



Company Profile

Powering Business Growth Through Smarter
Support

www.consultiqamergers.com



Company Overview

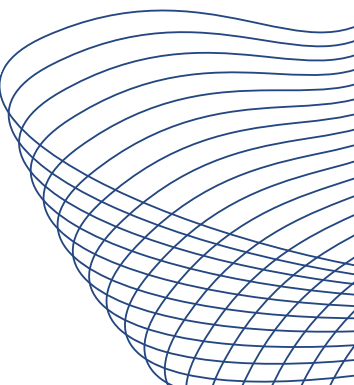


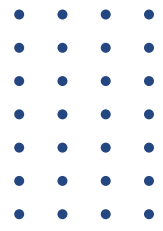
Consultiqa Mergers is a trusted outsourcing partner that helps small and medium-sized businesses grow by providing dependable Phone, Chat, and Email support. We focus on industries like healthcare, real estate, and retail, where customer service needs to be fast, professional, and follow important rules. Our support teams are well-trained and work as an extension of your business, so your customers always get helpful and consistent service.

Our approach is simple: we offer flexible and cost-effective support that fits your business goals. Whether you're growing quickly, want to reduce your workload, or need better customer service, we're here to help. You can scale up or down as needed, without the extra cost of hiring and managing in-house staff. With Consultiqa Mergers, you can focus on running your business while we take care of your customer communication.



Support That Grows With You





Mission



At Consultiq Mergers, our mission is to empower small and medium-sized businesses by providing reliable, cost-effective, and customer-focused support solutions that help them operate more efficiently. We understand that for growing businesses, time and resources are limited—and customer service can become a major challenge as they scale. That's why we step in as a trusted partner, delivering high-quality Phone, Chat, and Email support tailored to the unique needs of each business.



Our goal is to remove the burden of daily customer interactions, so our clients can focus on what matters most: growing their business, serving their markets, and achieving long-term success. By combining skilled support teams, industry-specific knowledge, and scalable processes, we help SMBs create better customer experiences—while saving time, reducing costs, and building stronger relationships with their audience.



Our Services

We offer omnichannel support designed for responsiveness, reliability, and results



Phone Support (Inbound/Outbound)

Appointment booking, inquiry handling, warm transfers, follow-ups.



Live Chat Support

Website chat, real-time sales assistance, lead qualification, order help.



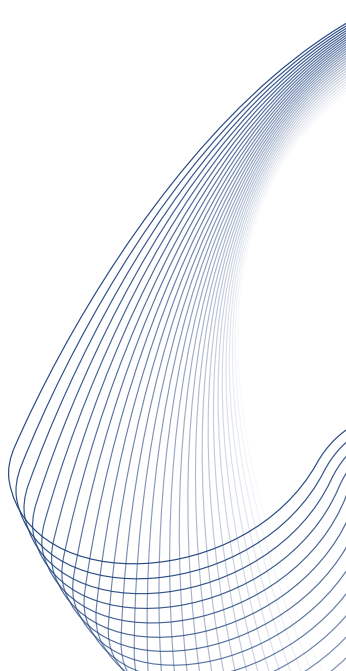
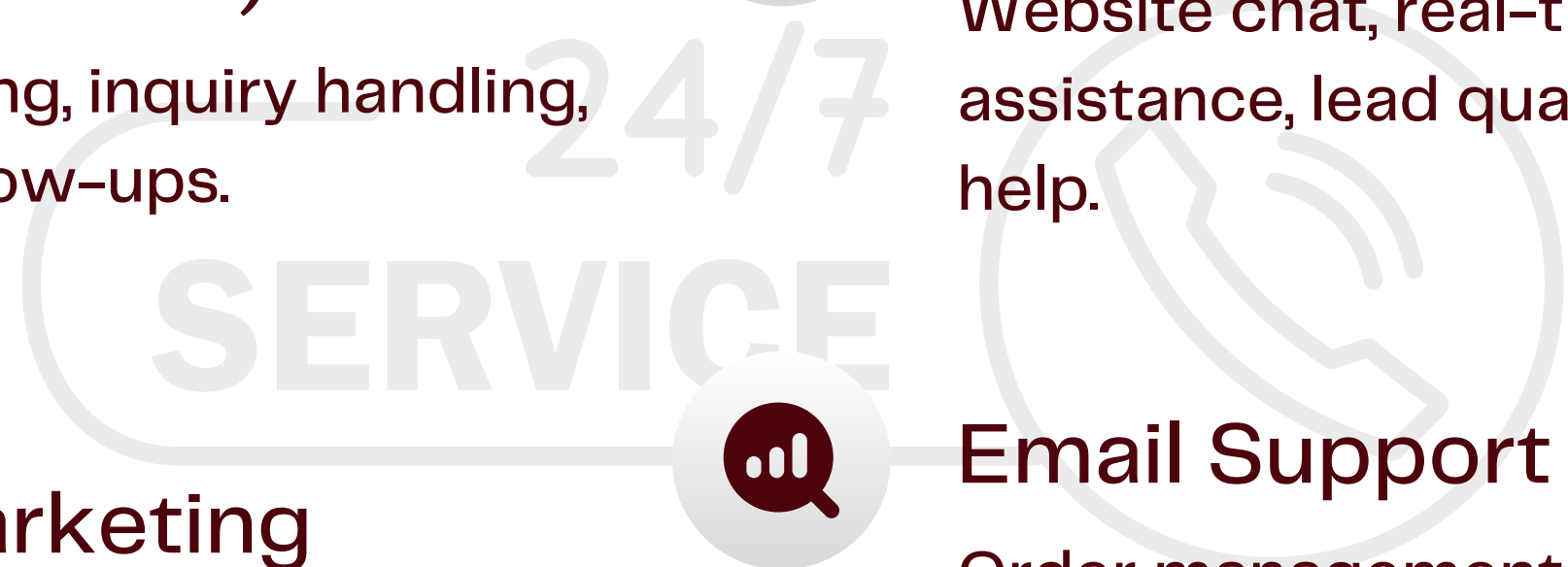
Lead Generation/Marketing

Helping businesses improve their sales strategies.



Email Support

Order management, support queries, CRM ticket responses, follow-up campaigns.





Industries We Serve



Healthcare

 US healthcare outsourcing market projected at \$66B by 2025

 90% of hospital execs considering third-party support



Real Estate

 32% more site visits with outsourced call/chat follow-up

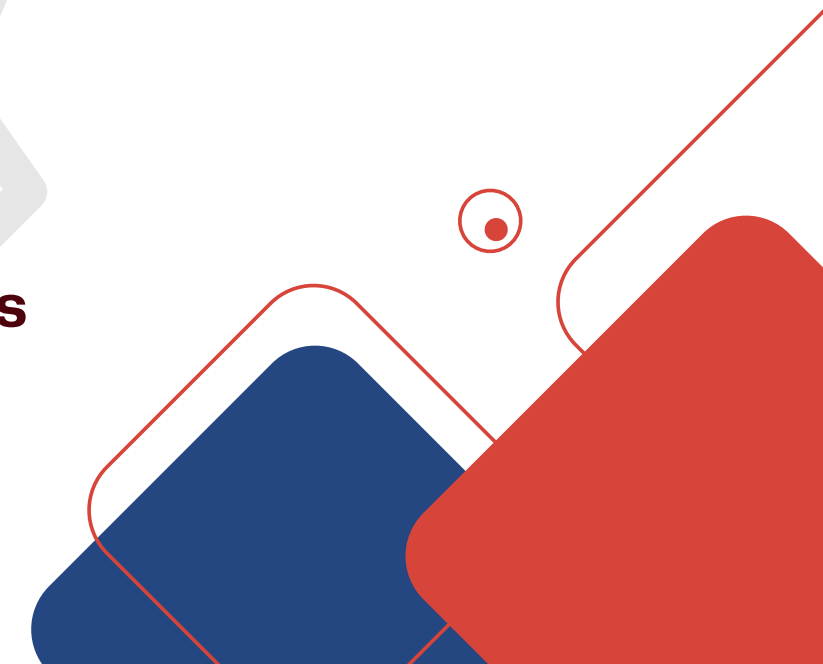
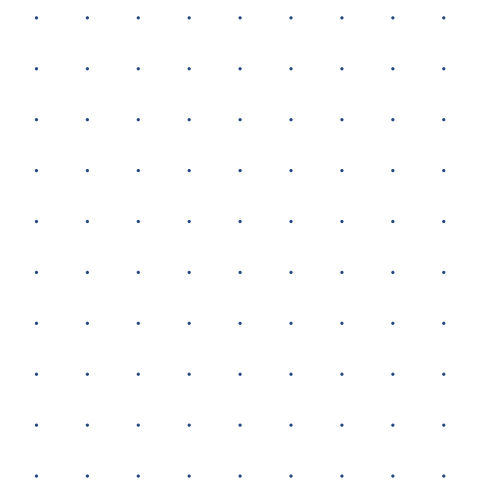
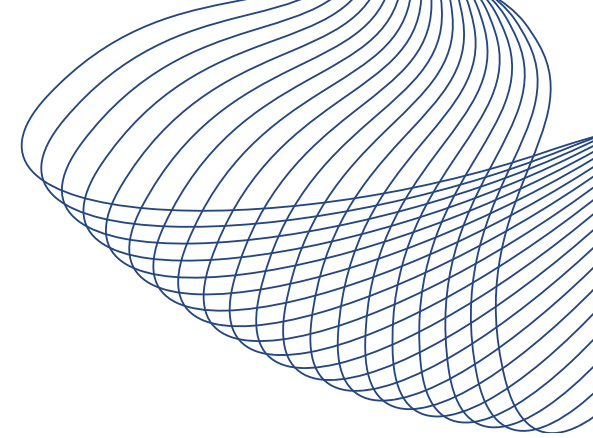
 24/7 responsiveness = more closed leads



Retail & E-commerce

 73% of buyers use multiple channels in a single journey

 AI + human support boosted conversions 9% on Black Friday



The Support Problem for SMB Firms

1. Limited Staffing and Resources

Most SMBs don't have dedicated support teams. Often, the same staff handling operations, sales, or admin are also answering customer queries.

This leads to: Slow response times | Missed calls or messages | Overworked employees and burnout

2. Inconsistent Customer Experience

Without proper training or tools, different team members handle support differently. This causes:

Confusing or mixed messages to customers | Poor brand perception | Reduced customer satisfaction and loyalty

3. High Costs of Building In-House Teams

Hiring, training, and managing a full in-house support team can be expensive, especially for small firms.

Challenges include:

Salaries, benefits, and overhead | Finding skilled support agents | Managing turnover and retention

4. Lack of Support Infrastructure

Many SMBs don't have the right tools or platforms for effective customer support, such as:

Ticketing or CRM systems | Multi-channel communication tools | Reporting and analytics for performance tracking

5. Difficulty Scaling Support with Growth

As the business grows, so do support requests—but SMBs often can't scale quickly enough. This leads to:

Longer wait times | Frustrated customers | Lost sales or client churn

6. Inability to Offer 24/7 Support

Customers today expect help anytime. Most SMBs can't afford around-the-clock service, resulting in:

Missed global opportunities | Unattended support requests during off-hours | Negative reviews or complaints

7. Compliance and Data Privacy Risks

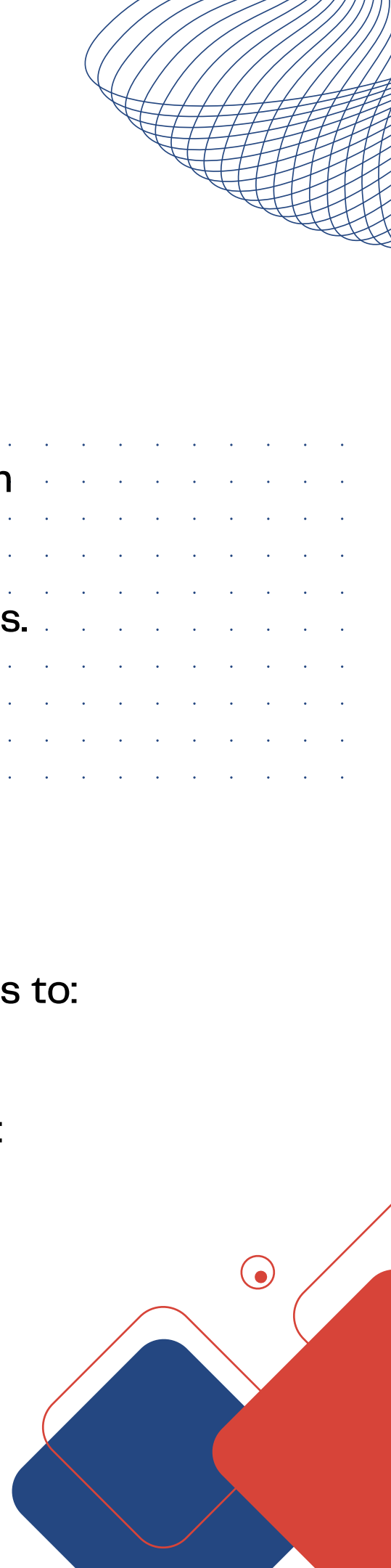
Industries like healthcare or finance require strict compliance in communication. SMBs may lack:

Knowledge of regulations like HIPAA or GDPR | Secure communication tools | Proper agent training

8. Focus Shift from Core Business

Business owners often get pulled into day-to-day customer service tasks, distracting them from:

Strategic planning | Business development | Revenue-generating activities





Why Outsourcing Is Growing

Outsourcing is rapidly expanding because it helps businesses save money, access skilled talent, and scale faster without the cost and complexity of hiring in-house teams. It allows companies—especially SMBs—to focus on core activities like growth and strategy, while professionals handle support, operations, and customer service.

Companies spent US \$ 3.8 trillion on outsourced services in 2024; expected to reach US \$ 7.1 trillion by 2030 (Grand View Research)

Phone & digital CX is the fastest-growing segment.

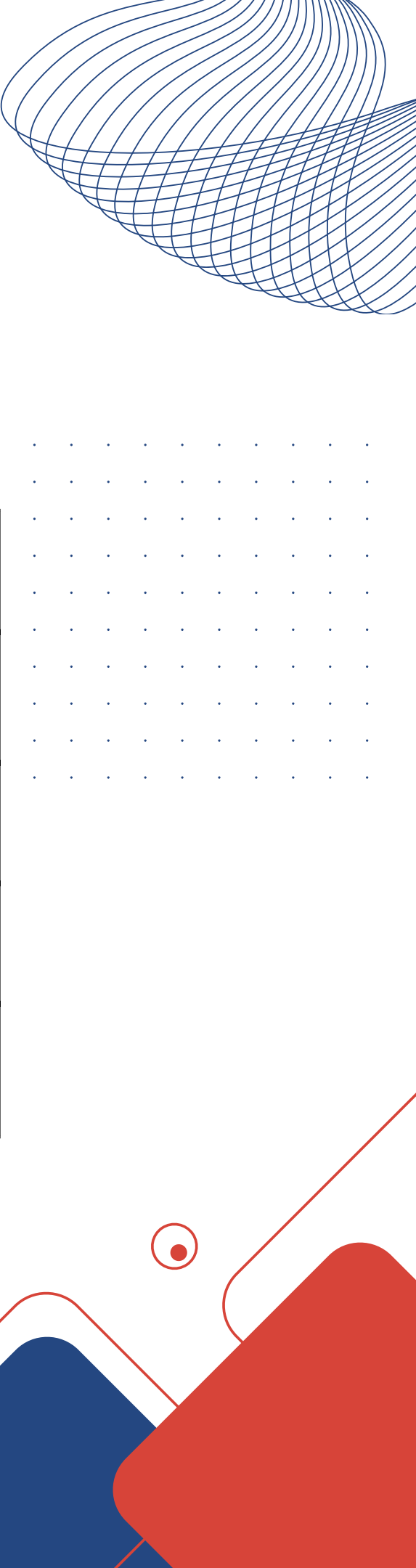
Over half (52 %) of small businesses say they plan to outsource at least one job in the near future (Exploding Topics)

With 24/7 availability, advanced tools, and compliance-ready processes, outsourcing delivers higher efficiency, better customer experiences, and a clear edge in today's competitive market.



Where They Fall Short

What SMB's Need	Big BPO Reality	The Gap
5–50 seats, easy to scale	100+ seats, 12-month lock-in	Flexibility
Launch under 3 weeks	8–12 weeks to launch	Speed
Brand-specific tone	Generic scripts	Personal touch
Clear pricing	Hidden fees, complex rate	Transparency





Serving SMBs Across the USA, UK, & Canada with World-Class Support

We serve small businesses in the USA, UK, and Canada because these countries have high customer service standards and rising labor costs. Many small and medium-sized businesses there need reliable support but find it expensive and hard to manage in-house. Our outsourcing services help them save money, respond faster, and stay focused on growing their business—without lowering the quality of customer care.

By providing skilled support teams, flexible service models, and a strong focus on customer satisfaction, we help these businesses stay competitive in fast-moving markets. Whether it's answering customer queries, booking appointments, or handling product questions, we make sure their customers always feel valued and well taken care of.

We understand how hard it can be to manage customer support while trying to grow. Hiring a full in-house team is often expensive and time-consuming. That's why we offer affordable, reliable Phone, Chat, and Email support—so you can focus on running your business while we take care of your customers.

We specialize in high-touch industries like healthcare, real estate, and eCommerce, where customer service is critical. From helping patients schedule appointments and stay informed, to managing property inquiries and assisting online shoppers with orders and returns—we bring experience, compliance, and care to every customer interaction.

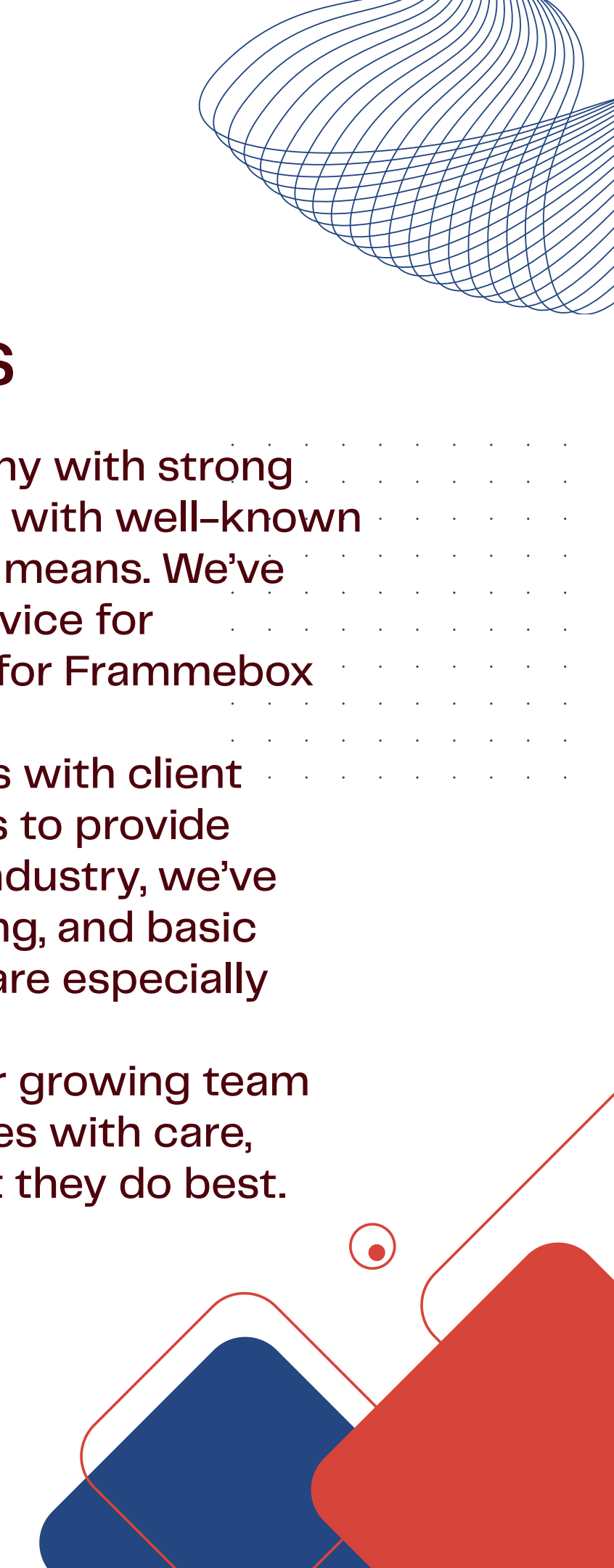


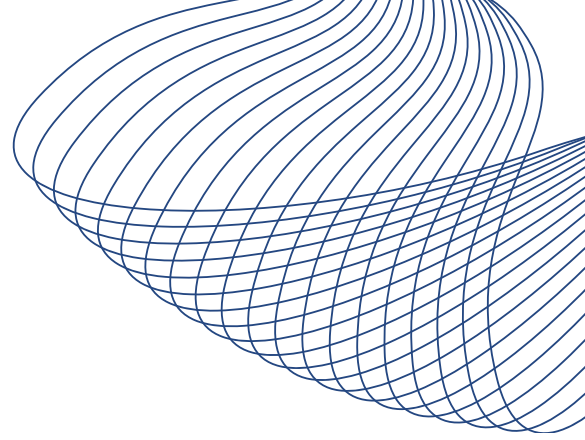
Our Experience as Founders

At Consultiq Mergers, we are a growing company with strong real-world experience. As founders, we've worked directly with well-known companies and understand what great customer support means. We've handled chat support for Amazon, managed customer service for Australian telecom providers, and delivered sales support for Frammebox Animations to help them convert leads into clients.

We've also supported B2B publication companies with client communication and worked with online tech service firms to provide smooth and helpful technical support. In the healthcare industry, we've assisted with patient communication, appointment booking, and basic support services—where accuracy, privacy, and empathy are especially important.

This mix of experience across industries gives our growing team the knowledge and confidence to support small businesses with care, professionalism, and flexibility—so they can focus on what they do best.





Why Clients Choose Us

Feature	Your Benefit
 Skilled, English-fluent agents	Clear, empathetic communication
 60–70% cost savings	Lower spend vs in-house support
 24/7 availability	Always-on presence across time zones
 Compliance-ready operations	HIPAA, GDPR, PCI-DSS aligned
 Weekly performance reports	Full visibility and accountability





Flexible Payment Options

Option	How it works	Ideal for
Hourly per agent	Pay for staff hours used	Variable ticket volumes
Monthly per seat	Fixed cost per agent	Steady volumes
Per interaction	Pay per call/chat/email	Low or shifting volumes
Success fee	Pay per upsell or CSAT score	Sales or premium support programs



Tools & Technology

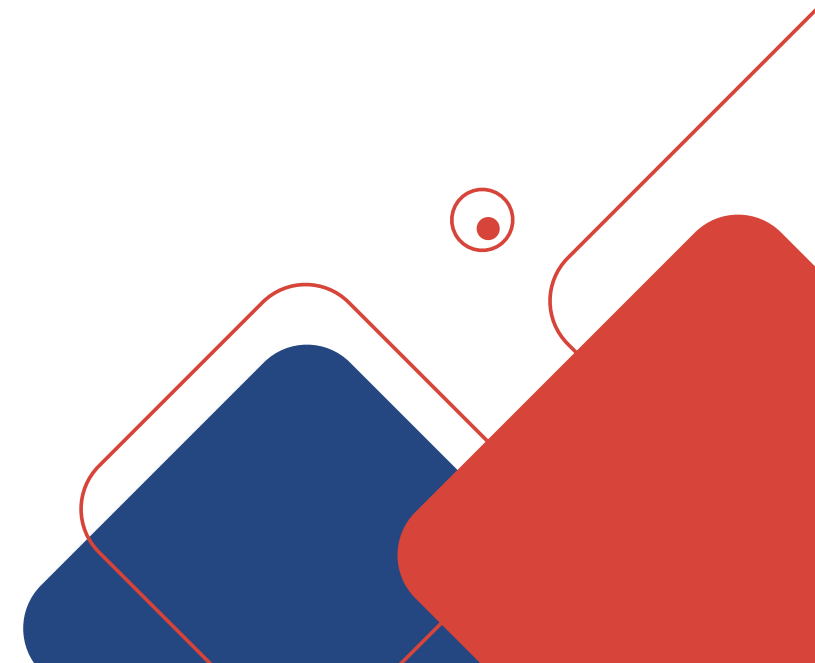
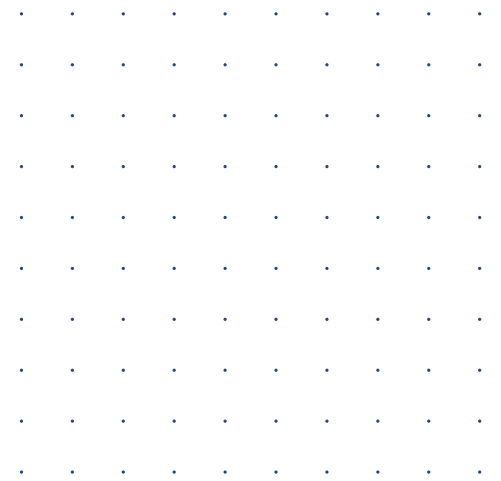
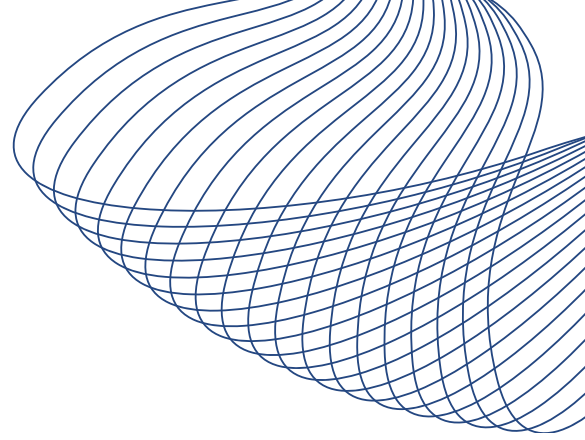
Cloud telephony (Twilio, Aircall,Pulse)

Ticketing/CRM (Zoho, Freshdesk, HubSpot)

Secure live chat tools (LiveChat, Tawk.to, Slack)

Analytics dashboards & QA monitoring

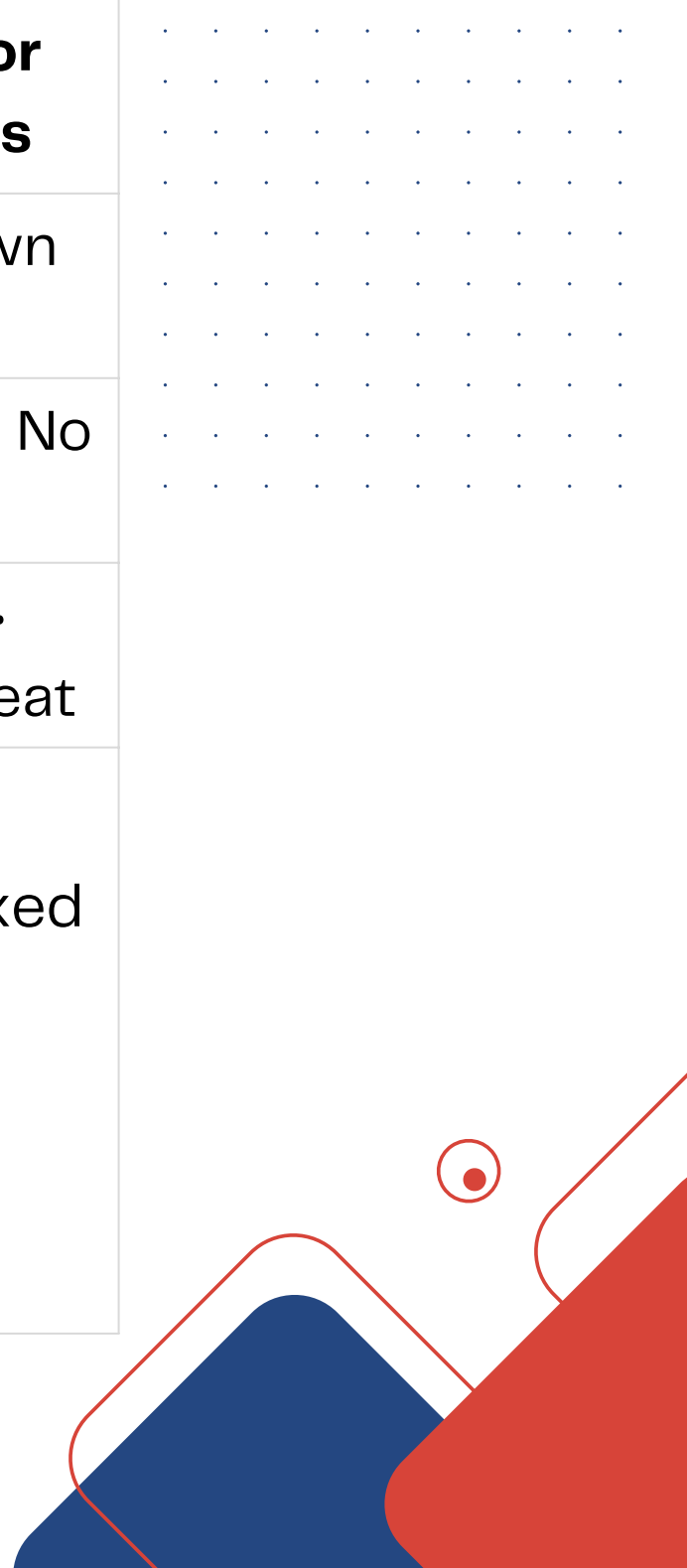
Optional chatbot or AI-integrated solutions

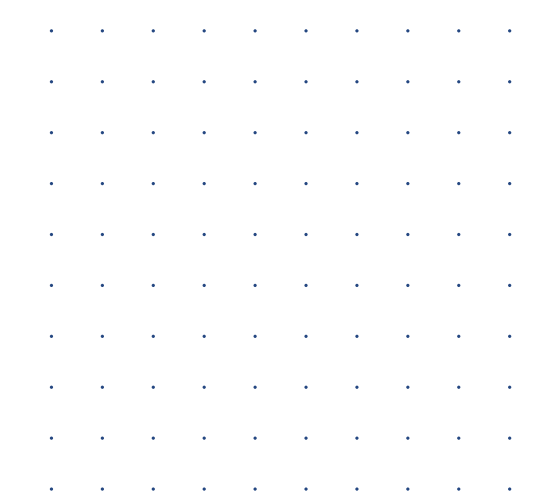
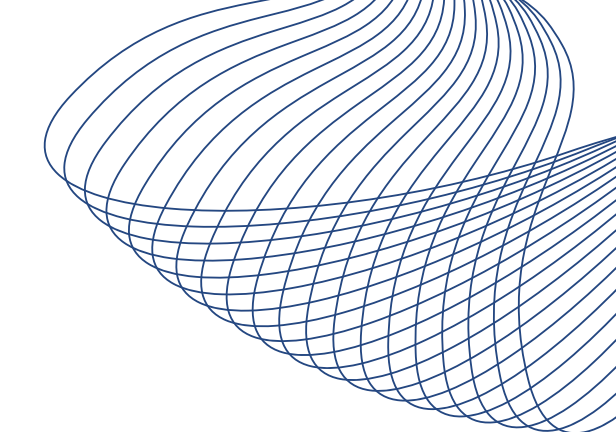




Engagement Models

Plan Type	What You Get	Perfect For	Why It Works for Small Businesses
Dedicated Agent	A full-time support person who works	Growing businesses needing regular,	Feels like your own employee •
Shared Agent	A part-time agent who helps your	Businesses with low or flexible customer	Budget-friendly • No long-term tie-in •
Hourly / On-Demand	Pay only for the hours or tasks you	Seasonal work, trials, or when extra help is	Full cost control • Use anytime • Great
Project-Based	A small team handles a one-time job (e.g., product launch, data entry, short campaign).	One-time needs or small projects	Clear scope • Fixed budget • No ongoing commitment





Bonus Add-Ons (available on request)

ROI Calculator Slide

Instantly highlight how much your business can save by outsourcing support. A simple, visual tool to compare in-house costs vs. our service benefits.

Case Study Templates

Pre-built templates to showcase real client success in a clear, proven format. Just plug in the details—perfect for building trust with prospects.

Industry-Specific Infographics

Eye-catching visuals tailored for healthcare, real estate, and eCommerce. Help clients understand their challenges and how we solve them—at a glance.

Pitch Deck Design

A clean, professional slide deck to present your business with confidence. Includes all key sections—from problem to solution, pricing, and call-to-action.





Let's Work Together

Want to scale your customer support without scaling your payroll?



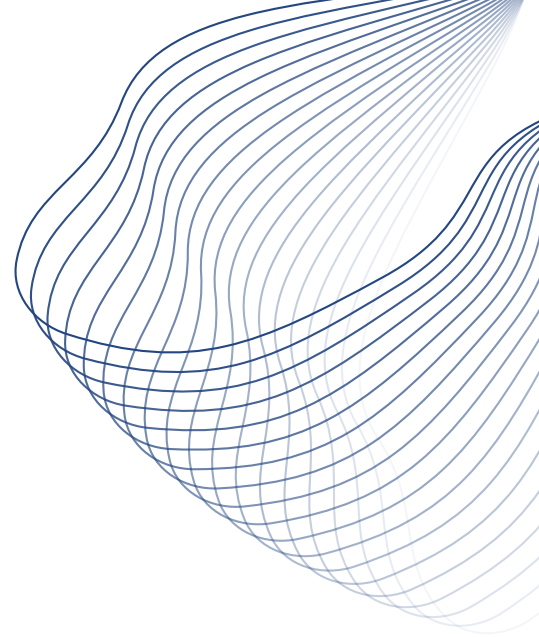
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Thank You

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