

PART OF THE RALLY GROUP



RALLIX GLOBAL SERVICES

Redefining Business Process Outsourcing with AI

AI-Powered. Human-Driven. Outcome-Focused.



CUSTOMER EXPERIENCE



REAL-TIME INSIGHTS



AI-POWERED ANALYTICS



PERFORMANCE OVERVIEW



AI-Enabled BPO



Customer Experience



Back-Office Solutions



Digital Transformation



Delivery Presence: Noida & Mumbai

Built for the Next Era of Customer Experience



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AI-enabled BPO partner combining intelligent technology, experienced leadership and disciplined execution to create scalable, secure and measurable **customer experiences.**



OUR MISSION



OUR VISION



WHAT WE STAND FOR



WHO WE ARE



2 DELIVERY HUBS

Noida & Mumbai



AI-FIRST OPERATIONS



MULTI-VERTICAL
EXPERTISE



SCALABLE
DELIVERY

Our Offerings

End-to-End Solutions for a Smarter, Stronger Tomorrow

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Contact Center – Voice

- Inbound**
 - Query / Request Handling
 - Dealer / Partner Helpdesk
 - Complaints Management
 - Sales Queries
 - Leads Nurturing
- Outbound**
 - Lead Generation
 - Tele Sales
 - Welcome Calling
 - Upsell / Cross Sell
 - Relationship Management
 - Soft Collections
 - VOC / Loyalty / Retention



Contact Center – Non Voice

- Email**


AI | BPO | TECHNOLOGY | GLOBAL IMPACT
- Social Media**
 - Online Reputation Management
 - WhatsApp Customer Service
 - Digital Marketing

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Feet on Street / Last Mile Delivery

- Channel Development
- Order Booking & Fulfilment
- Field Collections
- Field Referrals
- Last Mile Delivery



HRO

- Hiring & On-boarding
- Payroll Management
- HR Helpdesk



IT/ Digital/ Other Transformation Services

- Knowledge Management**
 - Designing and implementing knowledge storage access and maintenance
- Application Development**
 - Bespoke or custom software development, deployment and maintenance
 - Application consulting
- Infrastructure Management**
 - Design – Process --- Install --- Handover
- RPA with AI/ML**
- Process Consulting**

Industries Served



BFSI



TELECOM



E-COMMERCE



REAL ESTATE



HEALTHCARE



IT/ TECH



MEDIA & ENT



AUTOMOBILE



EDUCATION



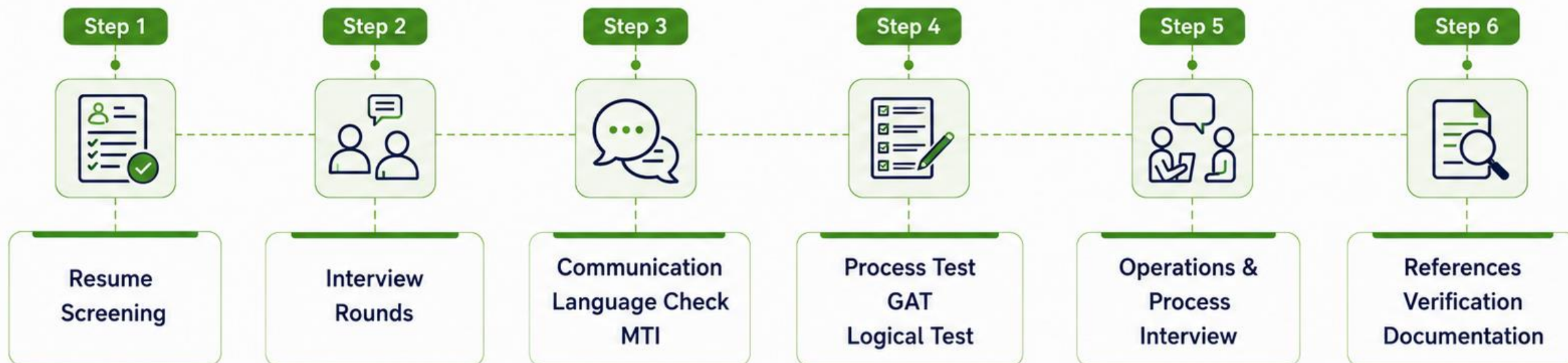
HOSPITALITY



GOVERNMENT

Hiring Plan

6- Stage Recruitment Strategy



Manpower Sourcing



TALENT ACQUISITION & SKILL INTELLIGENCE

Process-Specific Hiring. Transparent Assessment. Right-Fit Talent.

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STRUCTURED 6-STEP RECRUITMENT JOURNEY



IN-HOUSE PROCESS-SPECIFIC ASSESSMENT ENGINE



 Built in-house by Rallix for process-specific hiring and accurate skill validation.

BUSINESS PARTNER DASHBOARD

ASSESSMENT MODULE	SCORE	STATUS	SKILL FIT
Versant Assessment		PASS	★★★★★
Psychometric Test		PASS	★★★★★
Aptitude Test		PASS	★★★★★
Typing Test		PASS	★★★★★
Voice & Accent Test		PASS	★★★★★



RECOMMENDATION

High process fit. Recommended for final selection.



BUSINESS PARTNERS CAN

view every assessment result, enabling transparent decisions and ensuring the right skill set is hired for each project.



FASTER SCREENING

Automated assessments accelerate shortlisting and reduce time-to-hire.



OBJECTIVE ASSESSMENT

Standardized, process-specific evaluations ensure accuracy and consistency.



PARTNER TRANSPARENCY

Real-time visibility into every result drives trust and confident decisions.



RIGHT-FIT DEPLOYMENT

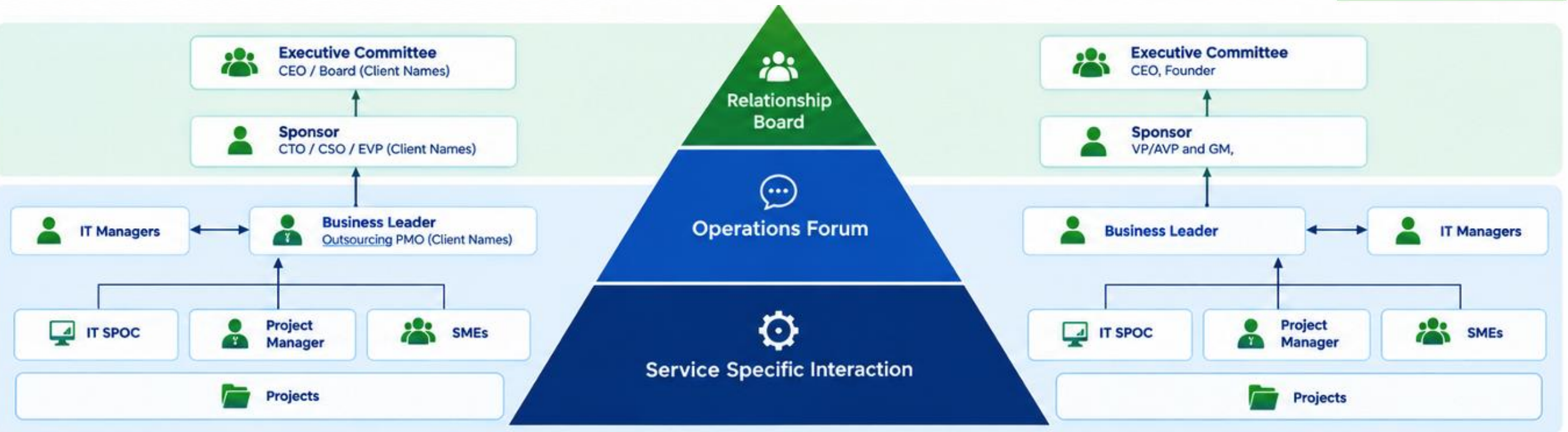
Hire the right talent for the right process, driving productivity and performance.



QUALITY OUTCOMES

Better talent. Better performance.
Better business results.

Governance Structure



**Key Governance Principles**

- At the onset of the project, Rallix will implement a robust Governance framework for the Client engagement. We will also implement a Governance team that will review the health and status of the relationship and the engagement's success on an ongoing basis.
- The governance team shall comprise of Rallix senior management and will also involve senior project stakeholders from Client End. The final governance structure will be developed during the transition phase and will be used to manage the Rallix-Client relationship.

**Rallix Global Services**

Rallix Global Services emphasizes the principle of partnership in every relationship we nurture. We have therefore developed a detailed model that addresses all levels of the stakeholders and service providers namely:

- The Relationship Board comprising the Sponsors and decision makers
- The operations forum comprising the Business Heads and
- Individuals at the project level

Committee	Rallix Global Services	XXXXXXX	Scope
 Governance Board	CEO, EVP- Sales, Solution & Transition, Chief Operating Officer (COO), Account Manager	COO, Sourcing Director	Relationship Health check Strategic Planning
 Steering Committee	COO, CTO, VP- Sales, Solution & Transition Account Manager Service Delivery Leader	BPO Mgr Operations Owner	Service Levels Review Issue Management Pricing Billing
 Project/ Operations Committee	Project Manager Service Delivery Leader Operations Manager Technology Leader	Project Manager Operations Manager Technical Leader	Project Tracking Metrics and Quality Volumes and Service Levels

REVIEW & PERFORMANCE MECHANISM

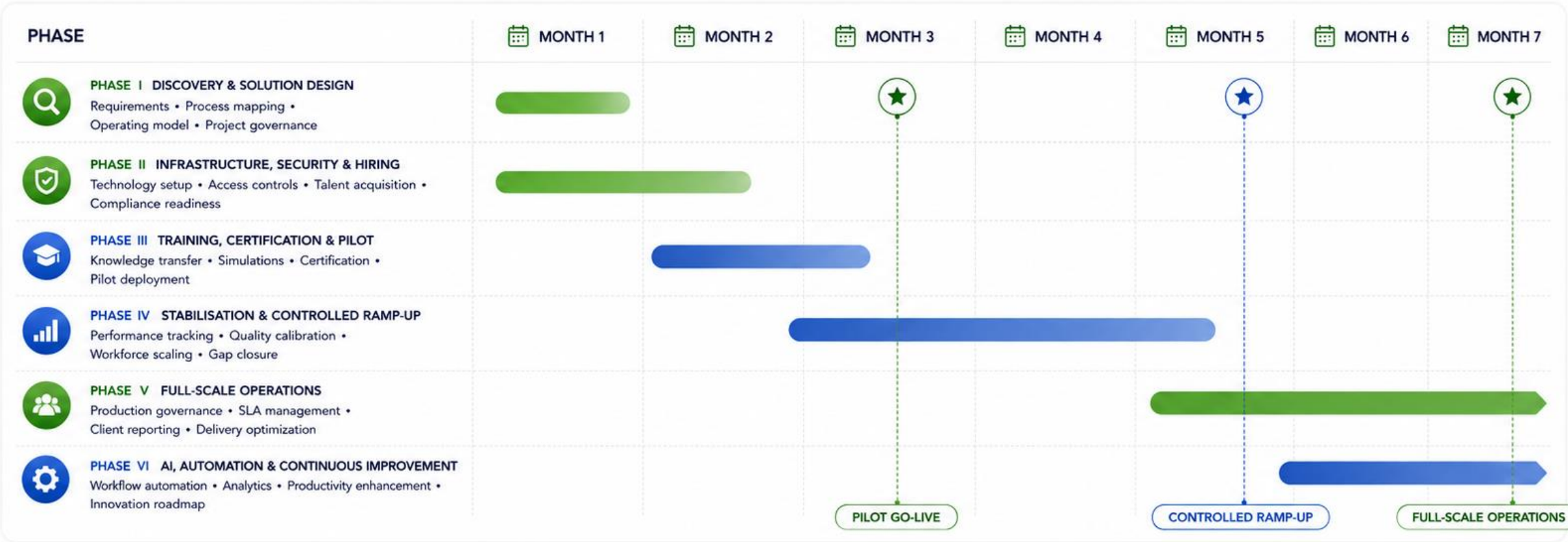
Disciplined Reviews. Faster Decisions. Continuous Improvement.

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TYPICAL PROJECT EXECUTION PLAN

Plan with Precision. Launch with Confidence. Scale with Control.





SEAMLESS TRANSITION

Smooth handover with minimal disruption.



SECURE DELIVERY

Built on security, compliance and data integrity.



CONTROLLED SCALE

Measured ramp-up ensuring quality and stability.



CONTINUOUS VALUE CREATION

Driving efficiency, innovation and long-term impact.

BFSI & FINANCIAL OPERATIONS EXCELLENCE

Secure. Compliant. Customer-Centric.

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FINANCIAL SERVICES CAPABILITIES



Customer Acquisition
Leads & Onboarding



Loan Operations
Collections & Verifications



Insurance Servicing
Policy & Claims Support



KYC Support
Document Validation



Collections Management
Reminders & Follow-ups



Customer Service
Queries & Issue Resolution

SECURE DELIVERY ECOSYSTEM



DATA SECURITY
Enterprise-grade protection



PROCESS CONTROLS
Quality & compliance



BUSINESS CONTINUITY
Reliable & resilient



SCALABLE OPERATIONS
Ready for future growth



Faster Resolution



Better Customer Experience

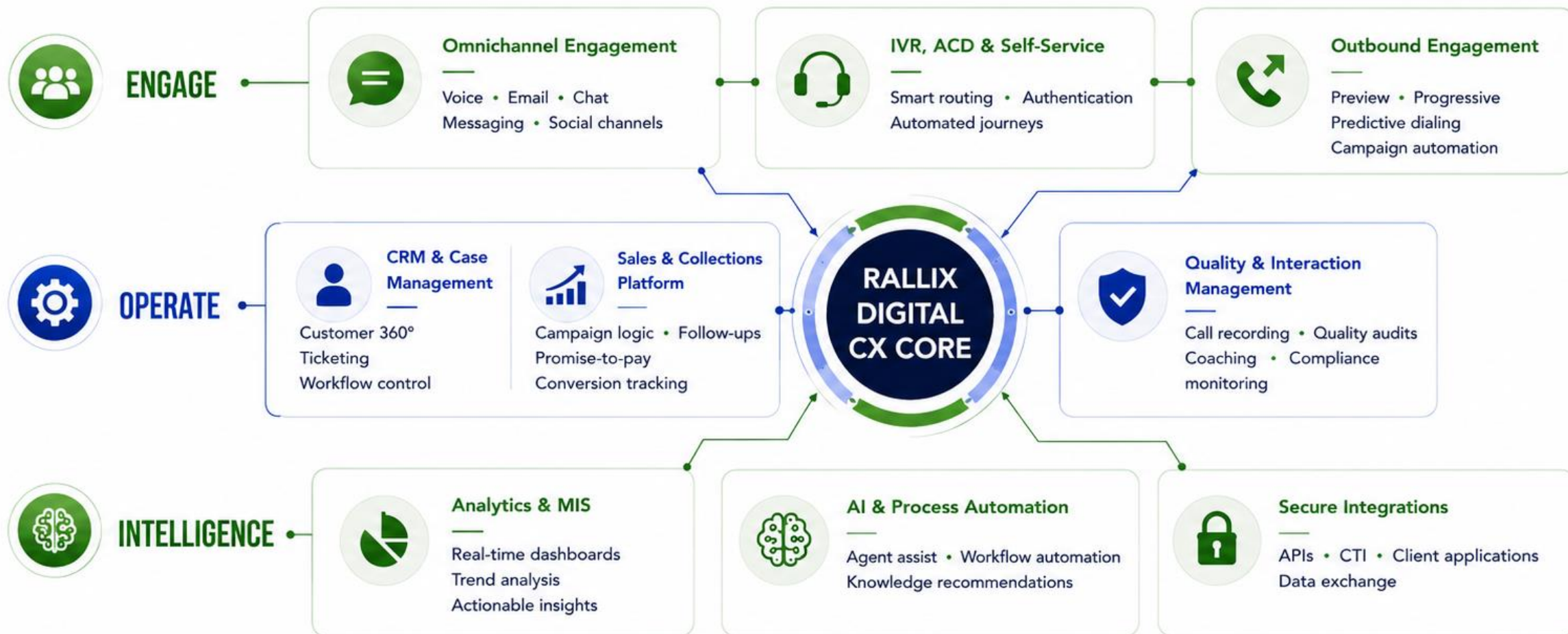


Regulatory Compliant



Cost Efficient

TECHNOLOGY & AI CAPABILITIES



AI AGENTIC ORCHESTRATION

SYNQIT

Orchestrate. Supervise. Scale.

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MULTI-AGENT STUDIO

Coordinate specialized AI agents



VOICE BOTS & CHATBOTS

Human-like conversations across voice & digital



AUTONOMOUS WORKFLOWS

End-to-end task automation across modules



TENANT INTELLIGENCE

Pre-trained models and contextual business rules



EVALUATION & GUARDRAILS

Built-in safety, testing and human oversight



FULL OBSERVABILITY

Visibility, analytics and performance tracking



VOICE



CRM



CASE



WHATSAPP



HUMAN AGENT

Security by design. Resilience by default.

Layered controls protect people, data, infrastructure and client operations.

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PROTECT People Data Operations

A disciplined control environment built around prevention, detection and rapid recovery.

CLIENT TRUST



01
PREVENT

Governance, people and controlled access

- Policy & accountability
- Screening & awareness
- Role-based access
- Physical perimeter controls



02
PROTECT

Hardened endpoints, networks and data flows

- Secure desktops
- Network segmentation
- Encryption & authentication
- Backup & recovery controls



03
PROVE & RECOVER

Continuous assurance and operational resilience

- Monitoring & audit
- Vulnerability management
- Incident response
- BCP & disaster recovery drills



STRONGER POSTURE

Reduced risk and improved security outcomes.



COMPLIANCE-READY

Aligned with industry standards and regulations.



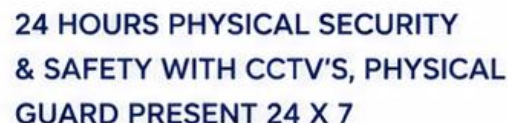
PROTECTED OPERATIONS

Secure, reliable and uninterrupted delivery.



BUSINESS CONTINUITY

Resilient by design. Prepared for any disruption.

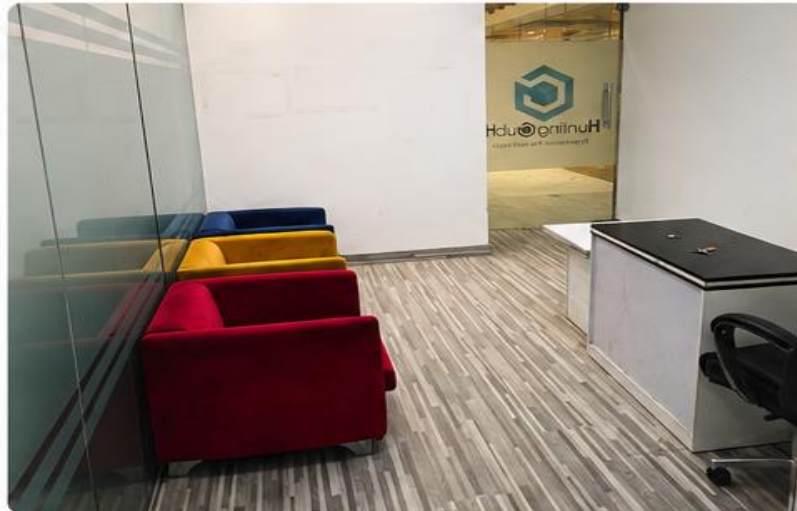


OFFICE NOIDA

Modern Workspace. Better Environment. Stronger Performance.



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Thank You

We appreciate your time. We are ready to answer
any questions you may have.



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