

GODIGITAL

ELEVATE YOUR BUSINESS



WWW.GODIGITAL.MU

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OVERVIEW

The principal aim of GoDigital is to take the businesses of our clients to the next level. Boost their online presence, increase their lead generation, improve their lead conversion, enhance their customer service and upgrade their IT services and security.

We will help you think about the operation, integrity, security and customer service of your business in a whole new way, bringing a fresh perspective to long-standing challenges and helping you envision and achieve a future with unlimited possibilities.

Sincerely,



Mehra Lokhun | DIRECTOR
GoDigital Ltd.





WHO WE ARE?

GoDigital is a full-service outsourcing agency based in Mauritius having professionals with in depth knowledge in different fields, including experienced call centre, telemarketing and telesales agents and managers, social media experts, IT and support specialists, back-end and front-end developers, mobile app developers, graphic designers, content writers, and SEO experts.

MISSION

To bring the business of our clients to the next level by delivering effective and measurable solutions.

VISION

To become the leading one-stop digital and outsourcing agency. Be on the forefront of innovation and set new industry standards by helping our client connect effortlessly with their online targeted audience and interact efficiently with their customers.



WHAT WE DO?

GoDigital is your one-stop digital partner. We specialise in **3 main areas of expertise:**

01 OUTSOURCING SERVICES

02 DIGITAL MARKETING

03 TECHNICAL SUPPORT

From building the online presence for your business (website+ social media+ blogs), taking care of all your customer management, HR, and support services, to maintaining the IT infrastructure of your business, we will take care of everything for you so that you can concentrate on your core services.



OUTSOURCING SERVICES

Mauritius is globally renowned for its call centre services. The location and IT infrastructure of the country, as well as the local workforce, offer many advantages over other territories.

The GMT offset of Mauritius is ideal and allows us to easily provide 24/7 services to customers worldwide. Most Mauritians are multilingual (English, French and Creole) and we also have a workforce who is fluent in languages such as Mandarin, Spanish, Italian, German, among others. Our labour price is also a major advantage.

The managers and agents of GoDigital have the experience and expertise to provide high-quality call centre services, whether voice or non-voice. We offer B2B and B2C services.



VOICE SERVICES:

- Inbound and outbound call services
- Telesurvey
- Telemarketing & Tele sales
- Appointment Taking
- Service Recovery / Debt Collection
- Compliance Operations
- Leads Generation & Optimization
- Quality Assurance
- Training & Retraining

NON-VOICE SERVICES:

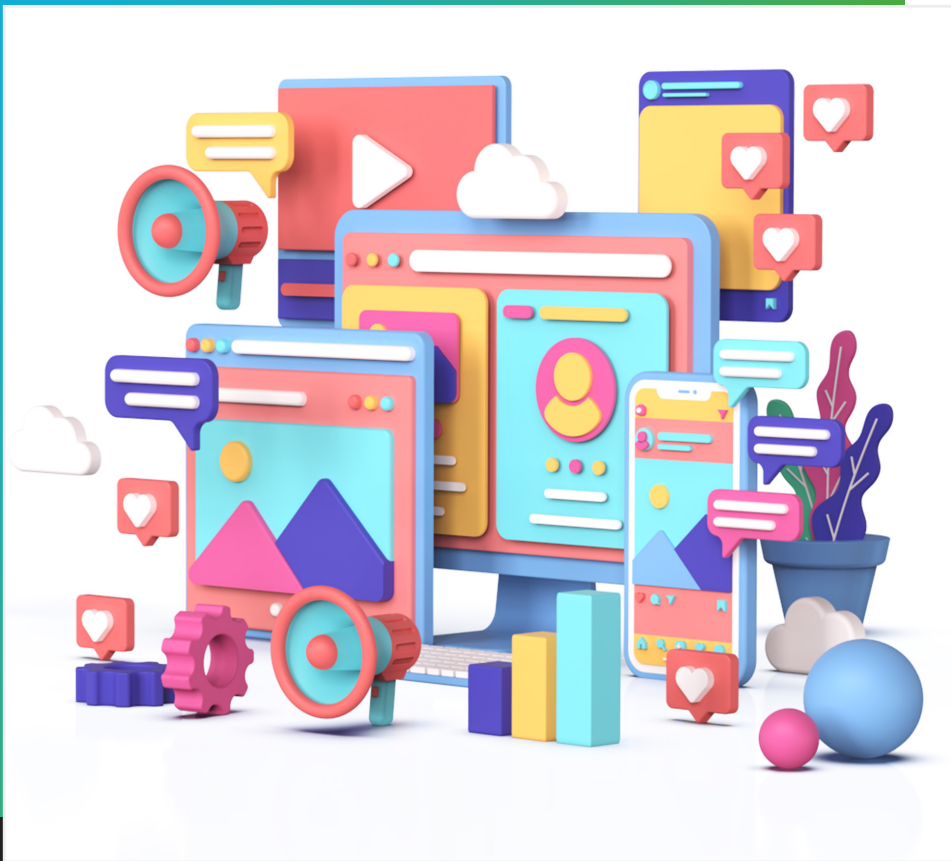
- Back Office Processing
- Data Entry
- Chat & Email support
- Administrative Consultancy
- Tech Support

DIGITAL MARKETING

As a full-service agency, GoDigital offer all the services related to digital marketing. If it can be done digitally, GoDigital has the expertise and resources to do it. We have different teams specialised in their own fields, working together to ensure that we always deliver a holistic service.

WHAT WE OFFER

- Social Media Marketing
- Website Creation
- Mobile App Development
- Graphic Design
- Email Marketing
- Content Marketing
- Search Engine Optimisation



IT AND TECHNICAL SUPPORT

GoDigital has the expertise and workforce to provide technical support services to ensure that your IT environment, including your websites, CRMs, mobile applications, social media platforms and other digital systems are always fully functional.

WHAT WE OFFER:

- Dell Support Level 1 (Troubleshooting | Computers | Servers)
- IBM Support - Server level 1
- Microsoft Support - Level 1 (Cloud | Licensed | Windows)
- Infrastructure Networking Level 1 & 2
- Security Management - Firewall (Sophos | Fortigate | Watchguard)
- Security Management (IT Audit Services | Penetration Testing)
- Cloud Computing
- VoIP Services



OUR PROCESS

We understand that different clients have their own set of distinct challenges they are trying to overcome. As a full-service agency, we have the expertise and resources to help you with any challenges. Our tried, tested, and proven process can handle projects of any types and sizes.

PROJECT RESEARCH/EVALUATION

We study the project to understand it fully, assess its feasibility, deadlines, deliverables and every single element.

PROJECT PLANNING

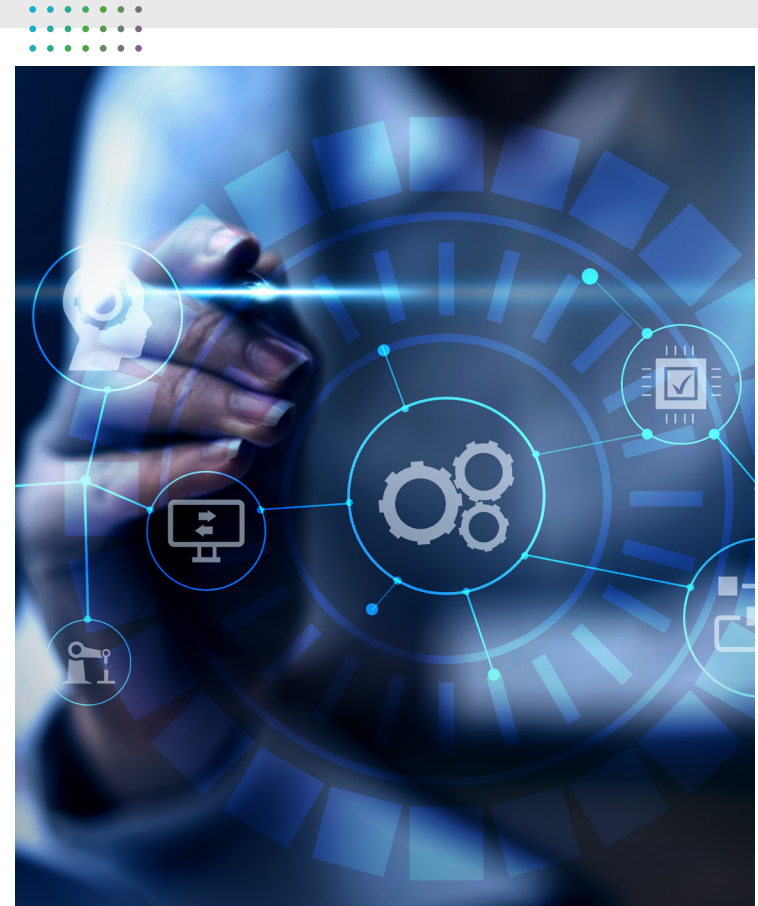
Our project managers plan the whole project, determine the timeline, and choose the right experts for the different task.

PROJECT EXECUTION

The different teams work together under the project manager's supervision to ensure that the project is successfully completed.

PROJECT TESTING

The final deliverables are tested thoroughly to ensure they are compliant with the project brief and achieve their goals.



WHY GODIGITAL?

The solutions we provide to our clients are not generic, plug and play services. We take the time to properly understand your business model, your customers' behaviour and the different challenges and requirements of your operations before designing strategies to address them.

Over the years, we have collaborated with local and international businesses from a wide range of industries; we know the landscape, and we understand your market

OUR CORE VALUES



Teamwork



Visionary



Punctuality



Flexibility



Trustworthy



Result Oriented



OUR SOLUTIONS

One of the keys to our success through the years of operation in Mauritius is the proficiency of our experts in world leading software. They are regularly trained to always stay up to date with the latest digital innovations on the market.

This allows us to have a smooth and productive workflow within our agency. It also allows us to find and implement the best available solutions to bring the business of our clients to the next level.

- Microsoft
- Sophos
- Freshdesk
- Fortigate
- Bria
- Watchguard
- HubSpot
- Odoo
- Bitrix24
- Veritas
- Predictive Dialers
- Broadcom
- McAfee
- Symantec
- Adobe

And many others while ensuring that licenses are always readily available for scaling of staff.

LET'S WORK TOGETHER

You are welcome to contact us to discuss how Infomys can help you.

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“ Everyone can tell you the risk.
An entrepreneur can see the reward

- *Robert Kiyosaki*

