



About

Services

Why Gear Inc?

Contact Us

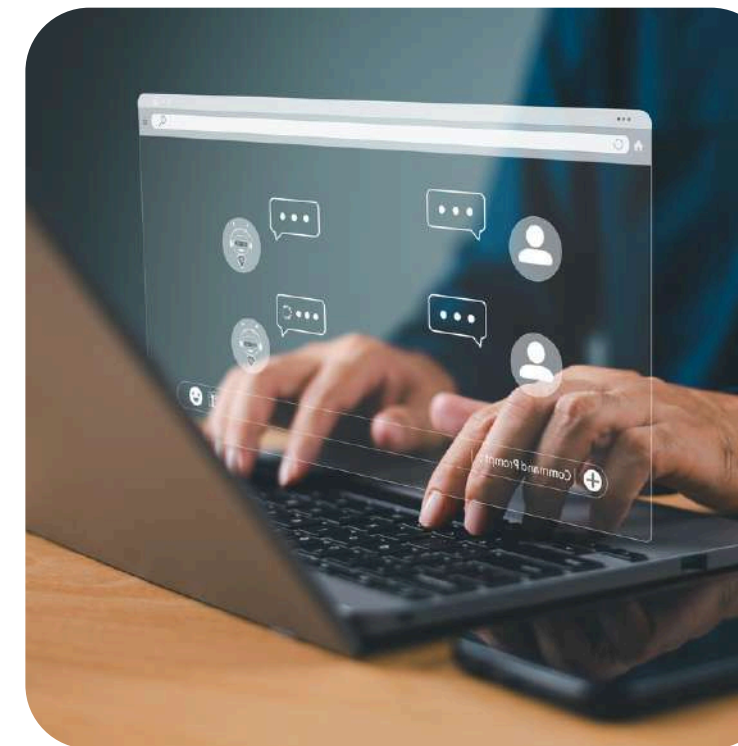
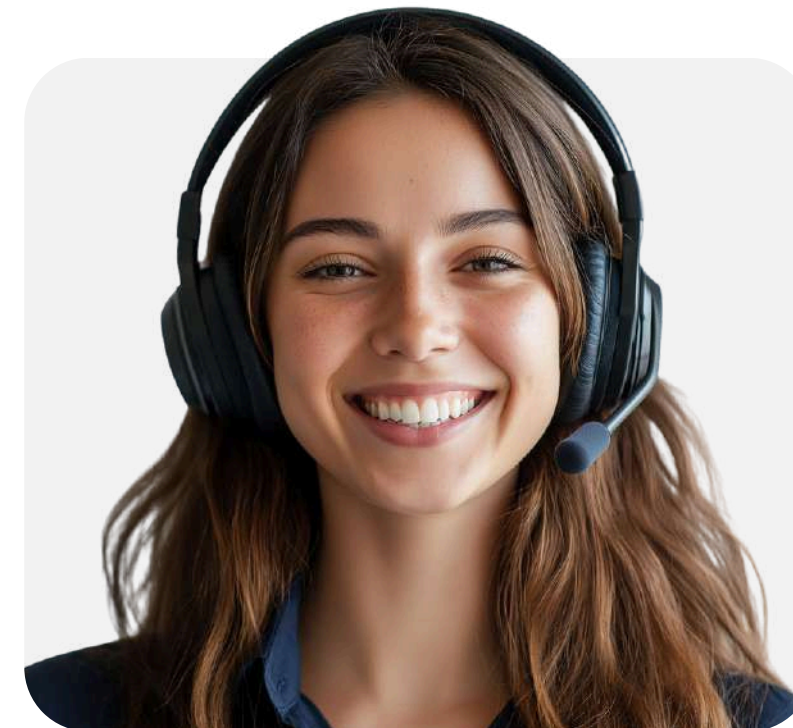
Business Process Outsourcing Solutions

Delivering flexible, scalable, & trusted excellence

Partner with Gear Inc to elevate business efficiency, enhance ability to scale, and increase overall profitability to achieve operational goals.

➔ Let's Start Our Journey

gearinc.com



Our Story

Since 2007, Gear Inc has become a global provider of trusted, dependable business process outsourcing solutions that meet the evolving needs of modern organizations. We focus on serving clients across North America, EMEA, and APAC. Our expertise includes:

- Contact Center Solutions
- Content Moderation
- Data Management Services
- Financial Services
- Game Management
- Additional Custom Services

We integrate seamlessly to deliver flexible, scalable, and agile solutions that are future-ready and tailored to your needs.



Our Global Coverage

We are present in **24 countries** around the world.



North America

Canada
USA

South America

Brazil
Columbia
Peru
Uruguay

EMEA

Czech Republic
Germany
Italy
Morocco
Poland
Spain
Turkey

South East Asia

Indonesia
Laos
Malaysia
Philippines
Singapore
Thailand
Vietnam

East Asia

China
Japan
South Korea
South Asia
India

Services

 The Gear Inc advantage - **flexible, scalable, trusted**

Contact Center Services

Customer Support

Boost efficiency and elevate customer experience with our tailored support solutions. Our expert CX teams combine technical expertise with a human touch to deliver seamless, multi-tiered service, strengthening brand loyalty across all communication channels.

Phone

Provide your customers with fast, reliable phone support that builds trust and ensures immediate issue resolution.

Live Chat

Engage customers in real-time and enhance their experience by providing fast, responsive support online.

Email

Provide fast, reliable assistance through email, ensuring clear communication and a seamless customer experience.

In-App Ticket Support

Quickly identify issues and route customer inquiries to the right team for fast, accurate resolution.

Social Media

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

Technical Support

Our experts quickly resolve technical issues with in-depth product knowledge and a personal touch, delivering seamless customer support through advanced technology and skilled problem-solving.

Case Management

Elevate your customer experience with our robust case management capabilities designed to address complex issues. We take ownership of problems and apply a collaborative strategy across resources and channels to minimize customer effort and turn clients into brand advocates.

Content Moderation

Moderation Support

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.

Visual Content

We expertly detect and flag inappropriate images, videos, and live stream feeds to ensure all user-generated content aligns with your standards and values.

Text Content

We streamline communication across platforms to safeguard your brand by removing risky or legally questionable content and provide insights into brand conversations.

Audio Content

We uphold freedom of speech while ensuring a safe and accountable online environment for your users.



Services

— The Gear Inc advantage - flexible, scalable, trusted

Financial Services

Accounting Support

Gear Inc has the technology, processes and security measures to effectively meet your Accounts Receivable and Accounts Payable objectives and help you improve your financial efficiency and profitability.



Skilled Resource

Our focus on productivity and efficiency ensures that your back office functions are handled professionally and with the right skilled resources.



Safe & Secure

We constantly assess risks, implement control measures and conduct due diligence to ensure your business is in the safest of hands.



Scalable

Our skilled, global workforce provides strategic handling of your business while adapting to your needs today, and scaling to meet future requirements.

Data Management Services

Data Entry

We emphasize precision and efficiency across different languages, maintaining stringent control over data collection, analysis, and validation.

ID Verification

Our verification process utilizes the latest technologies to provide a hassle-free experience for you and your customers.

Data Labeling

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.

Fraud Prevention

Whether it's automated systems for everyday checks or expert intervention for complex cases, we ensure the highest level of security and compliance.

Game Management

Game Moderation

Our trusted game masters are the best in the business, ensuring players enjoy your games in an inclusive and safe environment.

Game Testing

We deliver industry-leading quality assurance to enable successful launch of your titles, providing improvements according to your parameters.

Multiplayer Enrichment

We seed your games with real players that behave how you want, giving your launch a solid base, player structure, and audience progression to create adoption and retention.

Guideline Enforcement

We enforce your guidelines to allow players to enjoy themselves in your gaming environments whilst respecting others and playing by the rules.



Why Gear Inc

Gear Inc delivers custom business process outsourcing solutions that seamlessly integrate and evolve with our clients' unique needs.

By leveraging cutting-edge technology and expert talent, we ensure secure, results-driven solutions that empower businesses to achieve their goals by scaling quickly and efficiently.

Our Gear-ability

Here is what makes us different from other BPO service providers:

Flexibility

We have experienced teams in multiple locations around the globe to provide backup and ensure no disruption in service.

Scalability

We have reserve teams to handle volume shifts during special events and promotions.

Security

We understand that the privacy and protection of data is of the utmost importance, and we set procedures, standards and controls to keep you and your customers secure.

Core Values

These guiding principles shape every aspect of **how we operate**.



Our Vision

Gear Inc strives to be the global managed services outsourcing partner of choice by delivering exceptional results with a personal touch – driving sustainable business growth, professional development in people and building communities to make a positive impact on the world.

Contact Us

Discover how Gear Inc can provide the trusted, dependable business process outsourcing solutions that meet your evolving needs as a modern organization.

 gearinc.com

 sales@gearinc.com

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