



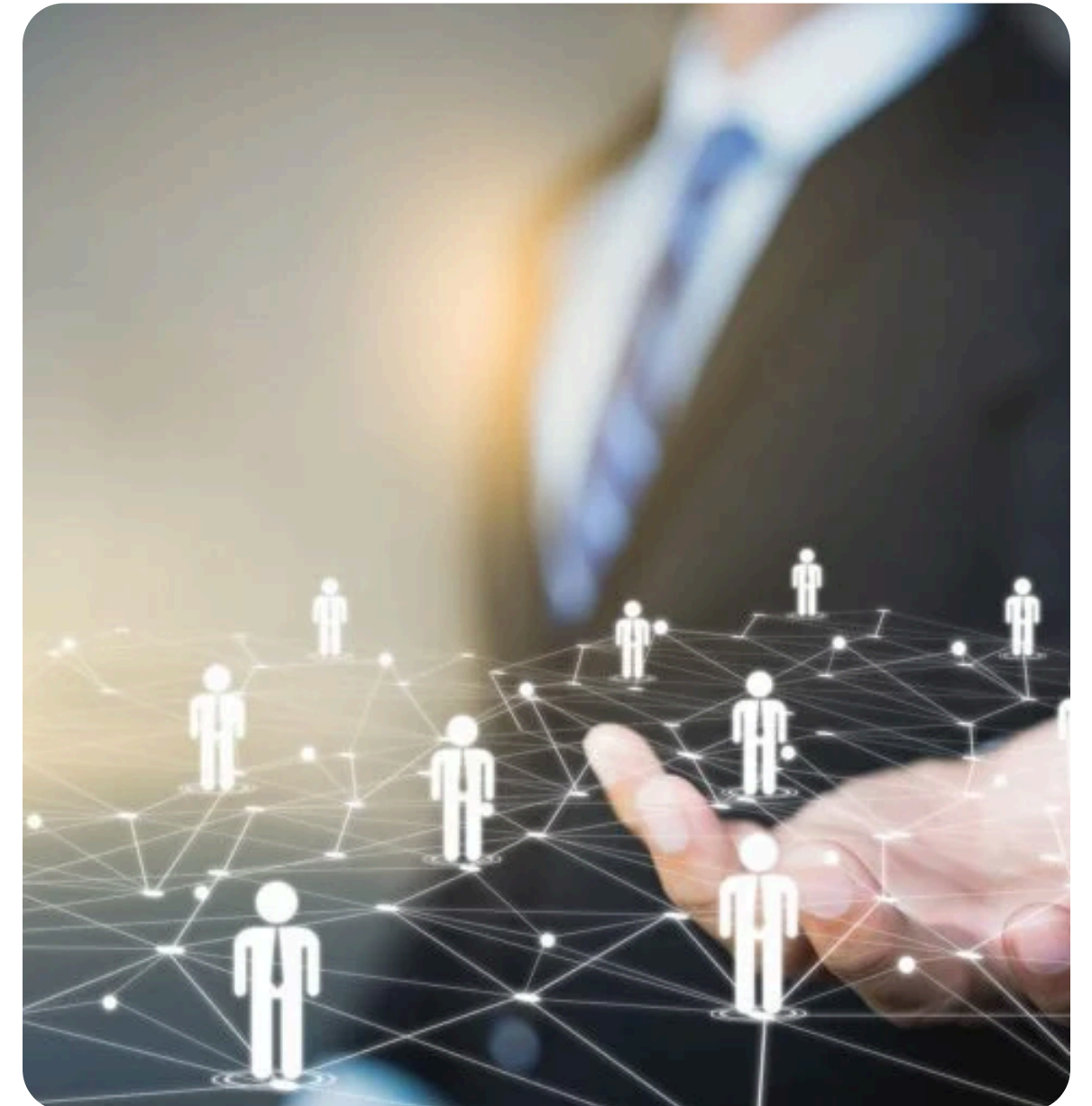
COMPANY BROCHURE



Welcome To Our Company

MARK Services is a business operations and outsourcing company dedicated to helping organizations simplify complex workflows, strengthen customer engagement and improve operational performance.

we deliver integrated operational capabilities embedded across the customer lifecycle — including customer acquisition and lead touch-base, onboard audit, collections, KPO, retention, reactivation, relationship continuity, and digital growth initiatives.



About The Company

Built on a foundation of **over two decades** of leadership, Mark Services exhibits its expertise in accordance to our client's objectives -

- Polygot customer support proficiency and omnichannel support solutions
- Extensive Geographic reach and PAN India Operational Reach
- Deep-rooted multi-regional service coverage
- Certified multi-discipline specialists and Qualified multi-field support experts
- Strategic maneuverability and operational agility
- Principled and protected operational frameworks



AT A GLANCE



19+

Years of
Market
Presence

35+

Industry-
specific
services

100+

Certified
professionals

20+

Languages
support
solutions





Company Vision and Philosophy



01

The central overlapping figure in our logo symbolises MARK Services as the bridge between businesses and their customers.

02

We believe that integration is the key to successful outsourcing and therefore, we are not just an adjacent support- we aim to become an extension of your business.



Our Services

NBFCs

- Account validation and document authentication
- Pre-disbursal risk-screening
- Application facilitation and journey initiation
- Renewal, recovery, retention top-up services
- Digital branding and NPS Support

Telecom

- Subscriber acquisition and SIM activation articulation
- Retail Partner coordination and Dealer onboarding
- Inbound and Outbound Support
- Service Request generation and One-Call-Resolution (OCR) targets
- Churn prevention, win-back and plan upgradation outreach

Steel Industry

- Dealer creation and distributor network management
- Retail network engagement and partner lifecycle orchestration
- Contractor and stakeholder relationship establishment
- Proposal follow-up and repeat business touchbase
- Sales focused market visibility



- Domain-driven operational expertise
- Intelligence-led and integrated execution models
- Customer lifecycle optimization focus
- Multi-industry adaptability
- Strategic and data-driven modus operandi
- End-to-end service visibility
- Scalable business solutions
- Compliance-adherent frameworks and process governance

Why Choose Our Company



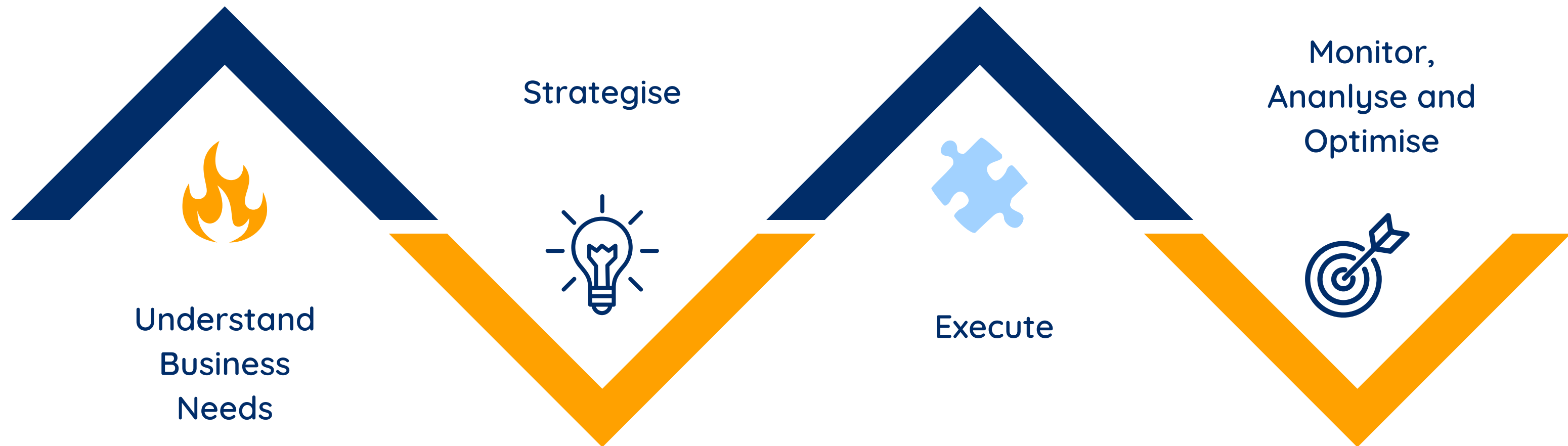
Customer-centric approach



Industry-specific expertise



Business Approach

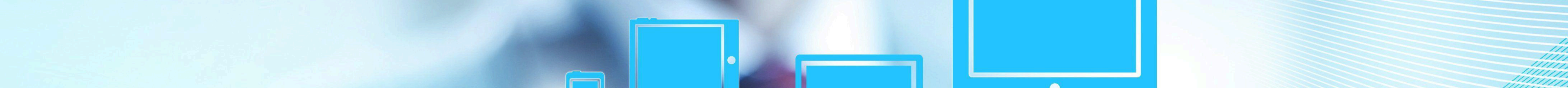




Let's Work Together

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THANK YOU



Decorative elements include a blue header bar with white icons of a smartphone, tablet, and monitor. The main body is a dark blue gradient with a white line graphic in the top left and three orange dots in the middle right. The footer features a light blue background with a blurred image of a person in a white lab coat, overlaid with white icons for a target, cloud, headset, printer, and wireless signal, along with dashed white lines.