

Call Center & Helpdesk Outsourcing

Call center and helpdesk services is one of the priorities in Baosight. The company has undertaken the service center of a renowned Fortune 500 company in the world. We have professional maintenance service team and SI team in the areas of manufacturing, finance, healthcare, government, intelligent transportation serving more than 100 long term clients. Moreover, Baosight has set up branches and subsidiaries in major cities in China, offering 5x8 or 7x24 customer service and onsite support.

Our IT service experts are certified with ITSM ITIL, PMI, PMP, CCIE, CCNP, CCSP, CCDP, CWLSS, CISSP, ACSE, ACSP, TCSE, TCSP, ITIL, Linux, Unix, Oracle, AIX, DB2, MCSE, MCSA, BEA etc.

Baosight took an early lead in supporting ITIL in China. Some typical IT service management practices are,

- Dec.2003, Baosight Call Center set up
- May 2004, ITIL/ITSM introduced to the Call center
- Jan.2005, Baosight certified with ISO17799
- Dec. 2005, Baosight Service Desk (jointly developed with CA) put into use
- Oct. 2007, Baosight certified with ISO20000