



gear inc.



**SHIFT GEARS.  
DRIVE GROWTH.**

# 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  
Germany  
Spain  
Morocco

### SOUTH ASIA

India

### AMERICAS

Canada  
USA  
Brazil  
Colombia  
Peru  
Uruguay

### EAST ASIA

China  
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 BPO SOLUTIONS

## CONTACT CENTER

Enhance efficiency and provide a positive customer experience with our top-tier support solutions tailored to your business. Our CX teams expertly blend technical skills with human connection to deliver exceptional service and build brand loyalty across various channels.



### CUSTOMER CARE



### 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 customer's queries faster through the web.



### CLIENT ACQUISITION

Drive growth, fuel innovation, and create strategic shifts for your company across all channels.



### VIRTUAL ASSISTANTS

Provide round-the-clock support, ensuring customers can get help anytime and offer personalized interactions.



### SOCIAL MEDIA

Protect and strengthen your brand's digital presence with proactive monitoring and professional social media interaction with your customers.

## CUTTING EDGE TECHNOLOGY

Propel your business to new heights with Gear Inc's cutting edge technology and offer a robust social media integration capability, allowing customers to seamlessly interact with customers on platforms like WhatsApp, Facebook Posts and Messenger, Telegram, and X.

## CX ANALYTICS

Empower your organization with advanced real-time analytics and visual dashboards, offering deep insights into your customer's experience. Analytics provide contact center operators with the technical prowess to gain actionable insights, optimize operations, and enhance customer satisfaction. Offer a number of historical reports that can be generated by AI and viewed directly or scheduled for automatic periodic delivery by email.

# 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 in the past 17 years**. We excel in managing small to big logos without compromising operational efficiency, quality and customer satisfaction at a more competitive price.
- We have **12 Service Delivery centers** that can easily cater to multi-geographic requirements, **supporting 75+markets, languages and dialects combined**. We are expanding to grow our market reach and vertical solutions.
- We have **more than 4,000 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 & 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 MODERATION

From launch to growth of game titles, our trusted Game Moderation team is the best in the business, ensuring players enjoy your games in an inclusive and safe environment. We ensure your platform remains safe with user identity verification, community management, policy enforcement and other safeguards.

- **Game Moderation**
- **Community Management**



**SHIFT GEARS.  
DRIVE GROWTH.**

**GET YOUR BUSINESS  
INTO THE FAST LANE**

# 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 & 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.

# 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.



[info@gearinc.com](mailto:info@gearinc.com)



[gearinc.com](http://gearinc.com)

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



[facebook.com/gearincglobal](https://facebook.com/gearincglobal)



[instagram.com/gearincglobal](https://instagram.com/gearincglobal)



[linkedin.com/company/gearincglobal](https://linkedin.com/company/gearincglobal)