



Corporate Profile



ISO 9001:2008 and ISO 27001:2005 Certified Data Center

COMPANY

Telegenisys Inc. is a Delaware corporation with its primary headquarters in California. It was formed in 1994 as a technology company. Since then it has grown for more than a decade in a broad set of disciplines specializing in insurance services, marketing support and research. In 1999 Telegenisys Inc. opened its second operation center in the Indian city of Pune in the State of Maharashtra.

FACILITIES

With locations in California and India, Telegenisys is able to leverage global resources while offering 24hr management support to its clients. Its data center offers highly specialized data and call management professionals serving a wide range of industries. The centers are designed with the local context in mind and have their own power plants. In addition to this they have continuity assurance of reserve battery power. The entire setup is green, using bio-diesel fuel to maintain uptime. In addition to power the centers are supplied by multiple E1s delivered over radio frequency links in addition to the more conventional fiber links. As a result the centers is able to withstand a significantly hostile infrastructure environment, should it be necessary, without failure or downtime.

QUALITY AND SECURITY

Our operation center is committed to delivering world class performance. Telegenisys has submitted and proven compliance to quality standards and is ISO 9001:2008 certified. It has also submitted to security procedure audits and is ISO 27001:2005 certified. Third party HIPAA audit further assures delivering to the highest privacy standards in the world. These efforts demonstrate our ability to deliver data security and with adherence to quality standards.

STAFFING

Due to rapid requirement changes, Telegenisys has an internal HR group that maintains a list of qualified candidates and does in-placement and out-placement work for the firm. We are known as one of the friendliest places to work and it's a reputation the company earns by its actions each day. This is demonstrated by the fact that our turnover rates are less than half what other call centers are experiencing. With universities, language and accent training institutes close by we can deploy a team of trained and educated people rapidly.

TECHNOLOGY

Telegenisys has adopted open telephony standards using Asterisk servers in a dense matrix environment. Cisco network switching solutions are used along with other perimeter security devices. Advanced network defense systems deployed at the center assure that we can monitor, establish and automatically enforce data security policy.

WE ARE A SOCIALY ACTIVE COMPANY

Telegenisys principals have received congressional recognition by Representative George Miller, California State Senator Tom Torlakson and several other leaders for their contribution to local economy by hiring people with disabilities. Our charitable contribution program delivers consistent help to several organizations.



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