



# Global One Business Support CoLtd

## Company Profile





# About GOBS

## CORPORATE OVERVIEW

### About GOBS

Global One Business Support CoLtd (GOBS) is established year 2010 in Singapore. Singapore is one of the world's most liveable cities. GOBS is Customer Service provider in Singapore. We have strong reputation for innovative policies and effective policy implementation for serving a global clientele.



ビジネス運営のサポート全般を行うGOBSのサービスを是非ご利用ください。

会社登記・90%以上の取得率を誇る就労ビザ申請  
オフィス機器レンタル全世界使用でも完全保証  
オフィスリノベーション業務総合管理

中長期滞在用サービスアパートメント・コンドのリース  
エキスポ用機材のレンタル  
キャリアアップのためのインターンのコーディネーション

- ・ Consultant for Business Application
- ・ Leasing of Office Equipment and System
- ・ Leasing of Auto-Mobile
- ・ Leasing of Office and House

- ・ Consultant for Business Visa Application
- ・ Leasing of Mobile phone , existing office telephone line
- ・ Leasing of Exhibition materials
- ・ Liaison of Temporary, project basis staff



# Our Services

## SERVICES & DELIVERY

### **Problem Registration and Resolution Support**

At GOBS, we combine our technical proficiency, knowledge base and process expertise to provide Problem Registration and Resolution Support services for both B2C and B2B customers. Our support specialists are skilled to resolve the complaints of end users who are technically less sophisticated ensuring they are satisfied after each transaction. We ensure quick problem resolution not only to deliver value to end customer but to clients also in terms of business value. There is a significant value of time being spent by companies in coordinating with their channels / vendors / distributors / dealers in making sure the needs of the end-customer are addressed on time. Our problem registration and resolution support services include:

- **Complaint Registration**
- **Dealer coordination & Support**
- **Customer Updates on resolution**
- **General & Technical Helpdesk**
- **Coordination with in internal department**

### **Analytics based services**

Our analytics based services enable organizations in identifying the right target audiences for their marketing and sales efforts. We assist in focused up-selling and cross-selling efforts, acting as an extended sales arm ensuring any revenue potential is identified, pursued, and converted. This includes sourcing the right kind of data from the market and analyzing the same with the right tools so as to ensure availability of the right kind of database for specific campaigns. We can look deeper into various customer interactions and present actionable data back to strategic decision makers. Analytics based practices include:

- **Focused Direct Marketing**
- **Customer Loyalty Management**
- **Lead generation based on identified segments**
- **Cross selling & Up selling**
- **Predictive churn analysis**
- **Market survey/ opinion solicitation**



# Our Services

## SERVICES & DELIVERY

### Customer Care Administrative Services

GOBS offers a bouquet of customer care administration processes across various channels – phone, email and chat. Our service delivery has in depth operational knowledge of business process to deliver specific customer care services that work as an extension of your brand and offers seamless interaction experience for your customers. Through appropriate training and efficient operations management, we serve customers in ways that exceed their expectations to drive long-term loyalty and enhancing customer experience. Our customer care administration services/ process expertise include:

- **Information Dissemination**
- **Billing Support**
- **Processing Customer Request**
- **Order Fulfillment & Service Activation**
- **Installation, AMC & Warranty Support**

### Our Clients

- **Sumitomo Electronics Co Ltd**
- **Japan Tours Pte Ltd**
- **日本青年会議所**
- **Nippon Express Co Ltd**
- **Fullerton Hotel Singapore**
- **Bintan Resorts**

And many more...





## Contact to us

sales@gobs.biz

### 日本語デスク

すべての業務は日本人スタッフと日本語で対応可能です。

### Corporate Office & Operations

#### Global One Business Support CoLtd

(1) 1 Fullerton Road #02-01, One Fullerton  
Singapore 049213

Tel : +65-6570 5391  
050 5539 8509 (日本直通)

Fax : +65-6570 5390

#### (2) Warehouse

60 Kaki Bukit Eunos Techpark #02-18  
Singapore 415979

#### Main Bank

OCBC BANK

Bank Code : 7339

Branch : 517 / OCBC CENTRE

Account Number :

SGD ACC : 517-454930001

