

**Dave Bolick – sample proposal excerpt – Executive Summary**  
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India Outsourcing is pleased to participate in the partner-selection process for outsourcing Logan's Inbound Full Service Travel, IT Help Desk, and Back-Office Processing services. This proposal outlines India Outsourcing's capabilities and commitment to providing a comprehensive solution to your requirements.

### **Company Overview**

India Outsourcing is a leading COPC and ISO-9002 certified provider of customer support and business process outsourcing services to Global 500 companies. With 10 live programs for Global 1000 firms in the U.S. and U.K., more than 1.5 million live phone contacts per month, and an enviable 99.9 percent service uptime, India Outsourcing has a proven track record of success. The company's multi-channel outsourced solutions deliver higher quality of service at lower cost across focused practice groups for technical support, sales, customer service and business process outsourcing.

The goal of India Outsourcing is to be the leading India-based call center company from both performance and revenue perspectives. Our highly skilled and well-educated agents work in teams dedicated to individual customers' businesses, enabling us to focus on achieving superior performance. India Outsourcing maintains corporate headquarters in Sunnyvale, California, and operations in India.

### **Corporate Philosophy**

To achieve our objectives, we always put our clients first. We develop true partnerships with a core group of clients by:

1. Delivering superior ROI through increased performance and quality
2. Consistently striving to deliver more than our clients expect
3. Clearly demonstrating that we are as driven by our clients' success as we are by our own

We emphasize developing and engaging people. People and talent are the foundation of our company, and we spare no effort to ensure that we develop and engage the talent that we attract. Moreover, we foster a culture that adheres to our core values of integrity, teamwork, and respect.

### ***Why India Outsourcing?***

India Outsourcing is Logan's strongest choice because 1) we are committed to superior performance; 2) we have performed similar work successfully for Fortune 500 clients with needs very similar to yours; 3) we are open to structuring the alliance in a manner that best suits your needs; and 4) we actively manage risk to ensure maximum reliability.

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