



PRESENTATION

Overflow managed from Croatia



Umag, Croatia

ARCUS NET (previously Fluctus Marketing, merged with Arcus Net Ltd in September 2015), was primarily created as a provider of call centre activities and management support for various customers.

Today the company offers services to customers in various business sectors ranging from energy suppliers (gas and electricity), renewable energy (B2B and B2C), sales of frozen food (B2C), telephony (B2B), the production and distribution of coffee (B2B and B2C), telecommunications (Internet, TV) and more.

SERVICES

We offer a wide range of individually tailored services to our partners, which are available to all companies, institutions and organizations, who require our expertise and knowledge.

Our services include a wide range of activities, such as customer care, customer satisfaction analysis, providing assistance (help desk), telemarketing, market monitoring, satisfaction surveys, archiving, data processing, claims collection services and more.

CALL CENTRE

The main activities carried out at our call centre are:

- ✓ inbound and outbound call management (customer care management)
- ✓ claims collection service
- ✓ telemarketing, telesales and advertising (supply and contracting, arranging meetings, introducing customers to products, loyalty programs)
- ✓ execution of projects and activities related to the promotion of various brands
- ✓ data analysing, processing and archiving
- ✓ multilingual service (English, Italian, Slovenian, Croatian, Serbian and German)
- ✓ back office (database management, customer data processing, CRM, managing administration processes and activities linked to customer services)
- ✓ research and analysis of customer satisfaction (results and statistics on various customer queries)
- ✓ Consulting relating to IT/IVR solutions (reporting)

OUTSOURCING

Outsourcing is a model of participation in which our Partners/Customers can choose between different types of services that a modern Call Centre offers while taking into account the individual requirements of each of our partners.

It is the modern approach to cost reduction, including human and technical resources, which is becoming an increasingly common practice in the business world.

In this way our partners can fully concentrate on their core activities, while our call centre services will enable the development and growth of the customer base and increase customer satisfaction with the services provided.

WHY CHOOSE OUR OUTSOURCING SERVICES?

- it doesn't require direct, upfront investment
- direct operational mode without start-up costs, unavoidable in the management of an own call centre
- durability and flexibility of the services provided
- operating costs savings
- possibility of increasing the range of services for individual projects using the required number of telephone operators
- simple planning, using both internal and external resources
- Partners can be fully devote to their core business

PHONE CALLS FROM CROATIA

Our services are orientated to customers who generally operate in the Italian territory. However, due to our team's multilingualism, we have the ability to connect with all countries within the Western Balkans and over.

Our services guarantee:

- ideal price-quality ratio
- competitive price of services on the market
- proximity to the Italian territory, resulting in rapid and direct action, if required
- high professionalism of our telephone operators
- bilingual area of life and business (daily use of Italian and Croatian language)
- ability to communicate in other languages (multiple languages - Croatian, Italian, Serbian, English, German);
- claim collecting service with high success ratio
- dynamic service, young and professionally trained employees with high standards of professionalism in the multicultural space
- Native Italian speakers, mother tongue knowledge both written and spoken (about 30% of the local population is of Italian nationality. The Italian and Croatian language are thought at school since a young age).

REFERENCES

2011 - Customer care service (B2C) and account revisions with existing customers (selling) or new account set up with new customers for an Italian energy company (supplier of gas/electricity)

2014 - Outbound/telesales services to a multinational consortium which deals with the sale and delivery of frozen food products on the Italian market (B2C)

2016 - Telesales services and acquisition of new customers on behalf of the same consortium for the Croatian market (B2C)

2016 - Telesales services for dietary supplements on the Croatian market on behalf of a Slovenian firm that represents the manufacturer (B2C)

2016 - Telesales services mainly for CRM purposes and signing customers up to the company's new loyalty program (B2C and B2B) for an Italian energy company (supplier of gas/electricity)

2011 - 2015 - Customer care services, debt collection services and account revisions for existing, and account set up for new customers, on behalf of an Italian Energy Company from the NE of Italy (supply of gas/electricity)

2011 - 2013 - Acquisition of new customers through setting up appointments for sales agents on behalf of two Italian companies operating in the field of renewable and alternative energy (B2B and B2C customers)

2012 - Acquisition of new customers through the setting up of appointments for sales agents (B2B) on behalf of an Italian IT company operating in the telecommunications sector

2012 - 2014 - Telesales services for two Croatian companies operating in the telecommunications sector

2013 - 2014 - Customer care services as "overflow" for a leading Italian company in the coffee production and sales sector

WHAT WE OFFER?

- ✓ **coverage of service:** Monday to Friday, 8:00 am to 8:00 pm (40 hours per week, shift work), Saturday by agreement;
- ✓ **working schedule:** can be tailored to the client's requirement. Secure services on Croatian holidays and on request also for Italian holidays;
- ✓ **our staff:** Italian spoken and written at a mother tongue level (Croatian as well). Team members with more than 5 years of professional experience in the field;
- ✓ **training:** if necessary and desired by the Partner. Training opportunities and training at our headquarters as well as the partners offices;
- ✓ **technical availability:**
Facilities: optical cable, workstations with PC, VoIP, server;
if necessary (as an additional cost) phones, control and monitoring system for inbound calls (as CC Supervisor) and contract with your local service provider for telecommunications or external service (as Cloudditalia);
- ✓ **reporting:** on a daily and/or monthly basis, upon request;
- ✓ **satisfaction surveys:** for the customers, upon request;
- ✓ **invoicing and payment:** within 15 days from the invoice date.

CONTACTS

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