



COMPANY PROFILE 2025

Al Bidda Global Services, a top provider in Qatar, offers tailored solutions across real estate, telecom, and banking, driving growth, innovation, and success.

AL BIDDA
Global Services

www.albiddaqatar.com

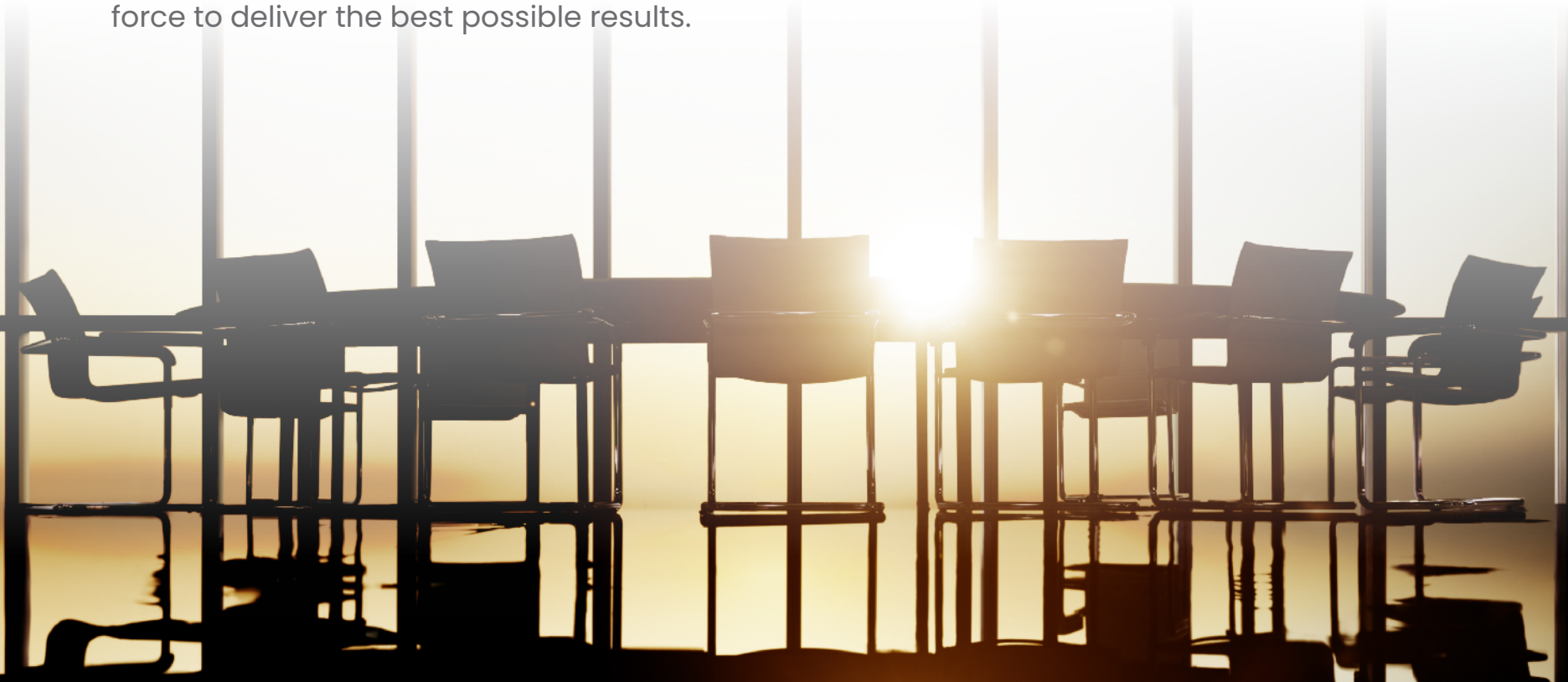
CONTENTS

| | | |
|----|-------------------------|----|
| 01 | About Us | 01 |
| 02 | Message From CEO | 03 |
| 03 | Our Mission, Our Vision | 05 |
| 04 | Core Values | 06 |
| 05 | Why To Chooe Us? | 08 |
| 06 | Achievements | 10 |
| 07 | People At Fusion Byte | 11 |
| 08 | Our Services | 14 |
| 09 | Our Products | 17 |



About Us

Al Bidda Global Services is a Qatari company, with functional capabilities in providing Customer-oriented services in the Telecom, Banking, Real Estate and other diverse sectors. Our workforce is an efficient team of seasoned professionals, capable of delivering the required services and exceeding expectations. We are distinctive because of the nature of services and the customized service we provide. We are the first players in the Qatar market, to offer such an integrated service. Our advanced systems and highly effective formats are efficiently supported by an experienced field force to deliver the best possible results.





Al Bidda Global Services
is the brainchild of

Sheikh Suhaim Al-Thani

who had a successful banking stint with the
Qatar Central Bank, after completing his
bachelor's degree, with a major in Accounting
from Qatar University.



MESSAGE

Chairman's

As citizens of this great nation, each one of us have the responsibility to create possibilities and vistas for excellence. Under the leadership of His Highness Sheikh Tamim Bin Hamad Al Thani, Qatar continues its scintillating advance towards global excellence, serving as a progressive ecosystem of entrepreneurship, nurturing local capabilities and initiatives. As an organization committed to Qatar National vision 2030, Al Bidda Global Services takes each step with great pride, as we achieve each milestone and advance towards our national goals.

Sheikh Suhaim Al-Thani
— **Chairman's**

Mission

To provide world class debt collection services in order to recover our clients' bad debts. achieving the highest recovery rate through amicable solutions with minimum hassle and comparatively low costs and preserving our clients' goodwill and our own reputation in the collection industry. We are committed to operating with the highest standards of integrity, while preserving absolute confidentiality.

Vision

To provide world class debt collection services in order to recover our clients' bad debts. achieving the highest recovery rate through amicable solutions with minimum hassle and comparatively low costs and preserving our clients' goodwill and our own reputation in the collection industry. We are committed to operating with the highest standards of integrity, while preserving absolute confidentiality.



Distinctive first players **in the Qatar market**

To Offer Customized Integrated Services



SERVICES We Offer



Integrated
Customer
Support



Telecom



Collection



Banking &
Financial



Automotive



Customer
Services



Real Estate



Contact
Center



Chat

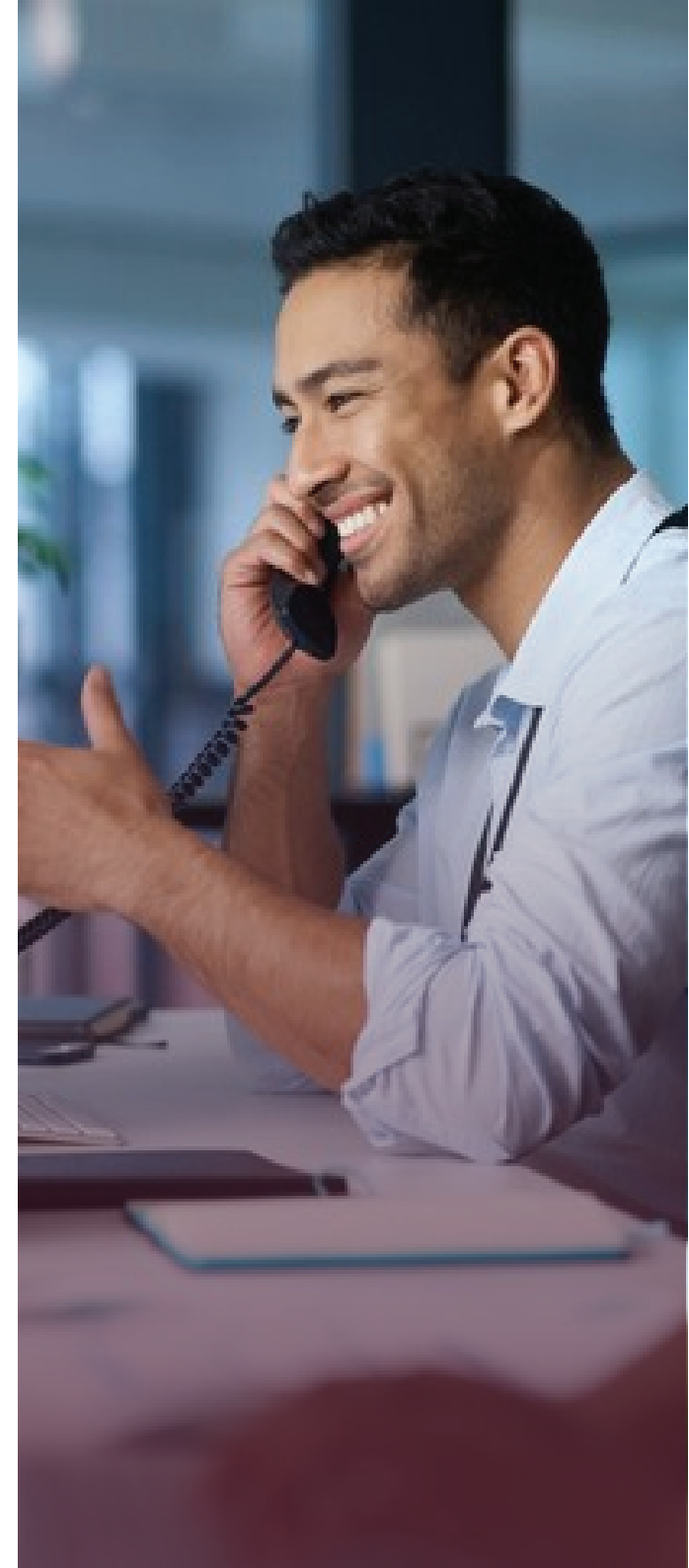


BOOM



Integrated Customer Support

Customer support is the cornerstone of any organization and we make sure that the best personal care is provided to each customer to ensure a memorable experience. We have a wide range of customer support services. An initial discussion with our agent will enable you to select a customized package tailored to your needs.



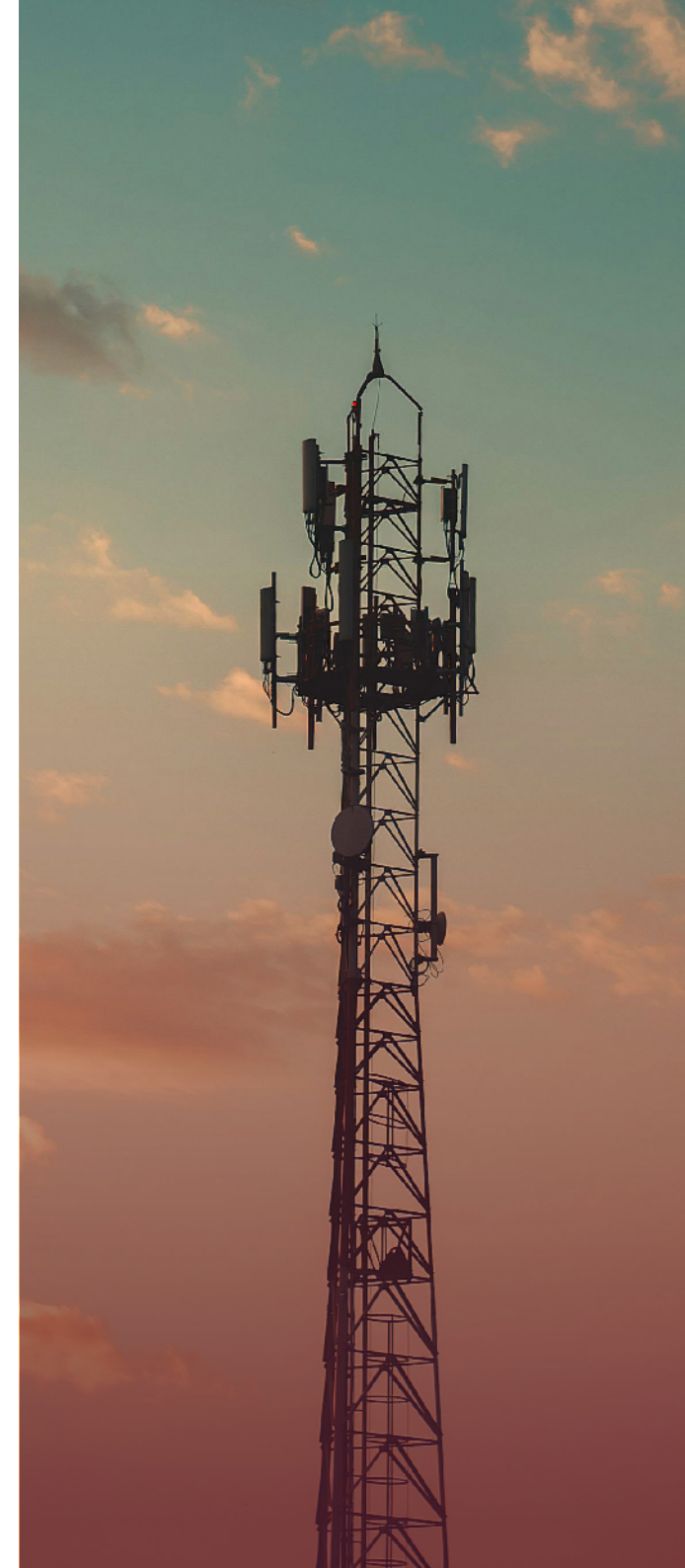


Telecom

With the advanced developments in telephony, we understand the need for telecom operators to focus on their core business of delivering the latest technological upgrades. While you are busy with these core functionalities, we can take care of your repetitive chores.

Following is a brief summary of our capabilities in the Telecom sector:

- Up-selling and Value-add services
- Customer acquisition drives
- Payment lifecycle management
- Enquiry management systems
- Detailing of products and packages
- Technical support
- Customer polls & surveys
- Collection services
- Legal assistance
- Promotions and new product introduction
- Telemarketing initiatives





Collection

We are experts in Collection services. We employ conventional as well as advanced methods to ensure amicable and ethical payment & debt settlements.

Our multilingual and professional field force is supported at the backend by state-of-the-art systems and customer service representatives, to ensure professional and efficient recovery of bad debts. Be assured of:

- Confidentiality
- Skip tracing
- Credit assessment
- Asset mapping
- Customer verification
- High recovery rates
- Legal assistance
- Payment lifecycle management & tracking
- Rescheduling & renegotiating debts & payment

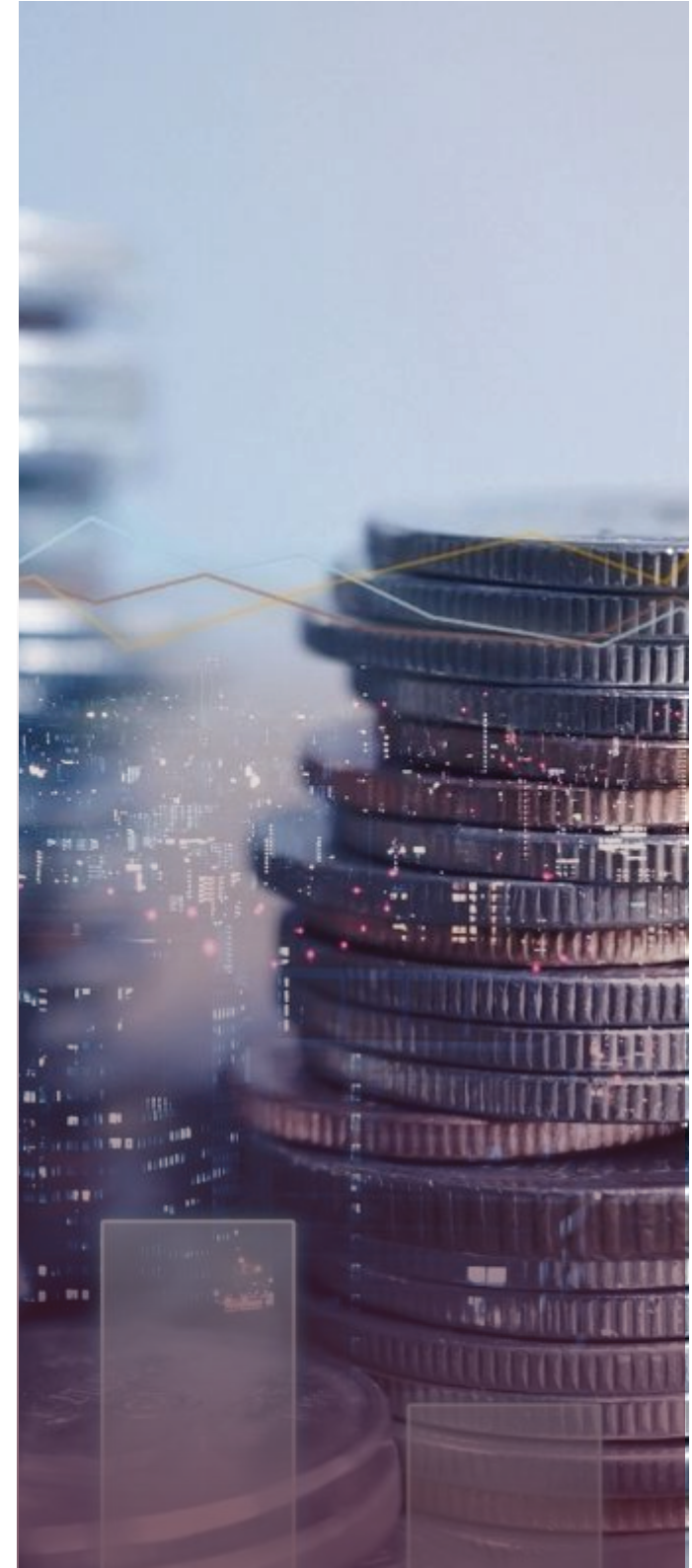


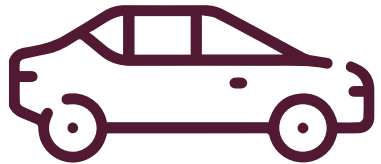


Banking & Finance

We understand the criticality of cost and time involved in Banking operations and therefore we offer efficient support services for Banks & other Financial institutions. The following is a snapshot of our versatile services.

- Fraud & Risk control services
- Debt Collection services
- Receivables & debt management systems
- Payment lifecycle management & tracking
- Financial misdemeanor buffering
- Resolution of disputes
- Legal assistance
- Mediation & amicable reconciliation





Automotive

We offer diverse services for the automotive industry also, which include:

- Customer and location verification
- Skip tracing
- Call center services
- Collection services
- Legal assistance
- Business process support

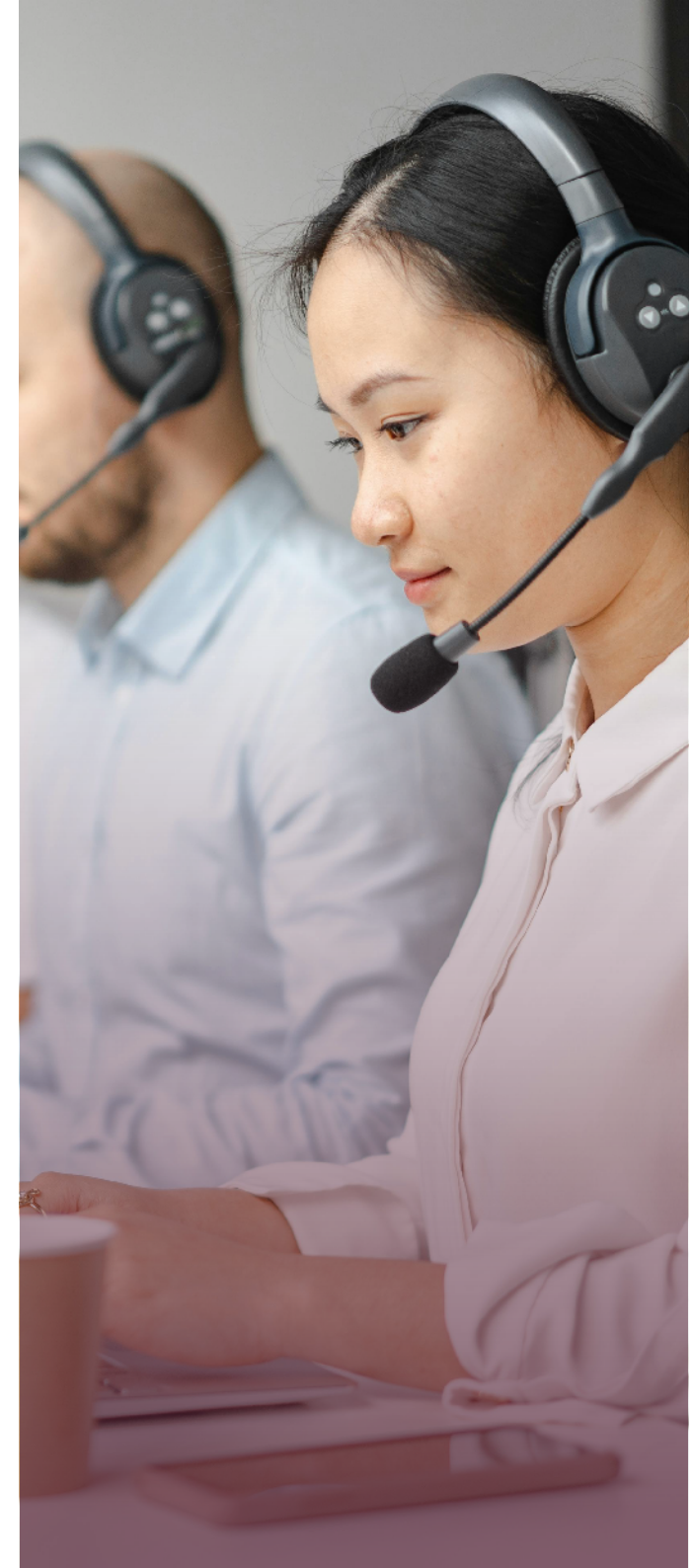




Customer Services

BRAND PROMOTION, SALES & MARKETING

Our trained and efficient brand promotion team can take care of brand promotion, customer acquisition, tele sales and upselling through dedicated and focused interaction over telephone. Our call centers are geared to handle seasonal or yearlong tele sales.





Real Estate

Our services cover the Real estate industry also. we offer:

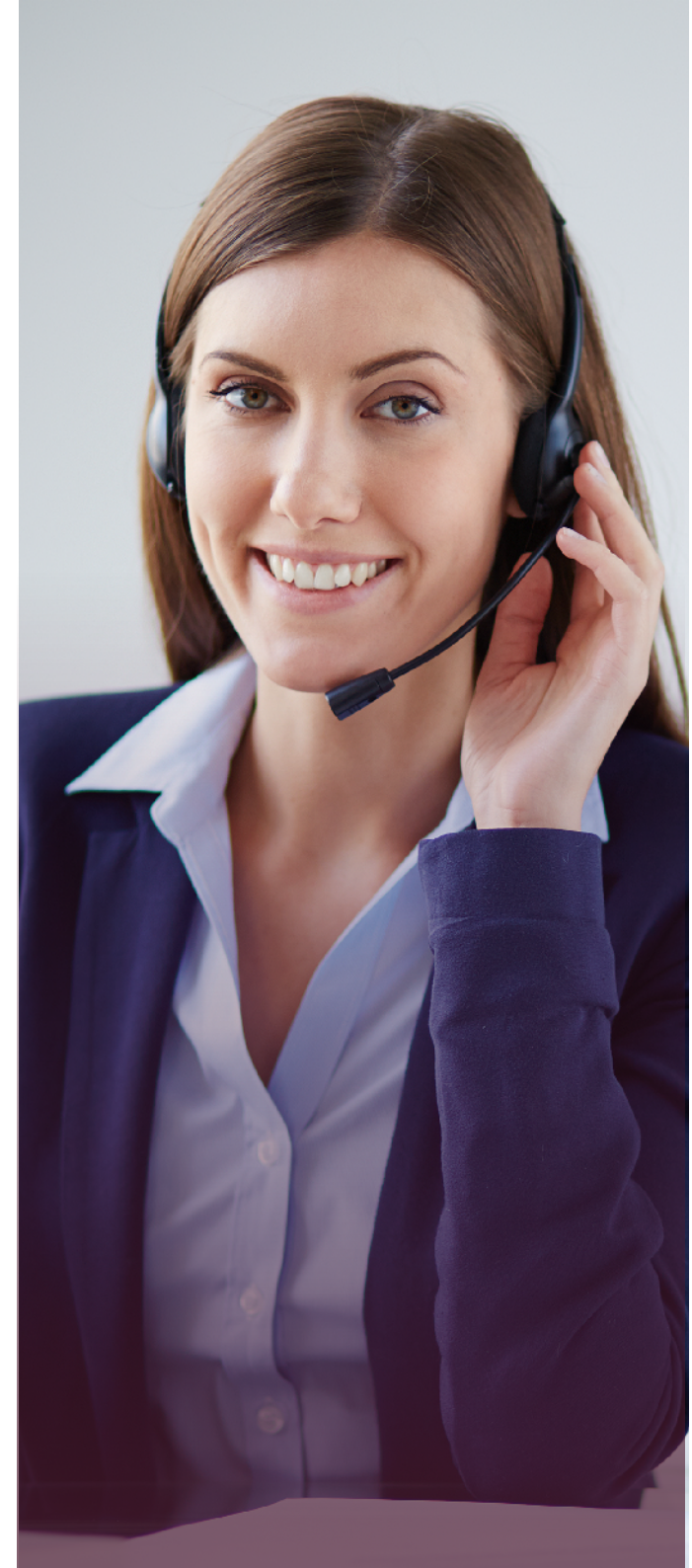
- Collection services
- Legal assistance
- Call center services
- Telemarketing
- Business process support

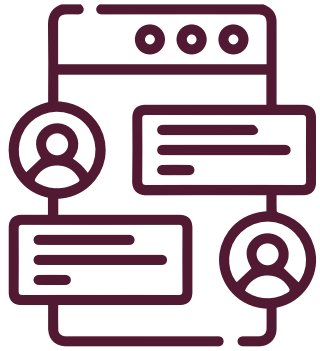




Contact Center

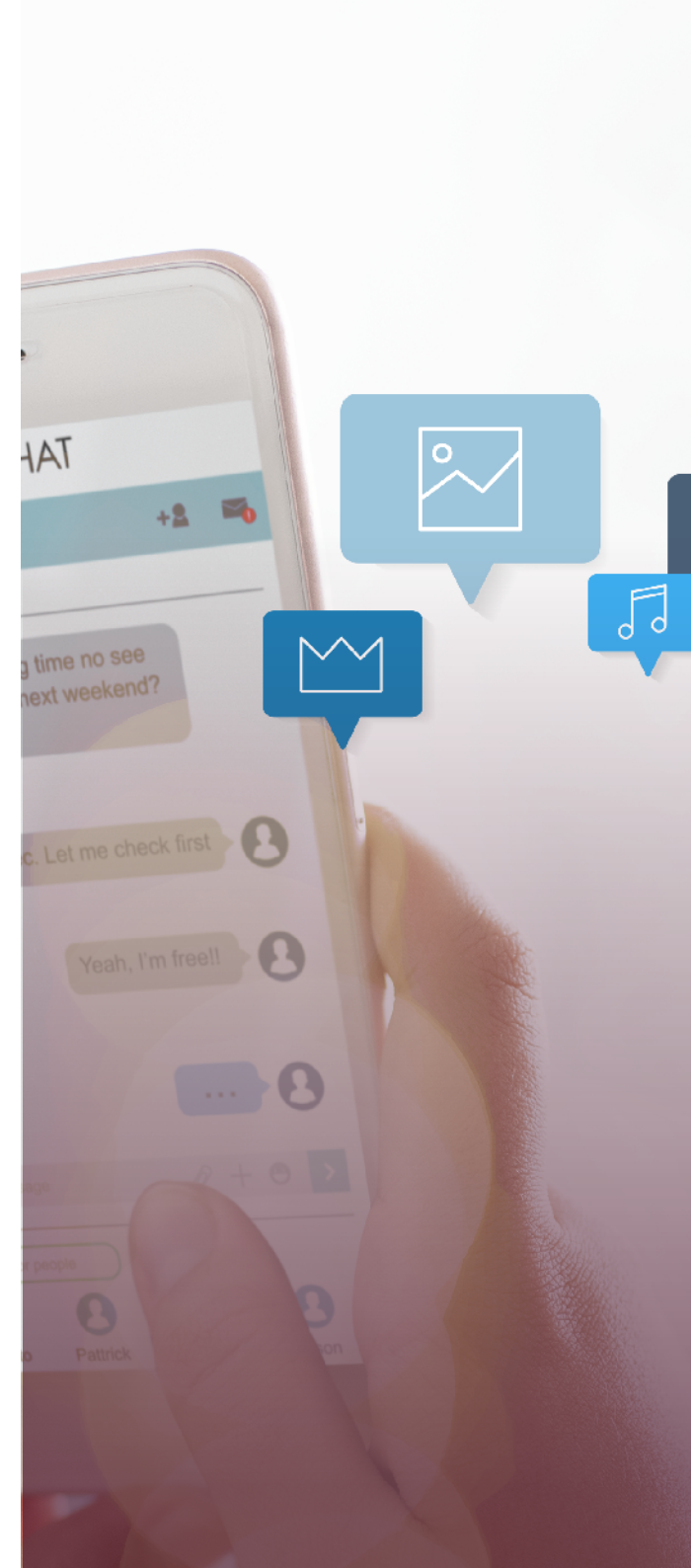
Dedicated customer engagement teams can significantly enable business growth and cut down response time to enquiries, clarifications and complaints. Cost-effectiveness of this approach is time tested and serves to ensure streamlined business operations.

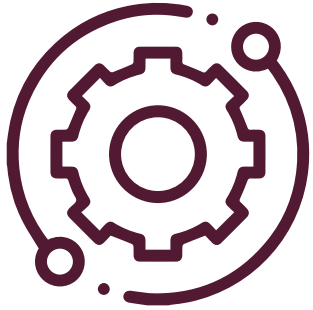




Chat Support

We offer high quality customer interaction models which facilitate live chat services. Our trained agents can take care of your chat service, thereby ensuring standardized customer interaction and effective customer service for your customers. A detailed daily log as well as regular reporting gives you complete control over maintenance of quality.

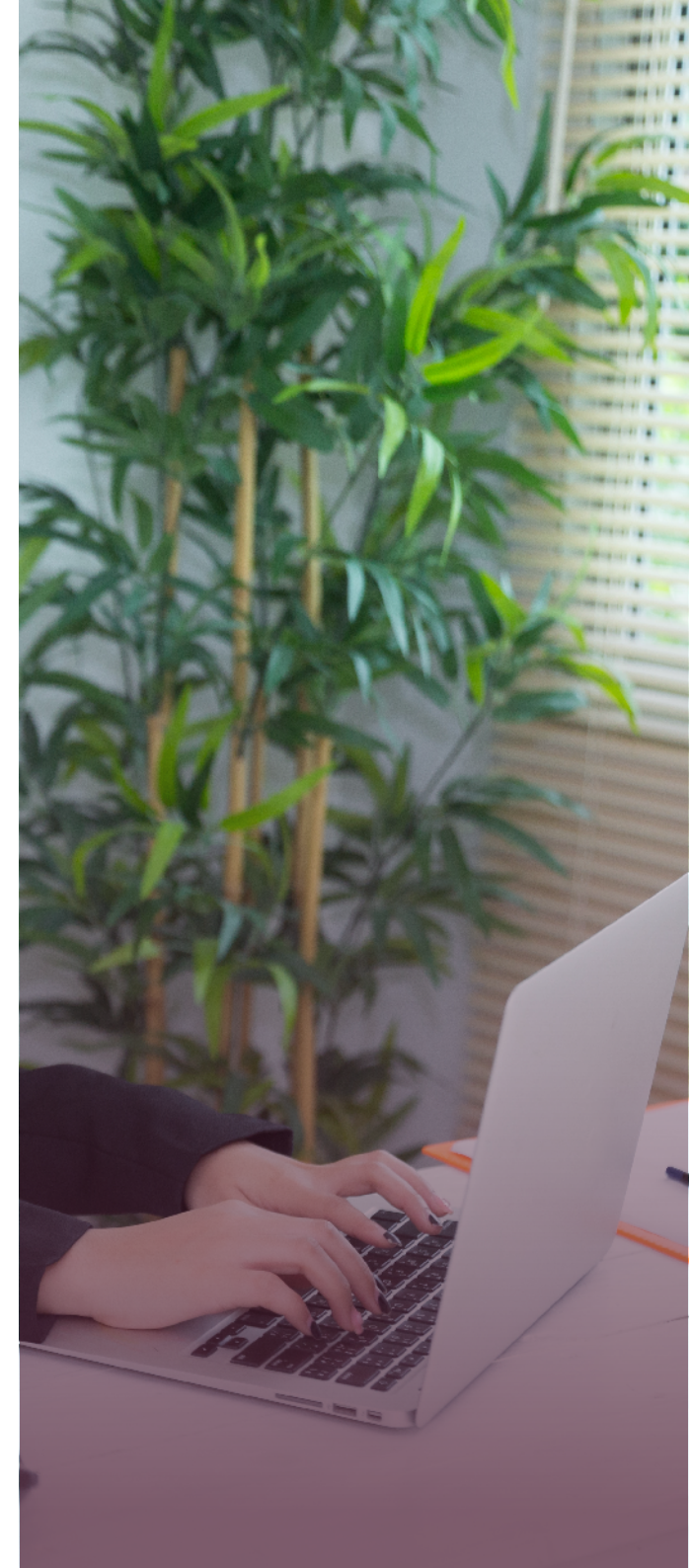




BOOM

Back Office Order Management

Order management life cycles are repetitive, and companies often look for options to have this delegated. Our order management team can offer efficient and comprehensive order management services, thereby enabling lean operations for you.





Al Bidda

Global Services

Address: #302, Al Fardan Plaza, Al Sadd, Doha, Qatar | Phone: +974 44645226 | +974 66889908

Email: info@albiddaqatar.com | Website: www.albiddaqatar.com