
TalentBeat Inc.

Our Vision: TalentBeat Inc., becoming a preferred one-stop solution provider by 2008, for companies entering or seeking exceptional growth into the e-business world.

Headquartered in Boston, USA TalentBeat Software Pvt. Ltd. is a global IT consulting and Technology Service Company specializing in industry-specific solutions, strategic outsourcing and integration services for last nine years.

We serve across business decisive markets including US, Europe and Asia Pac, by constantly exploring and implementing innovative solutions that drive long-term value to our customers.

We ensure our Clients gain competitive advantage by leveraging our unique delivery model to achieve rapid deployment, world-class quality at reduced costs with a better vision on ROI.

Customer Support for Payment Industry

Client Context:

- The client is an ISO (Independent Sales Organization) who has merchants under him initiating transactions through their stores.
- The Critical issues faced by merchants have to be solved online, which could result in heavy fines as time extends.
- The ISO cannot support his merchants 24x7.

TalentBeat Services:

- TalentBeat Help Desk team understood the business process of the client (ISO) and the solution environment.
- Prepared answers and step wise clarification approaches for the merchants query.
- Irrespective of the Geographical location, the Help desk team assisted the merchants in resolving the payment and solution issues.
- The client used the frequent clarifications for his system's future enhancement.

Benefits:

- The client could envisage a better Merchant retention
- Merchant felt assisted at every point of time
- Reduced Fraud and maintained business balance