مراكز اتصال (CONTACT CENTERS)
تشفيل (OUTSOURCING)
العمل عن بعد (TELEWORK)
تقنية معلومات (IT)
توظيف (RECRUITMENT)
Mayader
Mayader has been operating since 1993 and is considered one of the leading companies in recruitment, outsourcing, contact center solution and collecting.

Vision
To be premium provider for services, products and customer services attitude.

Our Mission
Avail our broad enriching expertise to support our clients and work with them as partners and team members to let them achieve their business goals.

Slogan
Always provide platinum services and high quality products.
MAYADER PROVIDES RECRUITMENT AND MANPOWER OUTSOURCING SERVICES IN ALL FIELDS AND JOB LEVELS.

MAYADER IS CHARACTERIZED BY:

1. A BIG NETWORK OF LOCAL AND INTERNATIONAL PARTNERS.
2. WORK WITH HRDF (TAQAT).
3. LONG EXPERIENCE IN ASSESSING CANDIDATES.
4. SOLID EXPERIENCE IN MANAGING RECRUITMENT AND OUTSOURCING PROJECTS.
5. GUARANTEE HIGH QUALITY SERVICES THROUGH SLAs.

METHODOLOGY:

1. IDENTIFY CLIENTS’ NEEDS.
2. SET UP AN EXECUTION PLAN AND AGREE ON IT WITH CLIENT.
3. AGREE WITH CLIENT ON PROJECT MANAGEMENT FORMAT.
4. SET UP SLA FORMAT.
5. EXECUTE PROJECT.
6. FOLLOW UP PROJECT TILL END OF CONTRACT.

التوظيف والتشغيل
RECRUITMENT AND OUTSOURCING
MAYADER PROVIDES HIGHLY QUALIFIED EMPLOYEES IN DIFFERENT SECTORS SUCH AS:

1. Medical Centers
2. Research and Marketing Centers
3. Computer Centers
4. Sales and Marketing Centers
5. Banks
6. Airports
7. Insurance Companies
8. Human Resource
9. Governmental Services
10. Finances and Accounting
11. Customer Services
12. IT
13. Sales and Marketing
14. Communications
15. Customer Service and Call Centers
تعتبر شركة ميادير من الرائدات في المنطقة العربية في تقديم حلول مراكز الاتصال. بدأ من توفير النظام
المشترك للاتصالات، ثم الاتصالات المحسنة، وصولاً إلى توفير解決方案
الاتصالات الأثرية للعملاء.

MAYADER IS NOW A LEADING PROVIDER IN THE SAUDI MARKET FOR CONTACT CENTER SOLUTIONS, STARTING WITH PROVIDING THE HARDWARE AND CLOUD SERVICES TO OPERATION OF CONTACT CENTER AND OUTSOURCING ITS MANPOWER.

بتيت نظام ميادير

Interactive Intelligence

1. AN INTEGRATED AND OPEN SOURCE PLATFORM. IT ENABLES CLIENTS TO: AUTO ANSWERING, GENERATE, STATISTICS, SCHEDULING, CREATE MULTIPLE SCREENS AND CONNECTIVITY WITH THE CLIENT EXITING ERPR/CRMS.
2. TOTAL SYSTEM THAT HAS: AUTO ANSWERING VOICEMAIL FAX AUTOMATIC CALLS DISTRIBUTION WEB SERVICES ARCHIVING AGENT SYSTEM CLIENT INFORMATION MANAGEMENT AND CONNECTIVITY WITH DATABASES.
3. ABILITY TO CLONE ALL SYSTEM DATA.
4. ABILITY TO SCHEDULE REPORTS DAILY WEEKLY OR MONTHLY FOR CLIENT'S MANAGEMENT.

حلول مراكز الاتصال

CONTACT CENTER SOLUTIONS
Bridge Platform
Allows for the integration of data from various APIs and platforms.

Public API
Provides an interface for applications to interact with the platform.

Webhooks
Automatically notify applications when specific events occur.

Edge Platform
Supports real-time call management and handling of customer interactions.

Contact Center Solutions
Solutions for managing customer interactions efficiently.
Mayader provides IT solutions through:

1. IT consultancy and P.M.
2. Software and Apps development:
   a. Websites.
   c. ERPs.
   d. E-Archiving.
3. Hardware and equipments.
4. Maintenance and technical support.

Mayader provides all of the above services either remotely or locally on-site by outsourcing its employees to the client partially or full time, kingdom wide.

Falto provide an integrated services to the clients

The solutions provided by Mayader encompass:

- IT consultancy and P.M.
- Software and Apps development:
  - Websites.
  - Security.
  - ERPs.
  - E-Archiving.
- Hardware and equipments.
- Maintenance and technical support.

The solutions by Mayader are designed to:

- Improve and streamline existing processes.
- Enhance security measures.
- Leverage the latest technologies.
- Ensure cost-effective solutions.
- Provide a comprehensive suite of services.

These solutions are tailored to meet the unique needs of each client, ensuring efficiency, security, and scalability.

For more information or to schedule a consultation, please contact Mayader today.

IT Solutions
Through our extend efforts to provide a full and a good quality service to our clients, Mayader has given this aspect a special attention to improve the level of service by taken the following steps:

1. Create positive environment that supports and maintains a continuous development for the employees.
2. Creating a culture that strongly focuses on the customer.
3. Continuous Improvement on the quality of the outcome.
4. Increase the efficiency by increasing the cooperation between the departments and encourage team work.
5. Improve profitability and productivity.
6. Education management and staff how to identify, arrange and analyze problems and break them down into even smaller problems that can be controlled.
7. The ability to take decisions according to facts and not emotions.
8. Train employees on how to develop and improve the operation methodology.
9. Reduce repetitive tasks that’s takes allot of time without any benefits.
10. Enhance customer satisfaction on an ongoing basis
11. Increase the proportion achieving the main objectives for the company and its clients.
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Mayader Company Limited
Recruitment Outsourcing Collection
Contact Centers
Telework

شركة ميادير المحدودة
توفير تشغيل مراكز اتصال
عمل عن بعد