



Omni

a *wytmode* division

Wytmode Omni

A division of Wytmode Cloud Private Limited
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Who we are

Wytmode Omni is the **ITES / BPO / call-centre** division of **Wytmode Cloud Private Limited**. Based in Bengaluru - India's IT & startup capital - we specialize in delivering scalable, high-performance support teams that strengthen customer satisfaction, operational efficiency, and business continuity.

We provide both remote and onsite staffing solutions, backed by a dedicated **Workforce Management (WFM) team** and **Customer Experience (CX) Analytics** functions to ensure measurable performance, service-level agreement (SLA) adherence, and continuous improvement. Our operations run on **GDPR-aligned** and **ISO-aligned** tools and practices, ensuring compliance, privacy, and security across all client engagements.

Wytmode Omni acts as an intelligent extension of your business, bringing **discipline**, **consistency**, and **data-driven execution** to every operational workflow.

Vision

To become the most trusted global partner for customer experience and operations outsourcing, empowering businesses with reliable, scalable, and insight-driven support teams.

Mission

To redefine support operations through disciplined execution, transparent processes, and performance-centric service delivery - integrating global standards with local expertise to create lasting values for clients and seamless experience for their customers.

Our services

Wytmode Omni delivers a **comprehensive suite of customer** and **IT support solutions** designed to strengthen every stage of the customer experience. Our services combine disciplined operations, skilled support specialists, and selective use of AI to create consistent, reliable, and empathetic interactions across all channels.



Customer Experience Management

Deliver responsive, high-quality support across voice, email, chat and messaging channels. Improve satisfaction, reduce churn, and give your customers the service consistency they expect - 24/7.

- **Inbound and outbound support** • **Omni-channel support (voice, email, chat, messaging, social-media)** • **CX enhancements**



Technical & Product Support

Provide L1 / L2 technical helpdesk, device troubleshooting, application support, and remote diagnostics. Accelerate resolution times and keep your product ecosystem running flawlessly.

- **Technical helpdesk** • **Product support** • **IT operations support** • **Technical enablement**



Back-Office & Operational Processing

Streamline data-heavy workflows with accurate, efficient, and scalable back-office support - from data processing and order management to catalog updates and analytics reporting.

- **Data operations** • **E-commerce & retail operations** • **Admin & process support** • **Analytics & reporting** • **Content & moderation**



Sales & Revenue Enablement

Boost acquisition and retention through structured outbound sales, lead qualification, appointment setting, and customer win-back programs. Built to drive revenue without driving up internal costs.

- **Outbound sales** • **Sales support** • **Customer growth & retention** • **Market development**



IT Enablement & Specialized ITES

Enhance your operations with software support, cloud assistance, automation, Robotic Process Automation (RPA), Artificial Intelligence (AI). Machine Learning (ML) data labelling, and IT-enabled business functions - designed to extend your technical capacity.

- **Automation & digital enablement** • **AI / ML support** • **Cloud & infrastructure support** • **Knowledge Process Outsourcing (KPO)** • **Web & application support**



HR & Workforce Solutions

Support recruitment, onboarding, employee records, time & attendance, and payroll assistance. Strengthen your HR operations with reliable backend support built for precision and compliance..

- **Recruitment Process Outsourcing (RPO) support** • **HR administration** • **Workforce Management (WFM) support** • **Background verification**



Industries we serve

Different industries face different operational pressures - but the need for faster support, stronger workflows, and scalable teams is universal. Wytmode Omni delivers **industry-aligned ITES** and **BPO solutions** that adapt to your operational reality, strengthen customer experience, and accelerate performance where it matters most.



Technology, Software & IT

Product adoption and user expectations move fast - your support operations need to move faster. We help **SaaS, cloud, and tech companies** deliver reliable technical support, product assistance, and customer engagement at scale - ensuring seamless experiences across every touchpoint.



E-Commerce & Retail

From order support and returns, to catalog operations and customer care, we strengthen every stage of the e-commerce journey. Our teams help **brands** increase satisfaction, reduce resolution times, and maintain smooth operations during high-volume demand.



Telecommunications & Internet Services

In a sector where downtime directly impacts customer loyalty, consistent support is everything. We power **telecom brands** with responsive customer service, technical troubleshooting, and operational back-office functions that keep customers connected and issues resolved faster.



Education & E-Learning

Learners expect instant answers, seamless onboarding, and uninterrupted access - and institutions need support systems that scale with demand. We enable **EdTech platforms, universities, and training providers** with responsive student support, content operations, and back-office workflows that keep the learning experience smooth, reliable, and consistently high-quality..

Our process

Stage 1

Discovery & requirement mapping

We understand your goals, current gaps, workflows, volumes, and customer expectations to define the exact scope of support you need.

Stage 2

Solution design & SOP development

We build customized workflows, scripts, SLAs, escalation paths, and delivery models tailored to your operational requirements.

Stage 3

Talent deployment & specialized training

We deploy a fully trained team supported by a Supervisor (POC), Quality Analyst, and WFM Analyst - ensuring accuracy, consistency, and operational discipline from day one.

Stage 4

Pilot execution

A controlled soft launch validates response quality, process adherence, volume handling, and overall stability before full rollout.

Stage 5

Full-scale operations

Your processes run at peak efficiency with real-time monitoring, SLA tracking, quality checks, and workforce management.

Stage 6

Continuous improvement

We analyze performance data, refine workflows, enhance training, and introduce automation opportunities to keep improving results.

Stage 7

Reporting & governance

You receive transparent dashboards and structured reports covering SLAs, quality, productivity, insights, and recommendations.



Why choose Wytmode Omni

Operational depth that fixes what slows you down

We **eliminate the bottlenecks that damage customer satisfaction and internal performance** - missed SLAs, slow responses, inconsistent processes, and talent gaps - by delivering a ready-to-run operations engine built for speed, accuracy, and consistency.

Scalable teams without the overheads

Whether you're handling seasonal spikes, launching new products, or expanding into new markets, our ITES and BPO teams scale instantly - **no hiring burden, no infrastructure investment, no operational downtime.**

Expertise across support, technical operations & back-office

From customer experience and technical helpdesk to back-office processing, analytics, IT-enabled services, and RPO - **we bring specialized talent, streamlined workflows, and proven delivery frameworks** that elevate performance from day one.

Always-on reliability backed by strong compliance

24/7 coverage, trained teams, process discipline, and security-focused operations ensure continuity and compliance across industries. You get a partner who delivers measurable results - not more complexity.

Wytmode Cloud Private Limited (parent division of Wytmode Omni) is a specialized staffing and recruitment partner focused exclusively on the IT sector. From startups to enterprises, we help businesses build flexible, compliant, and high-performing technology teams - while creating transparent, growth-focused opportunities for IT professionals.

Our founding & leadership team



Hemanth Kumar, Chief Executive Officer

With 10+ years at Amazon, PayPal and Hudson's Bay Company, Hemanth brings sharp expertise in **contact management**, **customer experience**, **people leadership**, and **process optimization**. At Wytmode, he blends technology and talent to build a culture of trust, efficiency, and growth - driving measurable results through structured onboarding, transparent processes, and long-term retention.

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Kishan Rajshekar, Chief Operating Officer

A strategist at heart, Kishan excels in **operational efficiency**, **marketing**, and **organizational growth**. From building global training systems at Amazon to co-founding Wytmode, he drives brand positioning and client success through data-driven, people-first strategies. At Wytmode, he aligns talent with business goals using scalable, compliant, and tech-enabled staffing models that ensure consistency, clarity, and long-term trust.

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Contact us

Partner with Wytmode

For businesses looking to collaborate or explore staffing partnerships, reach out here to connect directly with our partnership team.

partners@wytmode.com

Wytmode Escalations

For urgent matters or unresolved issues, contact this address - escalations are handled directly by our CEO for prompt attention.

escalations@wytmode.com

Wytmode Support

For assistance with ongoing projects, billing, or general inquiries, our support team ensures smooth communication and quick resolutions.

support@wytmode.com

Wytmode Legal

For policy clarifications, compliance questions, or contract-related matters, our legal team provides transparent and timely guidance.

legal@wytmode.com

Call us directly (+91 8884557972) for immediate assistance or to connect with the right department - we're always here to help. Send us a message on [WhatsApp](#)

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