continuity

Banking & Finance

Systems Limited's BPO services have been instrumental in the success of multiple large-scale organizations through an attempt to digitally enable them to augment the pace of their operational competencies. What distinguishes us is our best-in-class BPO offerings. Our services catalog provides a 360 coverage to all your business needs with top-notch quality.



Core Services

- Image scanning and processing
- Data entry
- Catalog population
- Chart reading and review



Mortgage & Title

Data

- Title search
- Commitment typing
- Policy typing
- Post-closing
- Recording

Voice

- Tax
- Payoffs
- Recording follow-up
- Loan review



Contact Center

Data

- Email support
- Chat support
- Safetech review
- Social media management

Voice

- Inbound & outbound sales
- Order taking
- Customer support
- Store helpline
- Product information
- Voice management



Banking

Chat & Email Support

Super-Agent Services

Bilingual Call Center

Services

Inbound and Outbound Call Center Services

- Up-selling and cross selling
- Product info requests
- Toll free cs services
- Customer acquisition and tele-sales

- Virtual receptionist
- Market intelligence
- Customer satisfaction survey
- Direct mail follow-up
- Payment and billing support
- Customer complaint handling and management
- Application processing services

Digital Marketing

Followed by other BPO services, we lay down a meticulous plan for our clients to voice their presence on digital media platforms and reach their intended prospects through a witty and engaging content.



Paid Marketing

Using extensive research and precision techniques, we optimize your paid marketing spends to generate a measurable improvement in ROI.

- PPC marketing (Google, Bing, Yahoo)
- Facebook/Instagram
- Content marketing
- Email marketing
- Lead generation
- Twitter advertising
- Video advertising
- Reputation management



Site Optimization

Our SEO gurus tailor and implement bespoke strategies to improve your site's domain authority and visibility while increasing your organic traffic and SERP ranking.

- Technical site audit
- Sales funnel optimization
- Conversion tracking



Social Media Campaign Moderation

We Optimize your social media ad copies to improve click-through rates with our tailored campaigns to meet your business goals.

- Facebook
- Twitter
- Instagram
- Webchat



Thank you
