

البديعة  
لتحصيل الديون



**Al-Bidda**  
FOR DEBT COLLECTION

**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 Thamer 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.

## Chairman`s Message

"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 Thamer Al-Thani**



'To be the leading integrated solutions company, offering the entire gamut of support services and ecosystems to enable Corporate businesses to thrive.'



- Competence
- Commitment
- Customer service



"**Sheikh Suhaim Thamer Al-Thani's** entrepreneurial capabilities, has helped us to build up a highly competent workforce and systems, capable of excelling in our corporate mission to be the leading integrated solutions company in the region."

**Mohammed Khaleel – Operations lead**



## Integrated Customer support services

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 services

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.

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

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

## Banking & Financial services

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

## Automotive services

- We offer diverse services for the automotive industry also, which include:
- Customer and location verification
- Collection services
- Skip tracing
- Legal assistance
- Call centre services
- Business process support

## Real Estate services

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

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

## Sales, Marketing & Brand promoters

Our trained and efficient Brand promotion team can take care of Brand promotion, customer acquisition, tele-sales and up-selling through dedicated and focused interaction over telephone. Our call centres are geared to handle seasonal or yearlong tele sales.

## Contact & Call Centre

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.

## Collection services

We are experts in Collection services. We employ conventional as well as advanced methods to ensure amicable and ethical payment & debt settlements. Our multi-lingual 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
- High recovery rates
- Skip tracing
- Legal assistance
- Credit assessment
- Payment lifecycle management & tracking
- Asset mapping
- Rescheduling & renegotiating debts & payment
- Customer verification

## Chat services

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.

## 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.

## Remote work outsourcing

Depending on market needs and trends, we have access to a resource pool of expert remote workers, with expertise in different functions. An initial consultation with our agents will help you to understand the range of services and possibilities.

## OUR CONTACT



We are just a call or e-mail away. We welcome your queries and assure you the best!

Al Bidda Global Services,  
#302, Al Fardan Plaza,  
Al Sadd, Doha-Qatar.

Phone: +974 44645226 - +974 70211837

E mail: [info@albiddaqatar.com](mailto:info@albiddaqatar.com)

## CAREERS



Send us your resume at [careers@albiddaqatar.com](mailto:careers@albiddaqatar.com)

Please mention the **position** you are applying for in the subject line.



+974 44645226  
+974 70211837



[info@albiddaqaatar.com](mailto:info@albiddaqaatar.com)



Al Bidda Global Services, 3rd Floor office #302, Al Fardan Plaza, Landrover showroom building, Opposite Ministry of Municipality and Environment, Al Sadd, Doha- Qatar.



[www.albiddaqaatar.com](http://www.albiddaqaatar.com)