AI Enabled
Business Process Outsourcing Services

Revolutionize Operations with AI-Powered Business Process Outsourcing.
AI-driven, scalable, and performance-oriented BPO solutions designed to streamline operations, reduce costs, and deliver measurable business impact.

The AI Shakti is a next-gen provider of AI-enabled business process outsourcing solutions, delivering intelligent automation and operational excellence across industries.

With proven experience across industries, we deliver impactful business outcomes through our AI-enhanced back-office, front-office, and digital process outsourcing solutions.

With a growing team of skilled professionals based in Nathdwara, Rajasthan — a strategic location offering a rich talent pool, cost advantage, and high operational reliability — we deliver seamless support to businesses across the globe. Our presence in Nathdwara also allows us to offer affordable, yet high-quality solutions without compromising on performance.

From AI-enabled customer support to smart automation and process optimization, our solutions empower clients to scale faster, reduce costs, and stay competitive in a dynamic digital environment.

We act as an extension of our clients' teams, ensuring every interaction aligns with their brand, vision, and goals. Our leadership team brings years of combined experience in AI, technology, and outsourcing — enabling us to drive innovation and ensure long-term success for our partners.

THE AI SHAKTI

Services

Research And Analytics

- Market Research
- Business Analytics
- Customer Analytics
- Marketing Analytics
- Supply Chain Analytics

Strategic Consulting

- Enterprise Application Consulting
- Digital Marketing Consulting
- Cloud Business Solutions
- Data Analytics Consulting
- Blockchain Consulting
- IT Consulting
- AI/ML Consulting
- Robotic Process Automation Consulting

Database Management

- Database development and Application Services
- Database Reporting Services
- Database Analysis Services
- Database Integration Services
- Database Operation Standardization
- Computation and Database Checking Service
- Database Development and Application Services

Services

Data Entry Services

- Scan and upload; Download/Access files; Key-in
- Document; Index, Sort and Move; Quality check
- Database Entry and Update
- Data Preparation
- Data Digitization

Finance & Accounting Solutions

- Invoice Processing
- Contract Management Solutions
- Vendor Management Services
- Call Center Services
- Customer Database management Services
- Routine Service Optimization
- Reports and Analysis
- Daily Bookkeeping
- Other Accounting Services

Human Resources Outsourcing

- Customer Service Recruitment
- Background Verification
- Payroll Processing Services
- Quality Assurance
- Skill Assessment
- Skill Development

Services

Debt Collection

- Financial Collection Services
- Diversified Collection Services
- Refuse Collection disposal Services
- Cheque Collection recovery Services
- Collection Credit Services
- Data Collection Services

Cloud and Infrastructure Services

- Cloud Computing Infrastructure Services (Amazon Web Services (AWS), Microsoft Azure, Azure Stack, or Google Cloud Platform.)
- Network Management
- Remote Infrastructure Management
- Cloud Setup and Migration
- Managed Database Services
- Service Desk
- Some of the examples: Software-as-a-Service (Saas), Cybersecurity, Infrastructure-as-a-Service (Saas), File Sharing + Data Storage, Big Data Analysis, Platform-as-a-Service (Saas), Data Governance

Back Office Services

- Inbound Call Center Services
- Outbound Call Center Services
- Web Enabled Call Center Services
- Accounts Payable and receivable
- General Ledger Management
- Financial Reporting & Analysis
- Tax Preparation & Compliance
- Bookkeeping and Payroll Processing

Services

Cold Calling Services

- B2B Cold Calling Services
- B2C Cold Calling Services

Virtual Assistant Services

- Administrative Tasks
- Data Entry
- Email management
- Scheduling appointments
- Travel arrangements
- Business Development Planning
- Document preparations

Customer Support

- Responding to customer inquiries
- Handling complaints and concerns
- Providing product information
- Managing customer accounts
- Processing orders and returns

Services

Social Media Management

- Creating and scheduling posts
- Engaging with followers
- Monitoring comments and messages
- Analyzing social media metrics
- Developing social media strategies

Research Assistance

- Market research
- Competitor analysis
- Gathering data and statistics
- Literature reviews
- Industry trends analysis

Content Creation

- Writing blog posts/articles
- Creating graphics and visuals
- Editing and proofreading content
- Developing presentations
- Generating ideas for content

Comprehensive BPO Transformation for a Solar Energy Company | Sydney, Australia
Challenge:

A fast-growing solar energy provider in Sydney was struggling with fragmented customer support, inefficient lead follow-ups, unstructured back-office processes, and inconsistent data reporting. Their internal teams were overwhelmed, and customer satisfaction was dropping.

Solution:
The AI Shakti deployed a fully integrated AI-enabled BPO strategy. Starting with multichannel customer interaction services, we built a 24/7 support center handling inbound queries, appointment setting, and technical assistance. Our lead generation team utilized AI-driven insights and predictive dialing to identify high-quality leads, boosting conversion rates significantly.

Simultaneously, we implemented back-office automation, including invoice processing, CRM data management, real-time analytics, and contract management, powered by cloud infrastructure. Our virtual assistants managed scheduling, document handling, and customer follow-ups, improving overall responsiveness.

Results:

- 40% reduction in operational costs
- 3X increase in lead conversion rate
- 99.8% SLA compliance in customer support
- Seamless integration across front and back office operations
- Real-time analytics dashboard for complete business visibility

Smart Process Optimization for a B2B Marketplace | Ontario, Canada Challenge:

An Ontario-based B2B eCommerce platform faced challenges in scaling operations, managing supplier data, and optimizing user engagement. Manual back-office processes and long response times hampered their growth.

Solution:
The AI Shakti introduced a smart, AI-enhanced BPO framework. We digitized their vendor onboarding, enabled automated lead screening, and provided 24/7 multilingual chat and email support. Our market research analysts delivered real-time insights on customer behavior and competitor trends, fuelling their product development and marketing strategies.

We restructured their data entry and cleansing workflows, integrated cloud-based document management, and provided virtual assistants for real-time order tracking, appointment scheduling, and CRM updates.

Results:

- 60% faster vendor onboarding
- 24/7 customer support with 98.7% first-contact resolution
- Increased seller retention and buyer engagement
- Automated data accuracy checks with near-zero error rates
- Boost in marketplace efficiency and user satisfaction

Healthcare Process Efficiency for a Multi-Specialty Hospital | India Challenge:

A prominent hospital group in India struggled with administrative delays, unorganized patient records, and rising costs due to inefficient billing, claims processing, and helpdesk overload.

Solution:
The AI Shakti launched a multi-layered AI-powered BPO framework tailored for the healthcare sector. We automated patient data entry, medical billing, and claims management using secure, HIPAA-compliant platforms. Our virtual helpdesk provided 24/7 multilingual support for patient queries, appointment scheduling, and prescription follow-ups.

We set up HR process outsourcing for onboarding medical staff, background verification, and payroll processing. Advanced analytics dashboards tracked patient flow, staff performance, and operational KPIs in real time.

Results:

- 80% reduction in patient data processing time
- 98.5% billing accuracy achieved
- 100% compliance with healthcare data regulations
- 24/7 AI-driven virtual patient assistant system

Significant improvement in patient satisfaction and internal workflow

Seamless Operations for a Luxury Event Management Firm | Udaipur, Rajasthan Challenge

A premium event management company in Udaipur faced challenges managing client communication, booking logistics, vendor coordination, and real-time event monitoring. They lacked centralized data management and operational visibility during high-profile events.

Solution:
The AI Shakti deployed a custom-built BPO system integrated with AI and cloud tools. Our virtual assistant team handled event RSVPs, client communications, and appointment confirmations across channels. We digitized and streamlined their supplier and client databases, inventory tracking, and invoice generation, all via cloud-based platforms.

Using business analytics, we forecasted event requirements, helped optimize vendor selection, and improved budget accuracy. Our back office services supported real-time coordination between logistics, creatives, and hospitality teams, ensuring every event ran like clockwork.

Results:

- 90% increase in client response speed
- 50% reduction in operational workload
- Seamless coordination between 10+ vendor categories
- Event ROI tracking through real-time dashboards

Elevated brand reputation through consistent, flawless execution

What Sets AI Shakti Apart

	AI-Driven Process Optimization
	Cloud-Native Infrastructure for Maximum Agility
	Custom-Tailored Solutions with Industry Precision
	Data Security & Compliance at the Core With strict adherence
	24/7 Global Support with Multilingual Capability
	End-to-End Service Suite from Front Office to Back OfficeUnlike traditional BPO providers, we offer a holistic service ecosystem

Our AI & Tech Capabilities

AI & Machine Learning Platforms

- **Google Cloud AI/Vertex AI –** Custom ML models, data labeling, prediction APIs

- **AWS SageMaker –** Model training, deployment, and ML lifecycle management

- **Microsoft Azure AI –** Cognitive services, AI Bots, and ML Studio

- **OpenAI API / ChatGPT –** Conversational AI, content creation, automation

- **IBM Watson –** NLP, AI-powered virtual assistants, analytics

- **Hugging Face Transformers –** Custom NLP and deep learning tasks

- **DataRobot –** AutoML platform for predictive analytics

- **MonkeyLearn –** AI for sentiment analysis, text classification

- **H2O.ai –** Enterprise-grade AI and AutoML platform

◆ Robotic Process Automation (RPA) Tools

- **UiPath –** End-to-end automation, including data scraping, invoice processing

- **Automation Anywhere –** Intelligent digital workforce and RPA bots

- **Blue Prism –** Scalable RPA for complex back-office automation

- **Power Automate (Microsoft) –** Workflow automation for Office 365 and beyond

Our AI & Tech Capabilities

◆ Data Entry, OCR & Document Management Tools

- **ABBYY FlexiCapture –** Intelligent OCR and data extraction

- **Docparser / Rossum –** PDF and document parsing for automation

- **Kofax –** Data capture, invoice processing, and document automation

- **Tesseract OCR –** Open-source OCR for scanned documents

- **Google Document AI –** Intelligent document processing

◆ Analytics & BI Tools

- **Tableau –** Visual analytics and dashboard reporting

- **Power BI –** Business intelligence and data insights from Microsoft

- **Google Looker Studio –** Data visualization integrated with Google services

- **QlikView –** Associative analytics for enterprise data

- **Zoho Analytics –** Self-service business analytics

Our AI & Tech Capabilities

◆ CRM & Marketing Automation

- **Salesforce –** Sales, service, and marketing automation with AI features

- **HubSpot –** CRM, marketing automation, and customer service tools

- **Zoho CRM –** Scalable CRM with AI-driven insights

- **Freshworks CRM –** Lead scoring, deal pipeline, and email automation

- **Mailchimp / Brevo –** Email marketing & automation

◆ Chatbots & Virtual Assistants

- **Dialogflow (Google) –** Conversational AI and NLP bots

- **Rasa –** Open-source chatbot framework

- **ManyChat –** Chatbot for Messenger, Instagram, and WhatsApp

- **Tidio / Drift / Intercom –** AI-based live chat with automation

- **Botpress –** On-prem and open-source chatbot development

Our Global FootPrints

Social Nature, Canada

Easy Web, Germany

Green4Life Energy, Jhansi

Saakaar Constructions, Patna

Design Rush, USA

Musk Owl, Udaipur

Aqua City, Patna

Kadam Organics, Udaipur

Star Construction, Patna

Photon Energy Solutions

Green4Life Energy OZ

The Marketing Co. Australia

KYC Air Conditioning

Ryno's Asbestos

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Our Clientele

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