

WE ARE TELLIDA

Tellida is a trusted outsourcing partner, providing specialised solutions across conveyancing, call centre operations, finance and accounting, and remote IT support. We enable businesses to optimise operations, enhance performance, and achieve cost efficiencies, all while upholding the highest standards of quality, security, and compliance.



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Why Sri Lanka?

Sri Lanka has emerged as a leading global outsourcing destination, offering a rare blend of skilled, English-speaking talent, cost efficiency, and a strong digital and business infrastructure. Ranked among the top five for finance and accounting outsourcing by Tholons and 12th in IBM's Global Location Trends Report, the country provides access to high-quality, specialised services at scale.

With a steady pipeline of internationally accredited graduates, strong government support for the ICT sector, and a favourable time zone, Sri Lanka gives businesses a strategic edge in driving efficiency, innovation, and growth.

Cost-Effectiveness and Quality

Sri Lanka delivers high-quality outsourcing services at a fraction of the cost of traditional hubs such as India or the Philippines, offering significant savings without compromising on service excellence.

Skilled Workforce and Education

With a literacy rate of 92% and a steady flow of qualified graduates, particularly in IT and business management, Sri Lanka offers a large pool of English-speaking professionals, ensuring seamless communication.

Infrastructure and Government Support

The government actively supports the growth of Sri Lanka's IT and BPO sectors through initiatives like tax exemptions and technology parks in Colombo, making it an attractive outsourcing destination.



Our Story

Founded in 2011 in Colombo, Sri Lanka, Tellida Private Limited quickly established itself as a trusted provider of world-class outsourcing solutions. Specialising in legal process outsourcing, contact centre management, finance and accounting, and remote tech support, we leveraged Sri Lanka's skilled workforce and strategic location to meet the global demand for efficient, cost-effective services.

In 2022, we expanded our reach with the incorporation of Tellida UK, broadening our service offerings to include IT consultancy, accounting, auditing, and management consultancy. From our beginnings to becoming a key player in the outsourcing industry, Tellida's growth has been driven by innovation, client-focused solutions, and a commitment to excellence.

Our Team



Omar Fathe Rally
Director & CEO



Sulaiman Barrie
Chief Operating Officer



Rishana Farook
CISO & Head of Finance



Mohamad Imran
Manager - Contact
Centre Operations



Itaza Iftikar
Manager - Legal
Process Outsourcing



Anas Yoosuff
Manager - Finance and
Accounts Outsourcing



Pulini Senadheera
Head of Human
Resources



Amal Hansachandra
Manager - Information
Technology



Dulaj Dilshan
Manager - Business
Development



Finance and Accounting Outsourcing (FAO)

Outsourcing finance and accounting services is a strategic decision for businesses seeking to reduce costs, enhance efficiency, and focus on their core operations. At Tellida, we deliver comprehensive, industry-tailored finance and accounting solutions designed to meet the unique needs of each client.

Expertise and Experience

Our team of seasoned financial professionals, qualified through CIMA, ACCA, and CA Sri Lanka, delivers tailored solutions aligned with your business objectives, ensuring accuracy, transparency, and strategic value.

Cost Savings

Optimise your operations by reducing the need for a full in-house finance team. Through our efficient processes and technology-driven solutions, we deliver high-quality, reliable services that maintain the highest standards of accuracy and professionalism.

Scalability and Flexibility

Sri Lanka delivers high-quality outsourcing services at a fraction of the cost of traditional hubs such as India or the Philippines, offering significant savings without compromising on service excellence.

Accuracy and Compliance

We stay updated with the latest regulations, tax laws, and accounting standards to ensure your business adheres to all legal requirements.

Why Choose Tellida for Your Accounting Needs?

Expertise and Transparency

Our team of seasoned financial professionals and certified accountants are committed to delivering accurate, transparent, and compliant services, ensuring you can trust us with your most critical financial matters.

Scalable and Flexible Solutions

Whether you're a small start-up or a large enterprise, our accounting services can adapt to your evolving needs, providing the support you require at every stage of your business growth

Cost-Effective Outsourcing

By outsourcing your accounting functions to Tellida, you can reduce operational costs while maintaining the highest standards of service quality, with transparent pricing and no hidden fees

At Tellida, we're your trusted partners in financial management, offering a comprehensive suite of accounting and finance solutions to help your business thrive. Explore our wide-ranging services and discover how we can streamline your financial operations:

Bookkeeping and Accounting

Maintain meticulous records, manage invoices, and ensure accurate financial reporting with our expert bookkeeping and accounting services.

Accounts Payable and Receivable

Effortlessly handle your accounts payable and receivable processes, freeing up your team to focus on core business activities

Payroll Processing

Streamline your payroll management with our reliable and compliant payroll processing services, ensuring your employees are paid on time, every time

Financial Reporting and Analysis

Gain valuable insights into your financial performance with our comprehensive reporting and in-depth data analysis, empowering you to make informed business decisions

Tax Preparation and Compliance

Trust our team of tax experts to handle your tax planning, preparation, and compliance requirements, ensuring you remain compliant and maximize your savings.

Financial Planning and Forecasting

Unlock the full potential of your finances with our strategic financial planning and forecasting services, helping you navigate growth and achieve your long-term goals

The Power of Cutting-Edge Accounting Software

At Tellida, we leverage industry-leading accounting and finance software to deliver exceptional services tailored to your business needs. Our expertise spans multiple platforms, ensuring we can cater to diverse requirements:



QuickBooks

A widely adopted accounting solution for small and medium-sized businesses, helping us streamline invoicing, financial reporting, and cash flow management.



Xero

A cloud-based platform offering real-time financial data and seamless multi-user collaboration, ideal for businesses that need instant access to their accounts



Sage Accounting

Designed for businesses with complex accounting requirements, Sage supports project accounting, inventory management, and large scale financial operations.



Tally ERP 9

A trusted accounting software used across various industries, enabling us to handle invoicing, financial statement generation, and inventory management with ease



Microsoft Excel

While not a dedicated accounting software, we utilize Excel's flexibility for custom financial models, data analysis, and reporting, offering tailored solutions to meet your unique needs





Outsource Your Conveyancing Services to Tellida

Conveyancing, the legal process of transferring property ownership, can be complex and time-consuming. Tellida offers specialized conveyancing services that provide your business with the expertise and efficiency needed to streamline property transactions while ensuring full legal compliance.

Outsourcing your conveyancing needs to Tellida means entrusting your property transactions to a team of legal professionals who prioritize precision, efficiency, and exceptional service. Discover why businesses choose us as their trusted conveyancing partner

Legal Expertise

Our seasoned conveyancers and legal experts possess a comprehensive understanding of property law, local regulations, and industry best practices, ensuring every detail is handled with the utmost care.

Comprehensive Solutions

From residential property conveyancing to remortgaging, transfer of equity, and leasehold/freehold transactions, our services are tailored to meet the diverse needs of individuals, businesses, and investors

Efficiency and Timeliness

We understand the importance of meeting tight deadlines in property transactions. Our team works with speed and precision, ensuring your conveyancing processes are completed on time, helping you avoid delays and missed opportunities.

Systems



Why Choose Tellida?

Cost-Effective Solutions

Outsourcing your conveyancing to Tellida reduces operational costs while maintaining high service quality, with transparent pricing and no hidden fees

Exceptional Communication

We prioritize open and ongoing communication throughout the entire process, providing regular updates and addressing client queries promptly.

Scalable Support

By outsourcing your accounting functions to Tellida, you can reduce operational costs while maintaining the highest standards of service quality, with transparent pricing and no hidden fees

Our services include residential property conveyancing, remortgaging, transfer of equity, leasehold and freehold transactions, post-completion services, and inbound/outbound call management, all delivered by expert legal professionals with a client-centered approach

A Structured Conveyancing Process

At Tellida, we follow a proven, streamlined process to ensure efficiency and compliance at every step

1

Initial Consultation

We begin by understanding your needs and receiving the necessary instructions to kickstart the conveyancing process.

3

Due Diligence and Searches

We conduct comprehensive searches and due diligence to identify any potential issues and address them proactively

5

Exchange and Completion

We conduct comprehensive searches and due diligence to identify any potential issues and address them proactively

1

2

3

4

5

6

2

Preparation and Review

Our team prepares and thoroughly reviews all relevant documents, ensuring attention to detail and legal compliance.

4

Handling Enquiries

We professionally draft, revise, and respond to all property-related inquiries, ensuring clear and accurate communication with all parties involved

6

Post Completion

We professionally draft, revise, and respond to all property-related inquiries, ensuring clear and accurate communication with all parties involved



Contact Center Services

In today's fast-paced business environment, exceptional customer service is key to building strong relationships. Tellida provides high-quality call center services designed to enhance customer satisfaction, drive sales, and improve efficiency.

Elevate Your Customer Experience with Tellida's Call Center Solutions

At Tellida, we're dedicated to transforming your customer interactions into lasting relationships. Explore our comprehensive suite of call center services tailored to your business needs:

**Inbound and
outbound call
management**

**Lead generation
and sales
support**

**Customer
support and
retention**

**Technical
support and
order
processing**

**24/7 availability
with multilingual
support**

Inbound Call Center

Efficiently manage inquiries, product support, order processing, and technical assistance to keep your customers satisfied.

Outbound Call Center

Empower your marketing and sales efforts with our professionally trained agents who excel at customer surveys, lead generation, and sales support

Customer Support & Retention

By outsourcing your accounting functions to Tellida, you can reduce operational costs while maintaining the highest standards of service quality, with transparent pricing and no hidden fees

Quality Assurance at the Core

Maintaining exceptional service is our top priority. Our comprehensive internal QA process includes:

1

Call Monitoring & Audits

Continuous monitoring and regular audits to ensure consistent call quality.

2

Customer Feedback & Reviews

Gathering feedback and conducting performance reviews for ongoing improvements.

3

Call Monitoring & Audits

Clear key performance indicators to track and report on service quality

Outsourcing to Tellida improves customer satisfaction, reduces costs, and allows you to focus on growing your business. With our years of experience and commitment to quality, we handle your customer interactions with precision, so you can focus on achieving success.

Why Choose Tellida for Your Call Center Needs?

Proven Track Record

With years of experience delivering outstanding service, Tellida is a trusted partner for handling your customer interactions. Our extensive industry knowledge ensures we understand and meet your needs.

Quality-Driven Approach

Our internal QA process guarantees every call is handled efficiently, accurately, and professionally, elevating your customer experience.

Customizable Solutions

From full-time support to seasonal help and multilingual services, we offer tailored solutions to meet your evolving business needs.

Scalable Operations

We adjust our team size based on your growing business requirements, ensuring seamless support at any scale

Remote Tech Support Services

Tellida offers expert remote technical support to ensure your business stays operational. Our experienced technicians deliver fast and reliable tech support remotely.

1

Cost-Effective

Reduce the need for in-house staff with our affordable support.

2

24/7 Availability

Get support anytime, minimizing downtime and ensuring continuous operation

3

Enhanced Productivity

Focus on growing your business while we handle your IT issues.

Comprehensive Remote Tech Support Solutions

At Tellida, we offer a wide range of remote tech support services tailored to your business needs:

Network Troubleshooting & Support

Our experts quickly diagnose and resolve network issues, keeping your connection stable and secure.

Virus & Malware Removal

We detect, remove, and prevent malicious software, protecting your data and systems from cyber threats

Data Backup & Recovery

Our experts quickly diagnose and resolve network issues, keeping your connection stable and secure.

Cloud Solutions & Support

We offer support for cloud services, assisting with configuration, maintenance, and troubleshooting to ensure seamless cloud solutions.

Software Installation & Update

Our technicians handle remote software installations and updates to maintain your systems' security and performance.

Remote Desktop Support

We resolve performance problems and application crashes remotely, minimizing downtime and saving you time.

System Monitoring & Optimization

We proactively monitor and optimize your systems to prevent issues before they become major problems

IT Helpdesk Services

Our helpdesk provides comprehensive support for all types of technical queries, offering immediate solutions to minimize disruptions.

Tellida's remote tech support services ensure your business runs without interruptions. With expert solutions for troubleshooting, system optimization, and security management, we provide reliable support, allowing you to focus on growing your business. Our internal QC processes ensure the highest quality service, and our scalable, cost-effective solutions are tailored to meet your needs.

Our IT Infrastructure and Security Certifications

At Tellida, we understand that a strong IT infrastructure is the backbone of any successful business, especially for a Business Process Outsourcing (BPO) company like ours. Our robust IT infrastructure ensures seamless communication, data security, and efficient operations, which are vital for providing high-quality outsourcing services to our clients. Whether it's handling large volumes of customer data or offering remote technical support, our technology enables us to deliver exceptional results consistently.

Why IT Infrastructure Matters to Tellida

A well-maintained IT infrastructure is essential for efficiency, scalability, and flexibility, allowing us to meet the diverse needs of our clients. Our infrastructure, built with the latest technologies, ensures high performance, security, and reliability across all our services. Here's how our IT infrastructure supports our operations:

- **Scalable and Flexible Systems**

As your business grows and your IT needs evolve, our infrastructure scales seamlessly. Whether you need additional storage, services, or more advanced technology, our systems can expand without disrupting operations.

- **High Availability and Reliability**

Downtime is costly. Our IT infrastructure is designed for high availability with redundancy built in to prevent disruptions. We use state-of-the-art data centers, reliable servers, and cloud services to guarantee smooth operations and meet client needs around the clock.

- **Data Security and Protection**

Data security is paramount. Our infrastructure includes multiple layers of protection, such as firewalls, encryption, and access controls, to safeguard your data. We continually monitor and update systems to stay ahead of evolving cybersecurity threats.

- **Cutting-Edge Technology Stack**

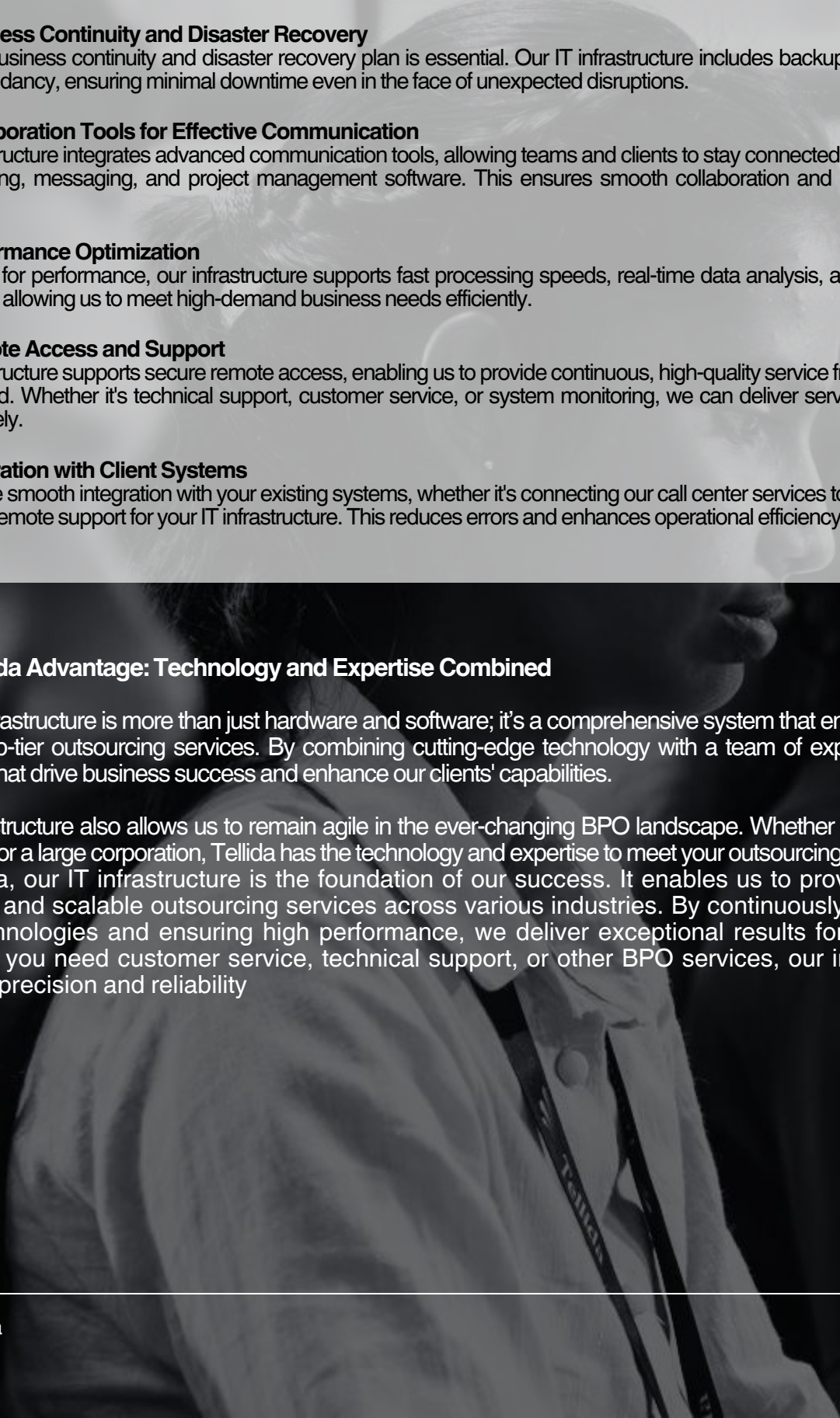
At Tellida, we invest in the latest technologies, from high-performance computing systems to advanced software solutions. This ensures fast response times, reliable service, and a seamless experience for both on-site and remote teams.

- **Cloud-Based Solutions for Flexibility**

Leveraging cloud technology allows us to store, manage, and access data securely without the limitations of traditional on-premise systems. This enables rapid adjustments to client needs while maintaining high security and performance.

- **24/7 Monitoring and Support**

Our infrastructure is continuously monitored by a dedicated technical team. With 24/7 monitoring, we can detect and address potential issues before they impact service delivery, ensuring optimal performance at all times.



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Our IT Infrastructure Supports Seamless Service Delivery

- **Business Continuity and Disaster Recovery**

A strong business continuity and disaster recovery plan is essential. Our IT infrastructure includes backup systems and data redundancy, ensuring minimal downtime even in the face of unexpected disruptions.

- **Collaboration Tools for Effective Communication**

Our infrastructure integrates advanced communication tools, allowing teams and clients to stay connected through video conferencing, messaging, and project management software. This ensures smooth collaboration and rapid problem resolution.

- **Performance Optimization**

Optimized for performance, our infrastructure supports fast processing speeds, real-time data analysis, and automated workflows, allowing us to meet high-demand business needs efficiently.

- **Remote Access and Support**

Our infrastructure supports secure remote access, enabling us to provide continuous, high-quality service from anywhere in the world. Whether it's technical support, customer service, or system monitoring, we can deliver services efficiently and securely.

- **Integration with Client Systems**

We ensure smooth integration with your existing systems, whether it's connecting our call center services to your CRM or providing remote support for your IT infrastructure. This reduces errors and enhances operational efficiency.

The Tellida Advantage: Technology and Expertise Combined

Our IT infrastructure is more than just hardware and software; it's a comprehensive system that empowers us to deliver top-tier outsourcing services. By combining cutting-edge technology with a team of experts, we offer services that drive business success and enhance our clients' capabilities.

Our infrastructure also allows us to remain agile in the ever-changing BPO landscape. Whether you're a small business or a large corporation, Tellida has the technology and expertise to meet your outsourcing needs. At Tellida, our IT infrastructure is the foundation of our success. It enables us to provide reliable, efficient, and scalable outsourcing services across various industries. By continuously investing in new technologies and ensuring high performance, we deliver exceptional results for our clients. Whether you need customer service, technical support, or other BPO services, our infrastructure ensures precision and reliability.

ISO 27001:2022 Certification & Our Commitment to GDPR Compliance

At Tellida, we understand that in today's rapidly evolving digital landscape, maintaining robust data security and quality management systems is crucial. Our dedication to upholding the highest standards in information security and data protection is demonstrated through our ISO 27001:2022 certification. Alongside this, our adherence to GDPR principles ensures that we handle your sensitive data with the highest levels of care, security, and accountability.

ISO 27001:2022 Certification: Ensuring Information Security Excellence

Our ISO 27001:2022 certification reflects Tellida's commitment to information security by establishing, implementing, and continuously improving an effective Information Security Management System (ISMS). As the most widely recognized international standard for managing and securing information assets, ISO 27001:2022 provides a structured approach to ensuring the confidentiality, integrity, and availability of data across our organization.

Key Benefits of ISO 27001:2022 for Our Clients:

- **Comprehensive Information Security Management**

ISO 27001:2022 provides a clear framework for identifying, assessing, and managing information security risks. Our ISMS ensures that data is secure, confidential, and available when needed, demonstrating rigorous monitoring and improvement of our security practices.

- **Proactive Risk Management & Mitigation**

Downtime is costly. Our IT infrastructure is designed for high availability with redundancy built in to prevent disruptions. We use state-of-the-art data centers, reliable servers, and cloud services to guarantee smooth operations and meet client needs around the clock.

- **Data Confidentiality & Protection**

ISO 27001:2022 requires organizations to implement robust data protection measures. At Tellida, we use advanced encryption, multi-factor authentication, and secure storage systems to prevent unauthorized access. Strict access controls ensure only authorized personnel can access sensitive information.

- **Continuous Monitoring & Improvement**

Continuous improvement is core to ISO 27001:2022. We regularly review and refine our security practices, updating policies to meet new challenges and regulatory demands, ensuring systems remain resilient and secure against evolving threats.

- **Compliance with International Standards**

ISO 27001:2022 certification aligns us with global best practices, ensuring that clients can rely on us for internationally recognized security and accountability.

- **Business Continuity & Disaster Recovery**

ISO 27001:2022 ensures business continuity with comprehensive disaster recovery plans. These plans enable us to maintain operations in case of system failure or unexpected events, minimizing disruption for our clients.



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