



gear inc.



OUR STORY

Gear Inc was established in 2007 to meet a global demand for high quality and dependable outsourced IT service providers. Today, we provide tailor-fit BPO solutions which seamlessly align with your needs to form a highly-tuned engine of growth that helps you achieve your goals.

Across multiple industries and timezones, our dedicated workforce of over 6,000 people are the backbone of how we deliver world-class customer service for the world's leading brands. We continue to invest significantly in our tech, our people and our business to best serve you – whenever and wherever you need.

OUR GLOBAL COVERAGE



EMEA

Italy
Turkey
Poland
Czech Republic
Spain
Morocco
SOUTH ASIA
India

AMERICAS

Canada
USA
Brazil
Peru
Uruguay
EAST ASIA
Japan
South Korea

SOUTH

EAST ASIA
Vietnam
Thailand
Indonesia
Laos
Philippines
Singapore
Malaysia

INDUSTRIES WE SERVE

We offer our BPO solutions with expertise across a large selection of industries to enable you to shift gears and drive growth.



SOCIAL MEDIA



GAMING



E- COMMERCE & RETAIL



LOGISTICS



TRAVEL & HOSPITALITY



HEALTHCARE



FINANCIAL SERVICES



IT



TELECOMMUNICATIONS



AUTOMOTIVE



AGRICULTURE

OUR CONTACT CENTER SOLUTIONS

CUSTOMER SUPPORT

Improve operational efficiency and deliver a positive customer experience with our diverse, best-in-class customer service support solutions that are aligned to your business needs. Our frontline CX teams skillfully combine process and technical know-how and the ability to connect and engage at the human-level to deliver exceptional customer experience and build brand loyalty across different support channels.

Voice

Give your customers access to immediate resolution of their concerns through phone interactions that build customer trust and satisfaction

Live Chat

Create real-time digital engagement and deliver a better brand experience by responding to your customers' queries faster through the web

Email Support

Provide your customers with a convenient channel to seek assistance and receive feedback at their fingertips

In-App Ticket Support

Build faster communication and deliver a seamless and efficient support experience for your customers

Social Media

Protect and strengthen your brand's digital presence with proactive monitoring and professional management of social media interactions with your customers

TECHNICAL SUPPORT

Our seasoned professionals ensure your customers' technical issues are resolved with the highest level of expertise and knowledge of your products and services, backed by expert skills in issue detection and resolution. Tech advanced but with a human touch, resulting in exceptional customer experience.

CASE MANAGEMENT

Take your customer experience to another level with our robust case management capabilities that can address more complex issues. We take ownership of the problems and apply a collaborative strategy across resources and channels to help your customers. This minimizes the customers' efforts to reach out for their needs, resulting in satisfied clients and brand advocates.

ALWAYS REVVED UP AND RACE READY, WE DO WHATEVER IT TAKES TO SUPPORT YOU:

NAVIGATE AN EVER-CHANGING BUSINESS ENVIRONMENT

- Our solutions have positively impacted more than 70 clients. We excel in managing small to big logos without compromising operational efficiency, quality and customer satisfaction at a more competitive price.
- We have 10 Service Delivery centers that can easily cater to multi-geographic requirements, supporting 75+ languages and dialects spoken. We are expanding to grow our market reach and vertical solutions.
- We have more than 3,000 experts across operational consulting, analytics and digital products, eager to support you in taking care of your customers using the latest technology and strategies.

DELIVER SUPERIOR CUSTOMER SERVICE WITH AUTHENTICITY

- Our customer-centric culture ensures world-class customer experience and satisfaction.
- Provide personalized experience and solutions aligned to your customers' needs and profile.
- We have a highly-skilled workforce trained in active listening, empathy, problem-solving strategies and customer relationship management.

OPTIMIZE AND SIMPLIFY CUSTOMER TOUCHPOINTS

- Access innovative solutions and resources to empower CX journey transformation and business growth.
- Apply advanced data analytics capabilities for a wide range of applications for a simplified and seamless customer experience.

OTHER SOLUTIONS WE OFFER

CONTENT MODERATION (TRUST AND SAFETY)

Our global content moderation teams are context champions. Through mastery of platform policies and community guidelines, we navigate complexities in virtually all types of content to accurately flag inappropriate and sensitive content and keep online spaces safe for users and brands.

- *Video, Audio, & Image*
- *Live Stream*
- *Text-based content*
- *Ads Review*

AI DATA OPERATIONS

Our team of labelers, annotators, and processors handle all types of data across different languages to deliver enhancements to AI Models and Machine Learning systems. With precision and accuracy, we harness our teams' cultural and market knowledge to achieve product development milestones.

- *Data Labeling*
- *Data Annotation*
- *Data Entry and Processing*

GAME MANAGEMENT SERVICES

From launch to growth of game titles, our comprehensive game management services include Game Testing, In-Game Moderation, and Gamer Support.

THE VALUE WE BRING TO CLIENTS

Global management

with proven domain expertise and track record in bringing impactful outcomes through Lean Six Sigma practices.

Holistic well-being programs

created with both preventative and protective wellness frameworks anchored on our DEI philosophy to provide our teams with mental health support and promote overall well-being in the workplace.

Training solutions

that integrate traditional, digital, and experiential learning strategies including gamification, simulations, and self- and micro-learning to support frontline competency goals.

End-to-end quality framework

tailor-fitted to capture business drivers. We employ industry-best quality assurance practices to build people and process insights that drive measurable improvement.

Digital-led innovative solutions

to enhance processes, optimize ways of working, and enable scalable CX journey transformation and business growth.

Advanced data analytics

capabilities for a wide range of applications, from making sense of interaction and feedback via text, speech, and sentiment analytics, and fine-tune operations through predictive analytics.

Compliance, privacy and security

We adhere to industry best practices and strict internal policies to ensure information security and client confidentiality. We maintain rigorous internal controls, openly communicate our commitment to industry standards and ethical practices, and conduct regular internal audits to ensure continuous improvement.



**FULL THROTTLE BPO
WHENEVER, WHEREVER**

Get your business into
the fast lane

LET'S TALK

Ready to shift gears and drive growth for your business? Book a free consultation with our dedicated sales team to find out how we can help you.

Email: **info@gearinc.com**

Website: **www.gearinc.com**

Follow us on social media for the latest updates and insights:



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