



UTO SERVICES

Fast Growing, Innovative

CX Transformation Services

Company in Dubai, UAE

UTO Services LLC
2023



Who are we?

Unlimited Transformation Outsourcing (UTO) is **innovative** in providing a **seamless** unified interface between **BPO** and **IT services** for our global clients through **high efficiency, professionalism, delivery, flexibility, innovation,** and **diversity** that maximizes **ROI** for our clients and improves **CEX cycle with a clear Journey Mapping**.

To further as a corporate **managed services** provider in **BPO** with the local community's growth. We are also moving forward consistently into a stronger and more vibrant space with **decentralized operations** everywhere.

Vision

To provide a seamless interface between BPO and IT services for our international clients through high efficiency, professionalism, delivery, flexibility, innovation, and diversity that maximizes ROI for our clients and improve the CEX cycle with a clear Journey Mapping

Mission

To further as a leading world corporate outsourcing provider and in BPO with grow of the local community into a stronger more vibrant economy with decentralized operations everywhere



UTO SERVICES

Values

Excellence Quality of work does not stop at competence but goes beyond clients' expectations.

Commitment The dedication of our team extends beyond the good of the company, the success of our clients by allocating the required resources and training to exceed your goals.

Integrity Only believes in doing work the right way with the right attitude and motivation.

Innovation The BPO industry is fast-paced and ever-changing. With UTO Services, you are assured that you are never left behind.

Key Values



Decentralized

Work from Anywhere!



Cost Reduction

No technical cost and DC expenses



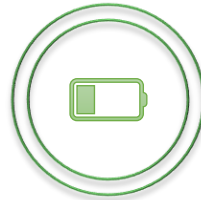
Efficiency

No new setup is required
Best calibers in the market



Diversity

Exchange Experiences
and Knowhow



Effort Saving

HR, PM, OPS, QA, TR
and Focus on your core
Business



Secured

All logins through OTP and
authentication Apps



High Availability

Operating 24/7

WE ALWAYS go for EXTRA MILE

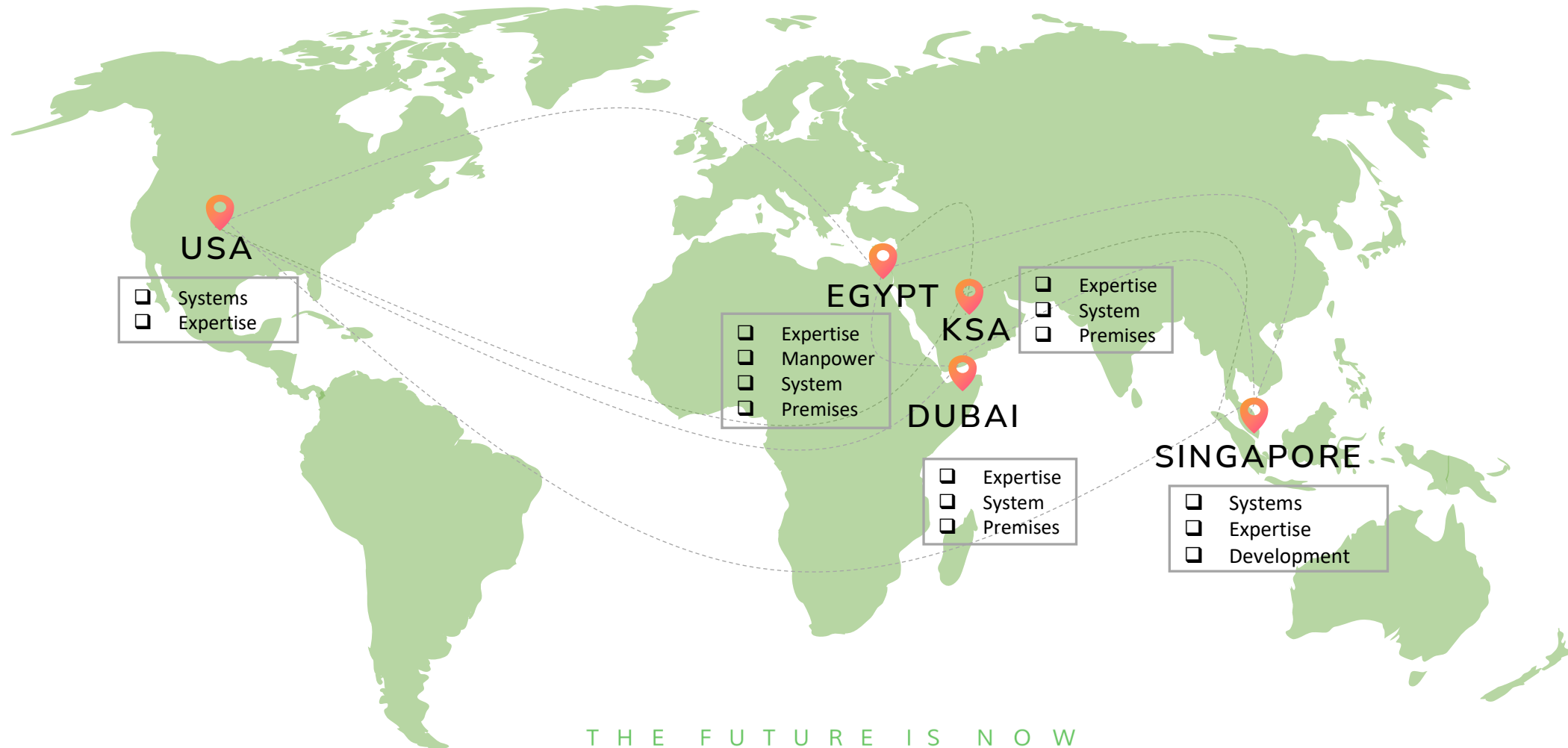
This is just how we do it



UTO SERVICES

Footprint

UTO is a decentralized shared services provider for SMEs and corporates, we provide our services from Dubai, UAE but we are hosted in every new hub and increase the high availability of the used platforms and services across the clock



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Success Partners & Clients



First Fix



**Metaverse
STANDARDS FORUM™**



AMEYO



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What do we offer?

UTO Services provides a seamless interface between BPO and IT services for international/local clients through transparency, professionalism, and trust delivering flexibility and innovation that maximizes process efficiency return on investment for customers. We strive to create synergy in your business processes. We provide exceptional managed services to a range of global clients located in many countries, UTO Services on a mission to revolutionize the CX industry transformation and our growth plans are a testament to that.



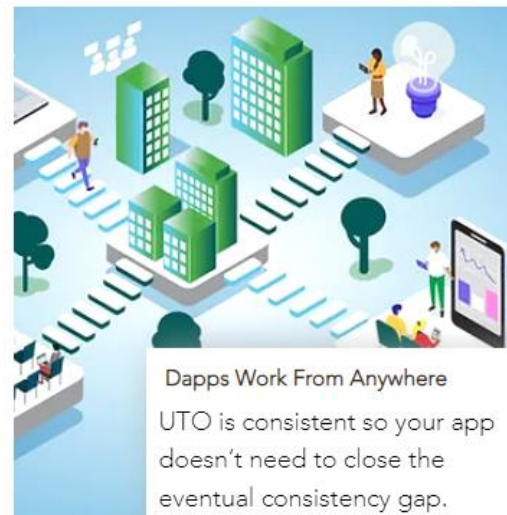
CX Analysis

The customer journey mapping process we used is really easy to use with high results and less customer efforts. Drawing the customer journey mapping is our expertise, afterwards we execute operational tactics to reach the highest customer satisfaction score.



Operations Management

We always have to remind ourselves that we are not in the business of producing widgets. Our job is to deliver the highest quality services possible. We take a very good care of our employees to take a hearted touching care of your customers.



Dapps Work From Anywhere

UTO is consistent so your app doesn't need to close the eventual consistency gap. No servers, no capacity planning or provisioning, patching, or upgrades. You focus on developing features, not managing data infrastructure.



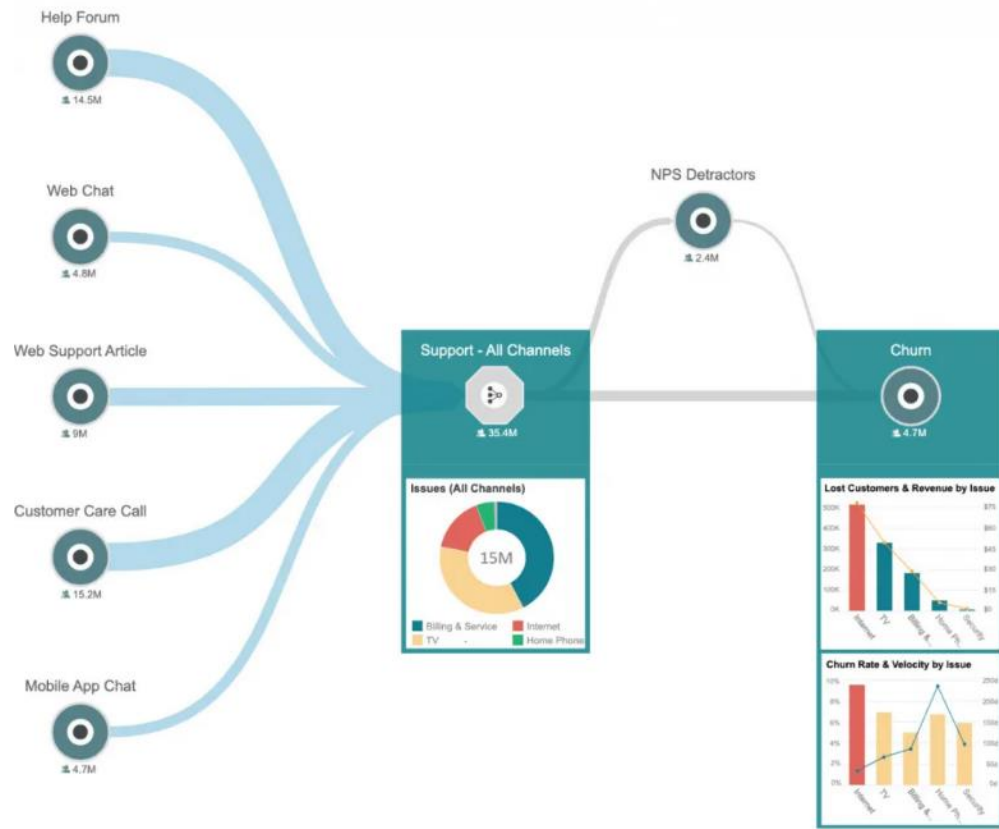
RPA & Self-Services Enablement

Pioneering the future of digital transformation, through Attended Automation, Unattended Automation and Hybrid RPA. Educating the chatbots with customer-facing scenarios possible. We know how to increase responses accuracy in many industries.

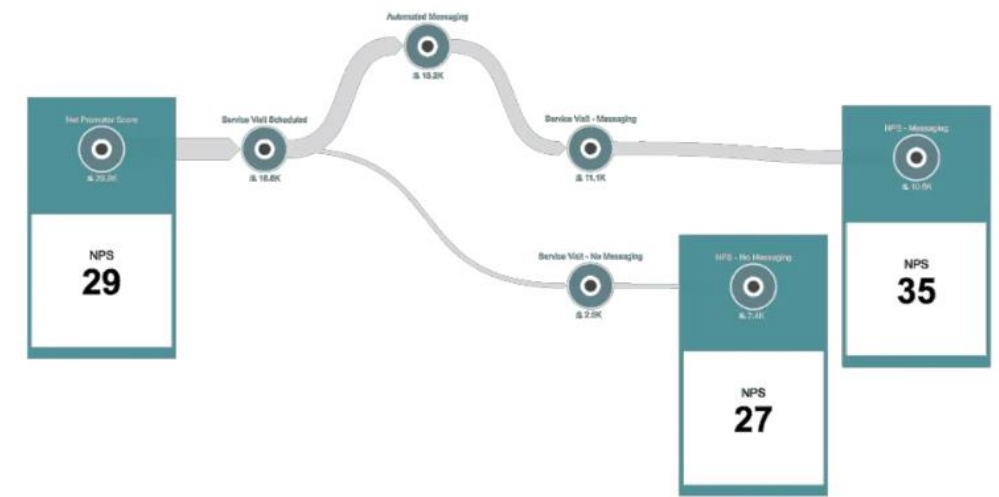
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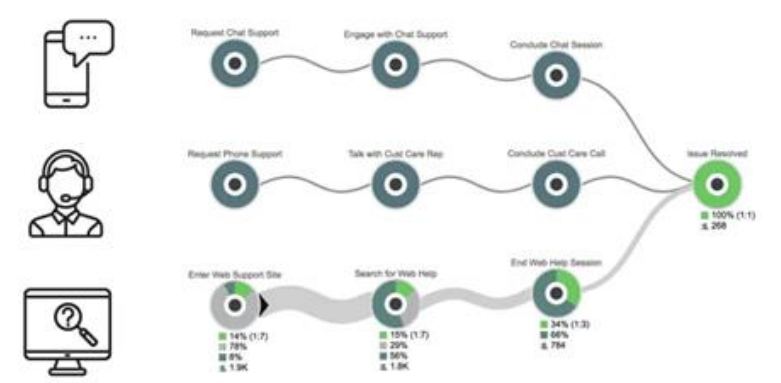
Our CX Journey Mapping Capabilities



UTO with unique models can quickly determine which customer self-help channels were leading to the greatest revenue loss and quantify the impact.



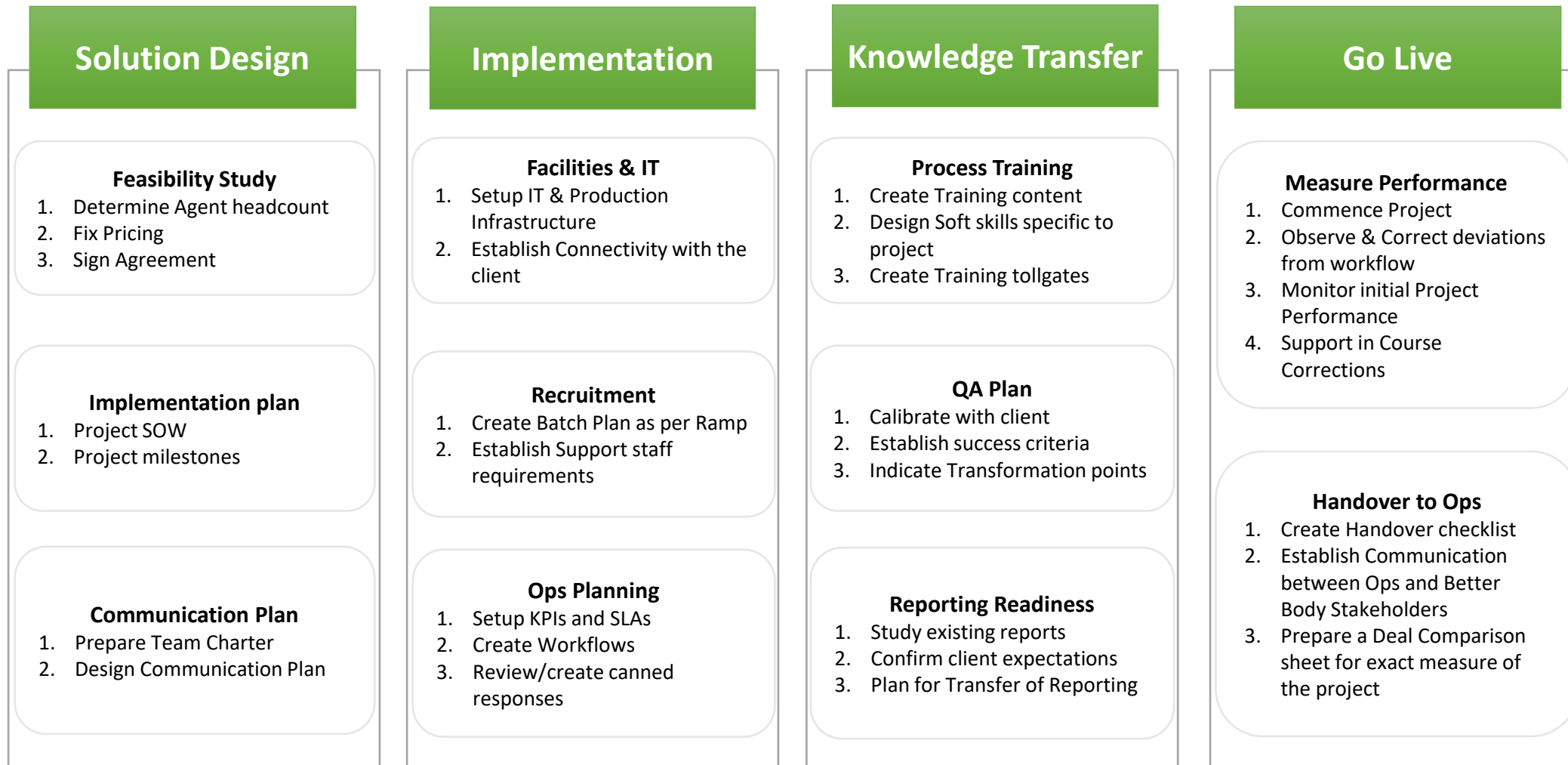
UTO actions to measure the impact on NPS of deploying a new automated messaging solution



UTO CX team uses our mapping process to analyze customer service journeys across touchpoints



UTO Contact Center & BPO Capabilities



CX industry main pain points

One of the key pain points in the customer experience (CX) industry in the Gulf Cooperation Council (GCC) is the lack of unified regulations and standards across the region. This can make it difficult for businesses to properly plan and execute CX strategies that are tailored to their customer's needs. Additionally, many organizations in the GCC lack the resources and infrastructure to properly implement and track CX initiatives, leading to lower customer satisfaction rates. Finally, customer expectations and demands are constantly changing, and it can be difficult for businesses to stay on top of the latest CX trends and technologies.

Some of the most common pain points for customer service in the GCC include long wait times, lack of accurate information, difficulty in finding the right contact, inadequate training for customer service staff, lack of consistent customer service standards, and difficulty in resolving customer complaints

To Summarize in points

1. Infrastructure and IT Professional Services cost
2. CEX lack of process and procedures
3. Lack of Prioritizing Customer Pain Points
4. Multi Systems for operations minimum 3-4+
5. Caliber cost VS. caliber knowledge/expertise

Companies not able to



Customer Data
Integration



Customer Journey
Visualization



Journey-based
Metrics/KPIs



Behavioral
Segmentation



Artificial Intelligence
& Machine Learning



Personalized Customer
Engagement

CX industry innovative solutions



UTO Services provides a seamless interface between BPO and IT services for international/local clients through transparency, professionalism, and trust delivering flexibility and innovation that maximizes return on investment for customers.

U-Portal Platform

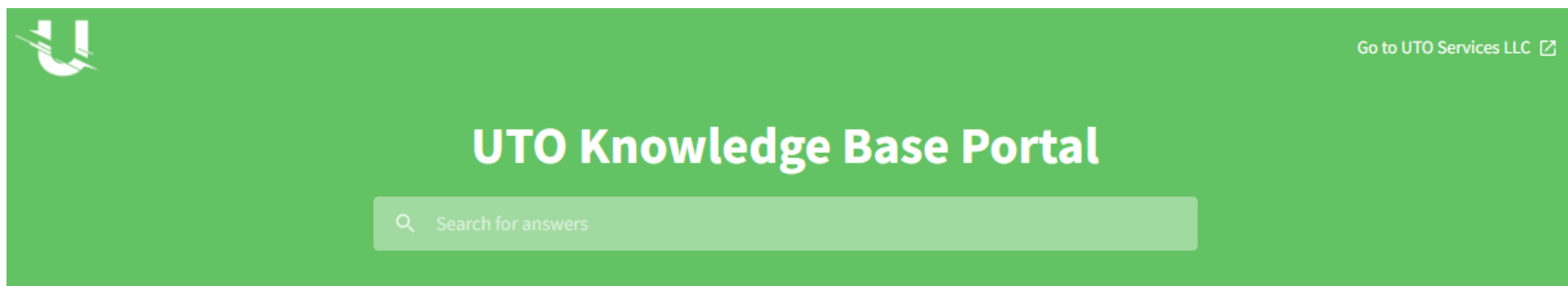
1. CRM & Ticketing System
2. VoIP/Digital PBX Solution "Local & Global"
3. OMNI Solution for Social Media
4. Performance BI & Dashboarding Engine
5. Employees Knowledge Bank Platform
6. Employee Reward Platform
7. GameFi & Marketplace Engine
8. Clients UI and Interface
9. Training & Ops Support Virtual Labs Engine
10. Metaverse Environment Engine
11. Cloud based with HA "AWS, G-Cloud, AE Cloud, KSA Cloud"





U-Portal – Knowledge Base

UTO Team is now working with assigned training team to build the knowledge bank through the web rich with many information, scenarios, steps even with videos and automated guide to increase the answers accuracy to the highest levels possible for the customer C-SAT and reduce the customers efforts to reach our services in BB with successful journey.



Title	Status	Updated	Performance
BB Co. 2 articles			
ButtonBody Co. Knowledge Bank	Published	11 days ago	👤 1 🏆 1 🛡️ 1
INCL TWO	Published	11 days ago	👤 1 🏆 1 🛡️ 1

[VIEW ALL ARTICLES →](#)

Confidential Information
End-user Data Privacy

U Portal

T H E F U T U R E I S N O W



Screenshots from Platform UI – Development Environment

Connecting NFT in our rewards marketplace and the employee can access the platform, redeem UTO digital Coins, and has privilege based on the Uportal NFT rank and tier, highest rank is highest benefits.

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HOME ABOUT US SERVICES SHOP MY CLUB

Membership Page **Rewards**

ADELE SMITH
485 points
Gold Member
154 points till next tier

Number of visits
1 2 3 4 5 26

How it works
Earn points
Spend points
My rewards
Points history
FAQ

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10% Discount
Save money on all featured products
ACTIVATE

Prize Draw
Enter for a chance to win a movie ticket
ACTIVATE

Priority Access
Early access to all shows of our partner channels
ACTIVATE

Point Booster
Earn 2X points on all purchases for a month
ACTIVATE

15% Discount
on all featured sport and concert experiences
REDEEMED

Free Magazine
Receive a digital copy of a chosen partner magazine
REDEEMED

The Elite
by UTO Corp Admin – 0.0.908184
Serial #2

Highest tier rank and revenue rate

Collection Info

Name UTO Services LLC
Token ID 0.0.1837834

Trade Fees ?
No fees!

Download

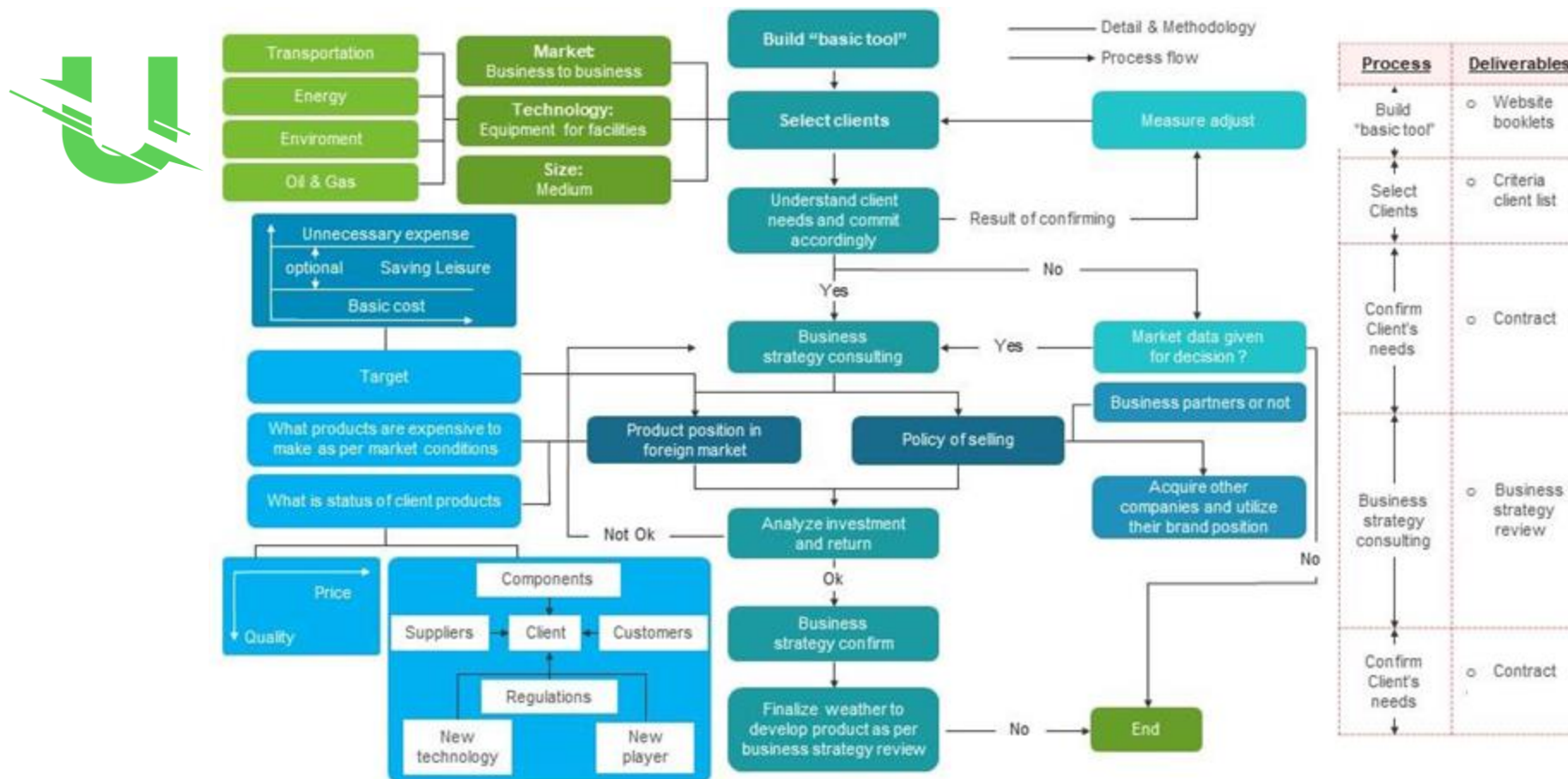
Properties
Top UNFT Rank A+++++ Elite AAA



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CX industry innovative solutions

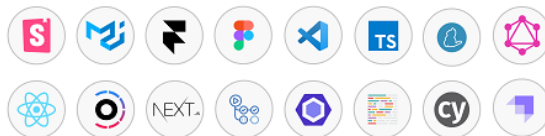
How we are defining the business need for each client and how we design the best solution for them through our state of art platform.



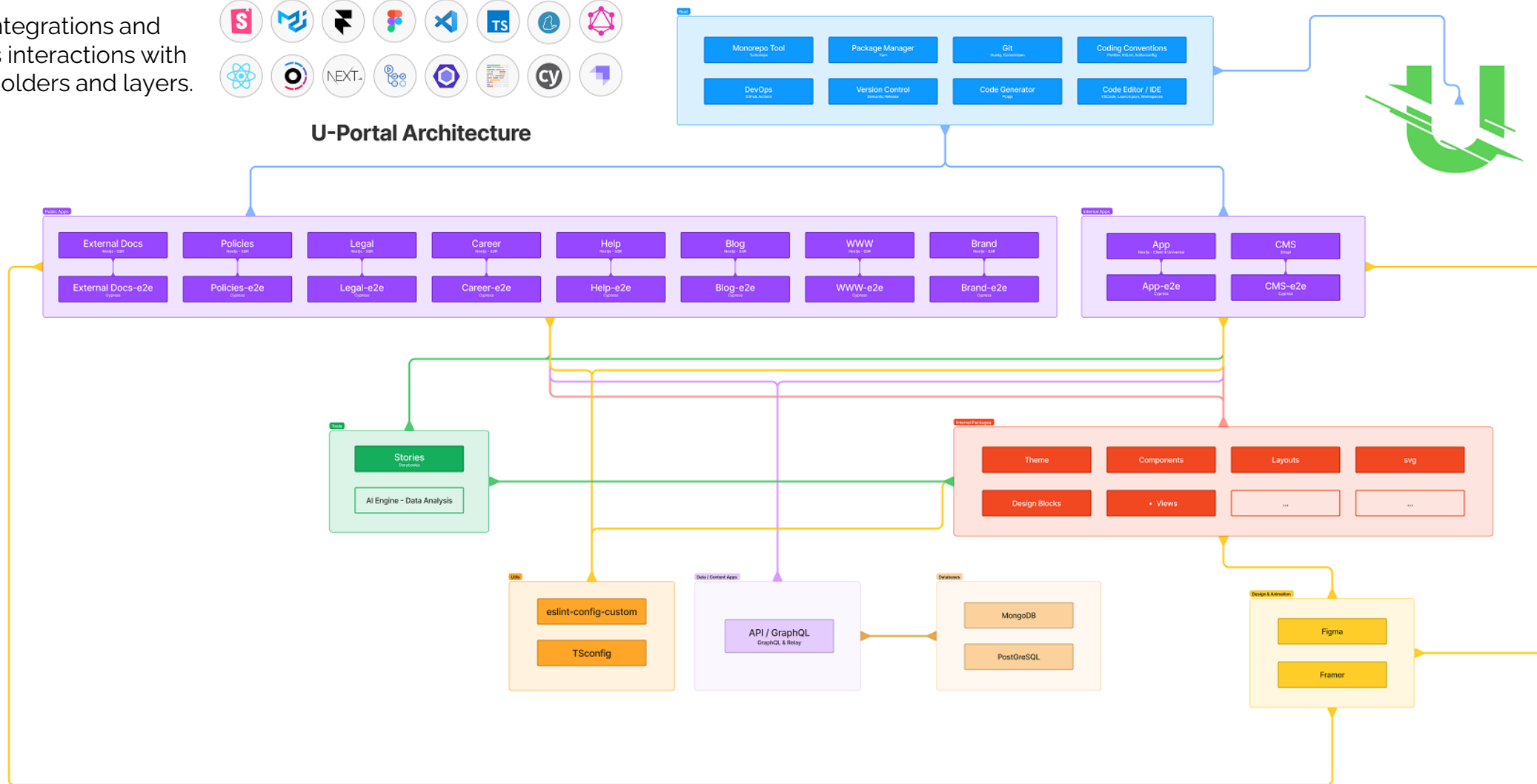
CX industry innovative solutions



HLD Integrations and solutions interactions with all stakeholders and layers.



U-Portal Architecture

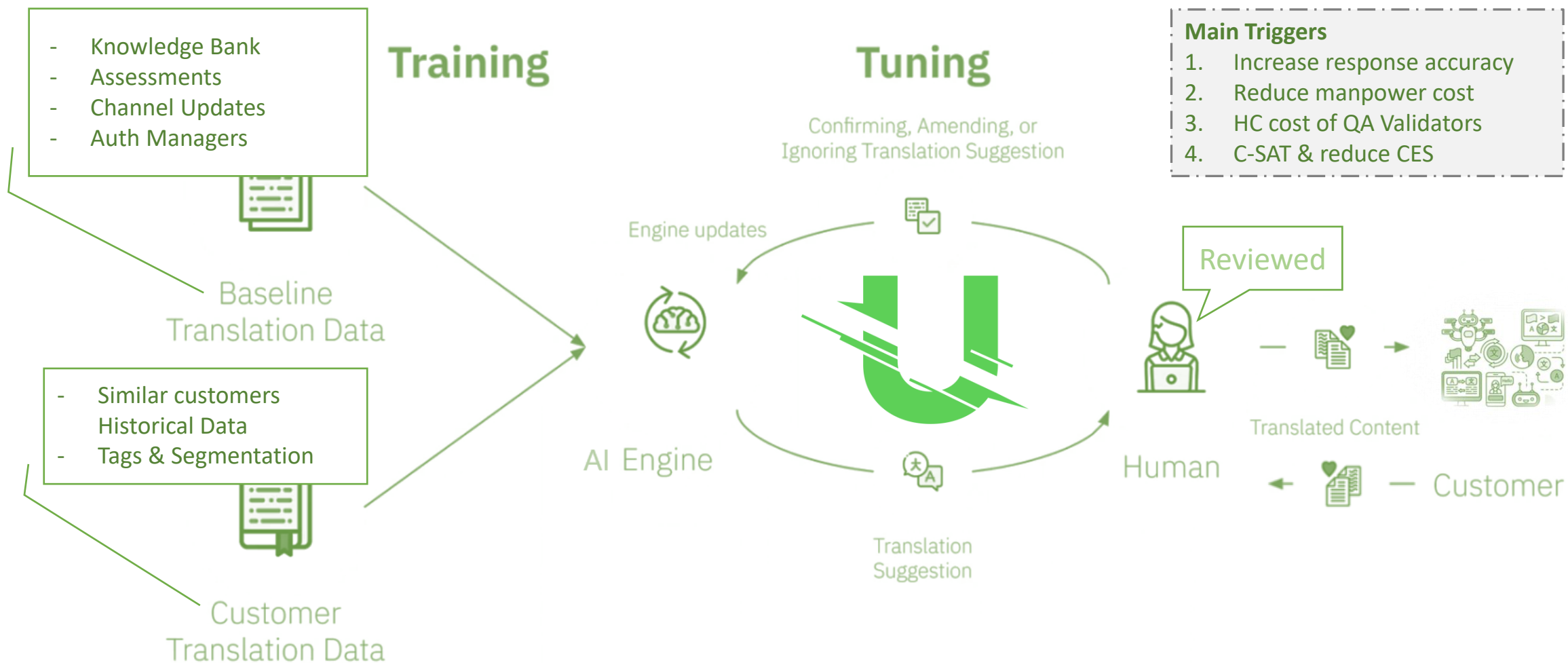


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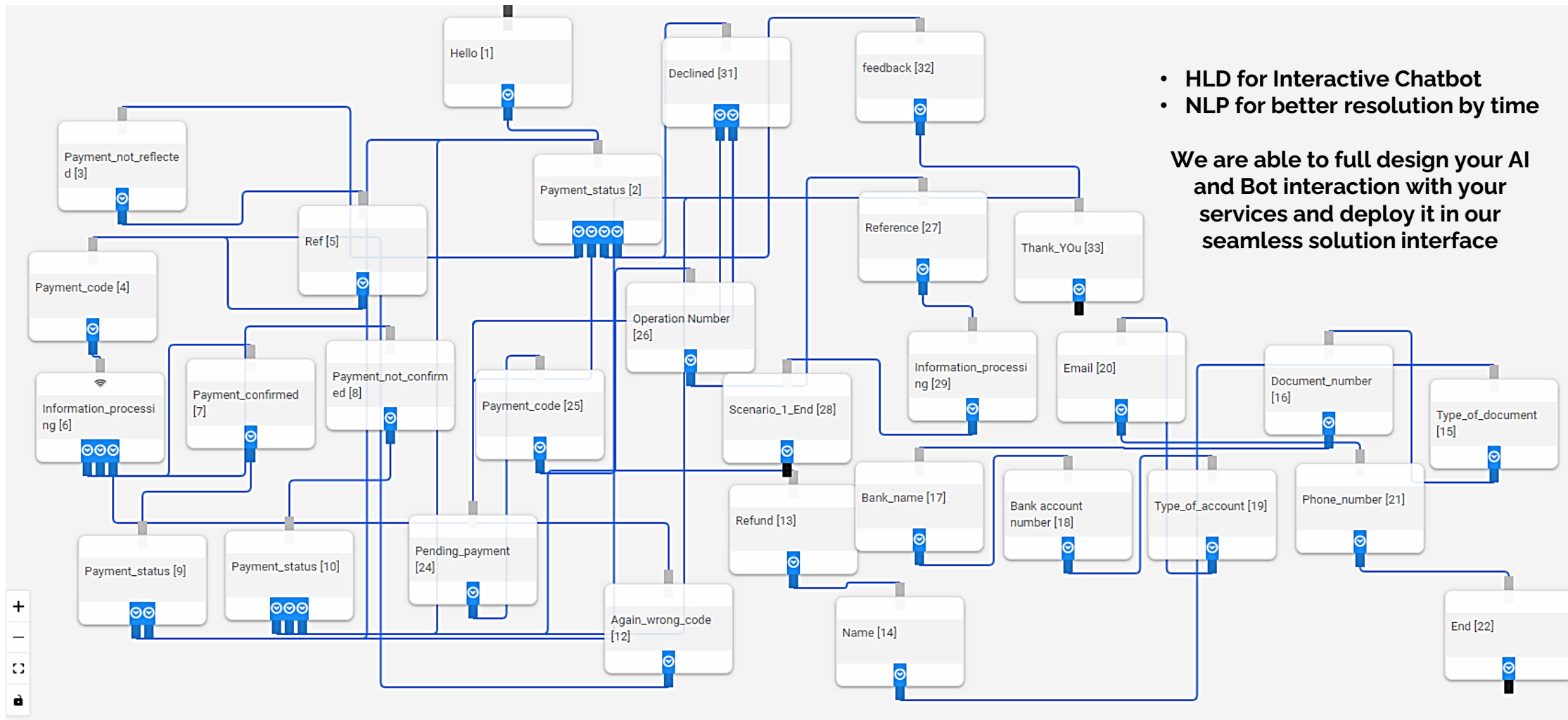
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AI Solution Use case – Customized live project





AI Solution Use case – Customized live project



- HLD for Interactive Chatbot
- NLP for better resolution by time

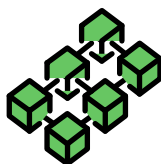
We are able to full design your AI and Bot interaction with your services and deploy it in our seamless solution interface



UTO 2023



38 Mil + AED Targeted Sales/Investment Cycle
AVG 9.5 Mil AED/Year till 2026



9 Business Lines
(5 new – 4 existing)



Increase headcount to 250+



5+ Global Clients



Deployment of U-Potal digital asset and its related functions
11 in 1 Platforms



6+ targeted partnerships



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WE ARE ALWAYS HERE
TO GIVE EXTRA MILE

THANKS

<https://www.uto.ae>

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