



A Business Process Services provider you can count on so you can focus on your core business.

We can take care of your **back office** and turn it into our **front office**. We apply our experience and knowledge for an efficient management of the resources, and at the same time we look after your business processes.

In response to a growing demand from our customers, for a number of years Unisono has offered BPS services, in which we include experience regarding **processes, people and technology** management, ensuring the highest level of efficiency during its implementation.



Costs Optimization

Innovation

Technology integration

Processes improvement

Increase of productivity

Efficiency



Outsourcing BPS

In Unisono we combine our human assets with our* technology and experience to offer you the best BPS service.

Here are just a few examples of our services:

- Automation
- Digital Signature Management
- Document management: digitalization, custody, archive, email management, sms.
- Collection management: expiration control, scoring, debt monitoring.
- High capacity to customise our developed software
- Recording system in several platforms (IP, digital)
- Multichannel solutions
- Video call, shared navigation, etc.

yunityunisono

*Unisono has developed its own IT tool: Yunity. A CRM solution for BPS services, certified by ENAC, NORTON, ISO, and used in Spain, Italy, UK, Brazil, Mexico, Chile, Colombia and Jordan.

“Unisono implemented a fully digital contracting process, including capturing the digital signatures of our customers, saving us valuable resources and improving customer response times and satisfaction.”

Senior Manager Electricity Company

