

GrowthBiz: Your Trusted BPO Partner in India

Reliable back office and customer support services delivered with transparency, quality, and accountability from Patna, Bihar



OUR FOUNDATION

Building Trust Through Focused Delivery



Founded by Akshay Kumar, Biz GrowthElevator Private Limited operates under the Growthbiz brand, delivering structured BPO and back office services to businesses worldwide.

We operate with a clear philosophy: execute only what we can deliver excellently. Our approach prioritises quality over volume, building lasting partnerships through transparent communication and process discipline.

Based in Patna, Bihar, we provide cost-effective outsourcing solutions backed by ready infrastructure, trained teams, and accountable service delivery.

Our Mission & Operating Principles

Clear Mission

Help businesses outsource operational work safely through trained teams, ready infrastructure, and transparent delivery from India

Quality Focus

Deliver exceptional quality over scale, maintaining process discipline and accountability in every engagement

Partnership Approach

Build long-term relationships through honest communication, structured execution, and reliable reporting

We commit only to services we can deliver with consistency and excellence



Back Office Support Services

We provide structured administrative and back office support designed to reduce operational burden whilst maintaining accuracy and consistency.

Data Management

- Data processing and validation
- CRM data updates and maintenance
- Record verification and management
- Tele Data Validation (TDV)

Delivery Excellence

- SOP-driven workflows for consistency
- Accuracy-focused execution
- Daily and weekly reporting
- Process discipline and quality checks

Comprehensive Customer Support Solutions

Inbound Customer Support

Service-focused customer interactions with no sales pressure

- Customer query handling
- Service and product information support
- Appointment confirmations
- Helpdesk and inbound assistance

Lead Follow-Up Services

Process-based coordination supporting your internal teams

- Lead follow-up calls
- Appointment reminders
- Customer status updates
- Internal coordination support

Non-Voice Support

Written communication through chat and email channels

- Email ticket handling
- Live chat support
- CRM-based communication workflows
- Query resolution and request logging

All services are scripted, monitored, and delivered to SLA-based performance standards

Transparency in Our Service Scope

To maintain delivery quality and client trust, we clearly define what we do and don't offer. This honesty ensures realistic expectations and successful partnerships.

What We Excel At

-  **Non-sales inbound support**
Service-focused customer interactions
-  **Process-based operations**
Structured back office and admin work
-  **Quality-driven delivery**
Accurate, consistent execution

Services We Don't Provide

- Outbound sales or telemarketing
- Aggressive lead generation
- Commission-based selling processes
- Enterprise-level CX transformation
- Unrealistic volume commitments

This focused approach allows us to deliver excellence in our core competencies whilst maintaining honest client relationships.

Ready Infrastructure & Operational Capability



Complete Setup

Fully equipped workstations, headsets, communication tools, stable internet, and power backup



Flexible Operations

Day and night shift capability, supporting domestic and international time zones



Technology Ready

CRM platforms, cloud telephony, chat systems, and performance tracking tools



Dedicated Team Management

Experienced Team Leads, quality oversight, and scalable capacity to grow with your business needs

Quality Governance & Engagement Models



Our structured approach ensures consistent, accountable service delivery through defined processes and regular monitoring.

Flexible Partnership Options

01

Pilot Projects

Test our capabilities with low-risk trials

02

Dedicated Teams

Assigned resources for ongoing work

03

SLA-Based Contracts

Monthly agreements with clear deliverables

04

Long-Term Partnerships

Strategic outsourcing relationships

Why Partner With Growthbiz



Honest Service Scope

Clear boundaries and realistic commitments ensure successful outcomes



Ready Infrastructure

Immediate project onboarding with trained workforce and complete setup



Cost-Effective Delivery

Quality India-based services at competitive rates



Low-Risk Operations

Non-sales, process-based work with structured execution



Founder-Led Management

Direct involvement ensuring accountability and quality



Transparent Reporting

Clear communication and regular performance updates

Let's Build a Partnership

Akshay Kumar

Founder, Biz GrowthElevator
Private Limited

Building ethical, structured
outsourcing operations focused
on long-term client trust and
execution excellence.

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- ❑ Growthbiz commits only to services we can deliver with quality, consistency, and accountability. We grow responsibly, not artificially.

