

Bucar Group

A better way to do business

“Bucar Group is a powerful advantage for your business”

BUSINESS MARKETING SERVICES

The Bucar Group helps clients generate new business. We go way beyond the boundary of the generic "call center" mentality and approach.

We have the work ethic, business and communication skills needed to create and recreate your strategy. Our approach is sales-oriented, customer-oriented, needs-based and highly professional.

OUR GOAL

Our goal will be to fulfill assigned customized marketing projects completing, accurately and in a timely manner.

- We will execute our approach consistently and systematically throughout all projects. As a result, we are able to help our clients achieve the maximum marketing results on a regular basis.
- All communications will be made under the client name by intelligent and articulate marketing agents.
- Remote and confidential access to client functions and tasks is efficient and cohesive as we are employee-like in our certainty of procedures and processes.
- Bucar will deploy dedicated agents for our client. The same Bucar employee(s) every day, all the time. This means employee-like retention and expertise.
- Project start-up is easy with minimal disruption and rapid results.

QUALITY STANDARDS AND ATTENTION TO DETAIL

- Custom development of the project and work.
- Precise, best practices management, implementation and execution of the tasks.
- Excellent work ethic and savvy communication, organizational and computer skills.
- Fully supported, automated and maintained work locations according to state-of-the-art standards.
- Strict adherence to Bucar and client confidentiality is required and inspected.

- We offer inbound and outbound services across varied call objectives and a number of industries.
- Our approach includes state-of-the-art home agents and automation, all of which is seamlessly integrated and customized to fit client project(s).
- Whether or client is looking for an effective complement to in-house strategy or a full-scale outsourced service solution, we are fully equipped to meet requirements.

EXPERTISE, PEOPLE, TECHNOLOGY AND RESULTS

Expertise

Our extensive experience, along with our technological solutions, quality assurance programs and commitment to customer service excellence has helped many clients achieve maximum results from their direct marketing efforts.

People

We recruit and hire the most qualified individuals, and then further train them to excel in our highly-attentive service environment. Our well-developed, thorough procedures ensure that the employees involved are prepared and accountable for the success of your program.

Technology

Integrated call management systems are used for outbound calls or to transfer inbound calls.

Results

Monitoring the results is an important aspect of success. Our software systems permit us to immediately access online program results and shadow-monitor the performance of all designated agents from a remote location. We can report information captured, summarizing results and more detailed statistical analyses in standardized reports or in a customized format specifically for clients.