



ADVAYA GLOBAL

Beyond Division. Toward Unity.

Company Overview

Advaya Global Pvt. Ltd. is a purpose-driven Business Process Outsourcing (BPO) company, built on more than 12 years of hands-on operational leadership. Founded in 2017 as Skynet Infotech and rebranded as Advaya Global Pvt. Ltd., the company is headquartered in Canada with delivery operations based in Noida, India. Advaya Global is ISO 27001:2022 certified for information security management.

What We Do

- Customer Support (Voice, Chat, Email, Social — Omnichannel)
- Collections & Receivables (1st & 3rd Party, FDCPA-Compliant)
- Consumer Lending & Auto Finance BPO
- Housing Finance & Mortgage Support
- Healthcare BPO (Patient Support, Billing, Claims)
- Back-Office & Data Services
- Sales & Lead Generation
- Technical Support (L1/L2)
- Finance & Accounting BPO

Industries We Serve

FinTech & Banking • Housing Finance & NBFCs • Consumer Lending & Auto Finance • Healthcare & HealthTech • eCommerce & Retail • Telecom & Utilities • Insurance • SaaS & Technology • Logistics & Supply Chain • Real Estate • Debt Collection Agencies

Why Choose Advaya Global

- 12+ years of leadership experience — led by an operator, not a reseller
- Flexible team sizes — from a single dedicated agent to 500+ person operations

- Dedicated account manager on every engagement
- US business hours coverage, with 24/7 available for enterprise clients
- Transparent, agreed-upon pricing — no hidden fees
- Fast onboarding — live in as little as 2-3 weeks
- AI-augmented delivery: chatbots, predictive dialling, automated QA, OCR

Results We Deliver

Cost Reduction	Up to 50%
CSAT Score	90%+
QA Score	95%+
NPS Improvement	+30 points
Productivity Uplift	40%+
Attrition Rate	Under 5%
First Contact Resolution	85%+

* Figures represent operational targets and benchmarks Advaya Global is built to deliver.

Compliance & Data Security

ISO 27001:2022 Certified (June 2026). PCI DSS v4.0 — In Progress. SOC 2 Type II — Planned. HIPAA — Planned. NDA available before any sensitive information is shared.

Our Philosophy

"Advaya" (अव्या) is a Sanskrit word meaning non-dual, rooted in Advaita Vedanta philosophy. We believe there is no division between client success and our success — we operate as one extended team, not a distant vendor. This is reflected in our motto: "All for One and One for All. Love One Another." A portion of every client engagement supports Green Warriors NGO, our community initiative that has planted 68,000+ trees and fed 14,000+ people during COVID-19.

Get In Touch

- Email: contact@advayaglobal.com
- India (Call/WhatsApp): +91 8800672234 / +91 9953095511
- US (Call Only): +1 470 287 3052

- Book a Free Consultation: calendly.com/contact-advayaglobal/30min
- Website: advayaglobal.com