



GREENFORKS

Sales Service Solutions

Agenda

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About Greenforks

At GREENFORKS, we don't just offer telesales and customer service we become your growth partner.

With **6+ years** of **B2C expertise**, we specialize in telesales, lead generation, and complete customer engagement that delivers real results.

Headquartered in India and serving clients across the **UK** and **global markets**, we've helped brands boost revenue, build stronger customer relationships, and enhance their overall brand value.



Who We Are

We are a **Mumbai-based** outsourcing company offering multi-channel customer support, sales assistance, and back-office support.

For over **6 years**, we have been helping brands reduce operational costs and improve productivity through smart, flexible outsourcing.





Process & Sectors we support

We offer 360° business support solutions, including:

Customer Support & Engagement

- * Inbound and Outbound Customer Service (Voice, Email & Chat)
- * Technical Support / Helpdesk
- * Complaint Resolution & Query Handling
- * Customer Retention and Loyalty Programs

Sales & Revenue Growth

- * Cold Calling & Lead Generation
- * Cross-selling & Upselling Campaigns
- * Product & Service Sales (B2B & B2C)
- * Subscription Renewals & Membership Sales

Back-Office & Administrative Support

- * Data Entry & Data Processing
- * Document Management & Record Keeping
- * Order Processing & Billing Support
- * Virtual Assistance

Industries

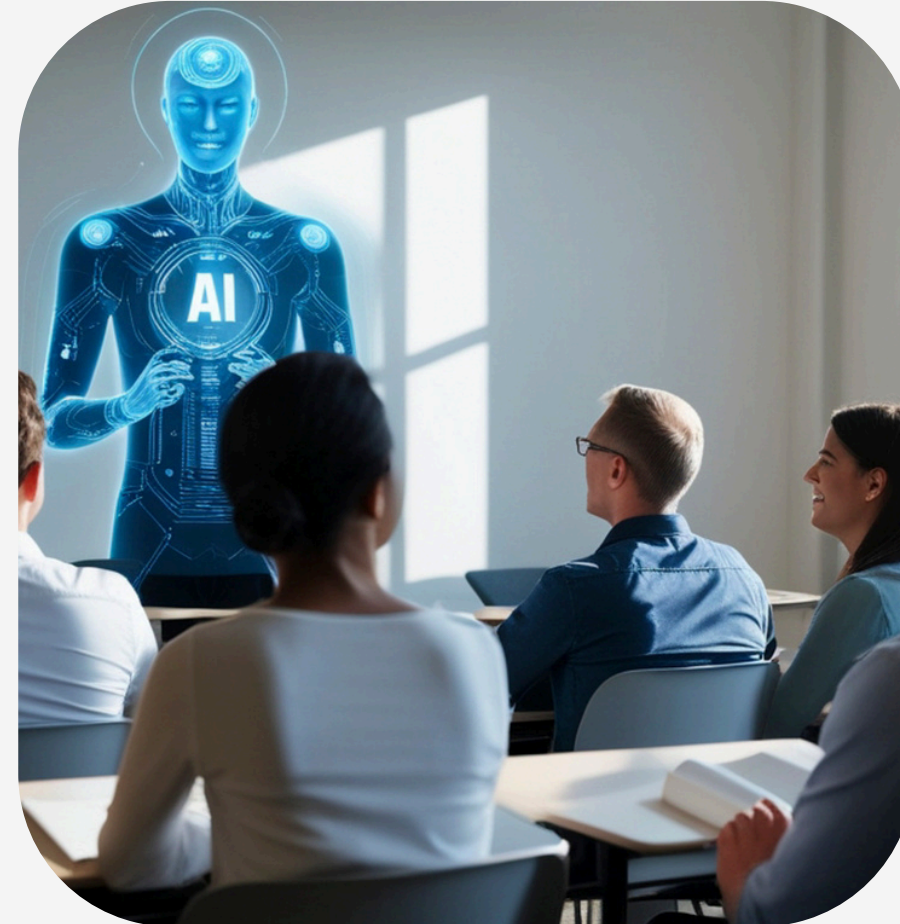
Specific Support

- Logistics & Transportation → Customer queries, delivery updates, tracking support
- E-commerce & Retail → Product inquiries, order management, return & refund handling
- Healthcare & Medical Devices → Appointment scheduling, sales of medical devices, patient follow-ups
- Insurance & Mortgage → Policy renewals, claims assistance, lead generation, loan/mortgage support



Industries Specific Support

- Banking & Finance → Collections, account servicing, payment reminders, fraud checks
- Travel & Hospitality → Reservation management, ticketing, travel support, guest experience services
- Education & Training → Student enrolment, course sales, placement support, online query resolution
- Real Estate → Lead generation for buyers/sellers, appointment setting, property info dissemination.



Our Information Security Management System (ISMS)



Multi-Layer
Firewall Protection



Secured Internal
IP Network



No External
Device Policy



Paperless
Operations



Role-Based
Access (RBAC)



Regular
Data Backups



Antivirus
& Endpoint Security



Dedicated Data
Server & Secured
Server Room



Encrypted
Communication



Regular
Data Backups



Activity
Monitoring &
Audit Trails



Screen
Monitoring
& Idle Timeout



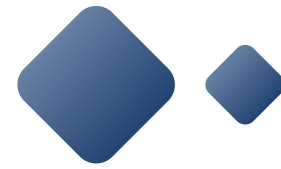
Employee Data
Confidentiality
Agreements



Restricted
Internet Usage

Our Core Strengths

A skilled team, efficient processes, and reliable service delivering consistent quality and measurable results for every client.



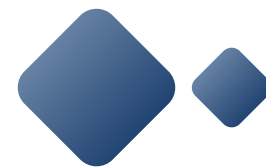
Proven Experience: 6+ years of success in telesales, customer service, and client acquisition across industries.



Skilled Workforce: A trained team with excellent communication, soft skills, and cross-cultural adaptability.



Process Excellence: Focused on efficiency, reduced wait times, and maintaining strong AHT (Average Handling Time).



Global Standards: Services aligned with international quality benchmarks for reliability and transparency.



Flexibility & Scalability: Ability to quickly scale teams based on client requirements.

Outsourcing Advantage



Cost Efficiency



Time Zone Advantage



24/7 Support



Faster Turnaround



Focus on Core Business



Skilled Talent Pool



Scalability on Demand



Reduced Training Costs



Compliance & Data Security



Customer Loyalty & Retention



Revenue Growth Focus



Transparency & Reporting

Why We Stand Out

- 1 Proven Experience:** A track record of delivering success for clients in health supplements, real estate, accounting, logistics, and more.
- 2 Global Outlook, Local Expertise:** We combine international standards with the agility of an Indian talent pool.
- 3 End-to-End Support:** From cold calling and lead generation to customer retention and complaint resolution we manage it all.
- 4 Trusted Growth Partner:** Our approach is built on transparency, performance, and long-term collaboration.

At GREENFORKS, we believe every customer interaction is an opportunity to sell, to solve, and to strengthen loyalty. Our dedicated teams ensure that businesses not only meet their targets but exceed expectations with every campaign.

Our Goal and Vision



Our Goal

To empower businesses worldwide with reliable, cost-efficient, and performance-driven outsourcing solutions that not only boost sales but also deliver exceptional customer experiences at every touchpoint.



Vision

To become a trusted global partner for outsourcing services by consistently delivering excellence, efficiency, and measurable business growth for our clients.

Our Global Partners



For Nutravita, one of the UK's leading supplement brands, Greenforks managed a complete lead generation and brand awareness campaign. Our team connected with potential customers, educated them about Nutravita's supplement range, answered queries, and directed interested buyers to their website. This helped increase brand visibility, trust, and qualified traffic for Nutravita.



Greenforks handled back-end operational support for Royal Mail by ensuring accurate and timely updates of delivery tracking on the internal portal. Our team made sure all package movements were recorded correctly, allowing customers to receive their items efficiently and on time. This support strengthened Royal Mail's delivery accuracy and improved customer satisfaction across the UK.



Greenforks manages the complete telesales and customer support cycle for Nutrawellbeing Ltd, a UK-based supplement company. We handle outbound sales, customer follow-ups, queries, returns, and doorstep delivery coordination—providing a full end-to-end business management solution.

Our Global Partners



Greenforks provides quick and accurate insurance verification for global partners. We ensure error-free checks, smooth processing, and full compliance. Our support helps businesses speed up operations and deliver a seamless customer experience.



For A&Z Realtors, a Mumbai-based real estate consultancy, Greenforks conducted targeted lead generation through structured cold calling. Our team promoted upcoming real estate projects, identified interested buyers, scheduled appointments, and helped accelerate their sales pipeline.



Greenforks supports Neutron Accountants by identifying potential clients who require accounting, tax, or bookkeeping services. We generate leads, set appointments, and help them expand their client base consistently.

Connect with us.



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Location

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