



AKONTEC

BUILDING SOLUTIONS · DELIVERING EXCELLENCE

COMPANY PROFILE & ORGANISATION STRUCTURE

One group. Four categories. Five subsidiaries. Unlimited possibilities.

Akontec is a diversified technology and business solutions group. We outsource and manage business operations, launch new ventures, deliver digital and technology services, connect businesses with investors, and supply the cloud and communication platforms that run underneath all of it.

FOUR CORE CATEGORIES

BPO Projects

Outsourcing & Managed Operations

akontec.com

Venture Projects

Business Launch & Venture Solutions

akontec.pro

Service Projects

Digital, Professional & Technology Services

akontec.info

Cloud Solutions

Cloud, Software & Communication Solutions

akontec.solutions

FIVE SUBSIDIARY COMPANIES

Akon One

15+ Apps Under One Roof

akontec.in

Akon AI

AI Virtual Agents & Automation

akontec.work

Akon Studios

Film Production & Media

akonstudios.com

Akon Stores

Marketplace Platform

akontec.stores

Akon Investors

Investment & FDI Consultancy

akontec.net

What is inside this document

AKO-CP-2026-01
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Ref AKO-CP-2026-01 · Issued by Akontec Synergy Pvt Ltd · Company Profile & Organisation Structure, Edition 2026 (v1.1, revised to include Akon Investors). Prepared for clients, delivery partners, employees and investors. For the current version, contact support@akontec.com.

A group is only useful if a customer can see, in one page, what it does and who to call.

This profile is written to be read by anyone — a client evaluating us, a delivery partner joining us, an investor reviewing us, or a new employee learning the structure. Every category and every subsidiary is described the same way: what it is, who it serves, what sits inside it and where to find it online.

HOW THE GROUP IS ORGANISED

Akontec operates on two levels. Four core categories hold the services the group sells directly. Five subsidiaries are separate companies with their own brands, products and websites, which also supply capability back into the categories. Nothing sits outside those two levels.

WHERE TO START

Buying from us? Go to the category pages (4–8). Each one lists its five verticals, how it is priced and what is fixed in writing.

Working with us? Page 14 sets out the six engagement steps, the named owners, the escalation ladder and what we will not promise.

Investing or raising? Akon Investors is on page 12, and the full site map is on page 13.

4
Core business categories

THE FOUR CORE CATEGORIES

CATEGORY 01 BPO Projects Outsourcing & Managed Operations akontec.com	CATEGORY 02 Venture Projects Business Launch & Venture Solutions akontec.pro	CATEGORY 03 Service Projects Digital, Professional & Technology Services akontec.info	CATEGORY 04 Cloud Solutions Cloud, Software & Communication Solutions akontec.solutions
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THE FIVE SUBSIDIARY COMPANIES

SUBSIDIARY Akon One 15+ Apps Under One Roof akontec.in	SUBSIDIARY Akon AI AI Virtual Agents & Automation akontec.work	SUBSIDIARY Akon Studios Film Production & Media akonstudios.com	SUBSIDIARY Akon Stores Marketplace Platform akontec.stores	SUBSIDIARY Akon Investors Investment & FDI Consultancy akontec.net
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01 · THE GROUP AT A GLANCE

One company that can build, run and supply a business end to end

AKONTEC.COM

Akontec started as a business process outsourcing and consultancy firm. Clients kept asking for the things around the operation — the software to run it, the people to staff it, the marketing to feed it, the capital to grow it, sometimes the whole business itself. Rather than refer that work out, the group built each capability into its own category with its own team, its own pricing and its own website.

The result is a group where the pieces are genuinely useful to each other. A cloud kitchen launched by **Venture Projects** runs on a POS and CRM from **Cloud Solutions**, is marketed by **Service Projects**, has its order desk staffed by **BPO Projects**, and can be taken to investors by **Akon Investors**. A client can take one piece or all of them — but they are priced and contracted separately, so nothing is bundled by force.

WHAT WE ARE GOOD AT

Operating discipline. Named owners, published ratios, a five-level escalation ladder and continuity cover on every engagement above ten seats.

Priced in the open. Rate cards, scopes and payment terms are written down before work starts, and change requests are quoted before they are built.

AI where it earns its place. Virtual agents handle volume and documentation; people handle judgement. We publish what the agents may never do.

Honest about limits. Every proposal we issue carries a "what we will not promise" section. We would rather lose a deal than guarantee an outcome we do not control.

GROUP FACTS

Legal entity	Akontec Synergy Pvt Ltd
CIN	U70200WB2026PTC288824
Head office	Chennai, India
Categories	Four
Subsidiaries	Five
Verticals	Twenty
Markets	India · US · UK · AU · Gulf

OUR PROMISE

People. Process. Technology. Innovation. Together, we build the future — and we put the name of a person against every part of it.

WHO WE WORK WITH

CLIENT COMPANIES

BPO SERVICE PROVIDERS

ENTREPRENEURS

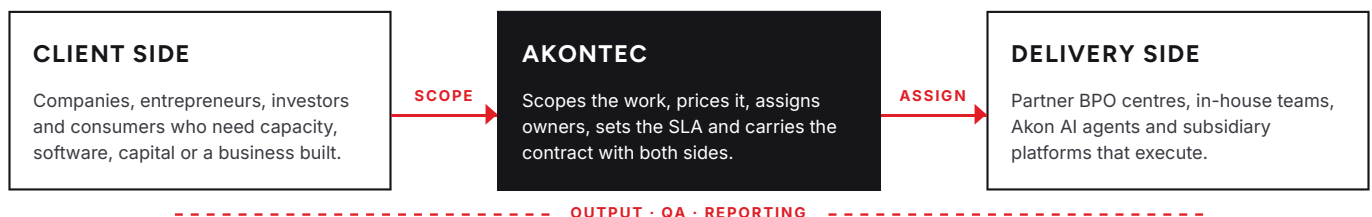
FRANCHISE PARTNERS

INVESTORS & FUNDS

SELLERS & VENDORS

CONSUMERS

02 · HOW WORK FLOWS THROUGH THE GROUP



RUNNING UNDERNEATH EVERY ENGAGEMENT

Named owners

Account, Delivery, Technical and Billing owner on every engagement.

Defined ratios

1 team leader : 15 agents. 1 QA : 30. 1 trainer : 50 in ramp.

Escalation ladder

L1 Team Leader through to L5 Director, with response times.

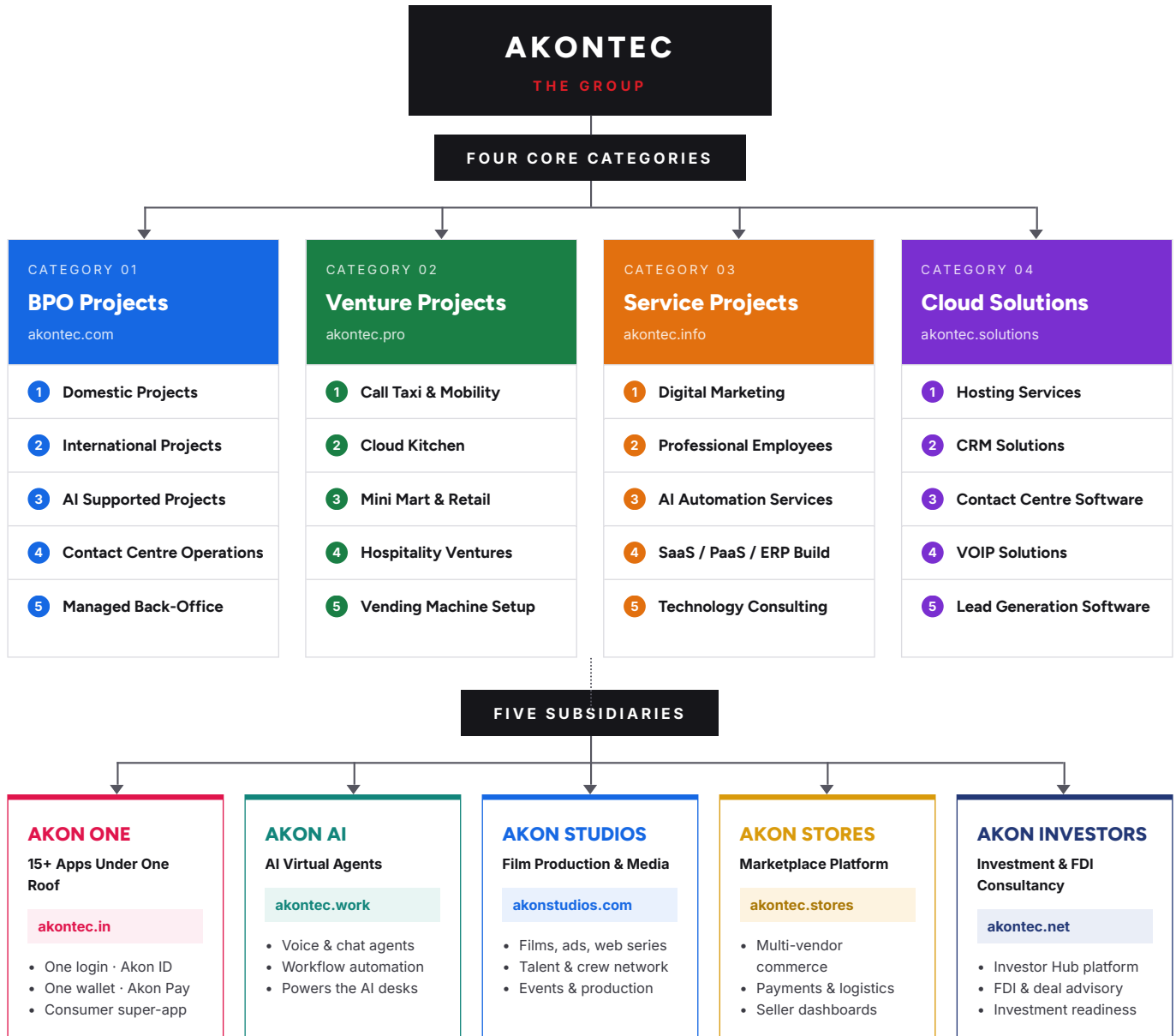
Continuity cover

Dual-partner placement above 10 seats; 24-hour resumption.

03 · ORGANISATION STRUCTURE

The whole group, on one page

FOUR CATEGORIES · TWENTY VERTICALS
FIVE SUBSIDIARIES



ONE GROUP · NINE OPERATING UNITS · NINE DOMAINS

Each category and each subsidiary runs on its own website and its own team, under one group brand, one contract framework and one governance model.

READING THE CHART

The four coloured columns are the categories Akontec sells directly. The numbered rows beneath each are its verticals — the actual services a client buys. Colour is used consistently throughout this document.

Edition 2026 · v1.1

WHY SUBSIDIARIES SIT SEPARATELY

Each subsidiary is its own business with its own customers, brand and website. They are shown below the categories because they also supply capability into them — not because they rank below them.

WHERE THE DOMAINS FIT

Every box on this chart has one website behind it, listed inside the box. The full domain map, and what each site is for, is set out on page 13.

CATEGORY 01

BPO Projects

Outsourcing & Managed Operations

akontec.com

The founding business of the group. Akontec sources work from client companies in India and overseas and places it with vetted delivery centres, then manages quality, reporting and payment on both sides. Clients get capacity without building a centre; delivery partners get filled seats without a sales team.

WHO THIS CATEGORY IS FOR

Client companies needing operations capacity, and BPO service providers needing projects.

INSIDE THIS CATEGORY

- 01 Domestic Projects
- 02 International Projects
- 03 AI Supported Projects
- 04 Contact Center Operations
- 05 Managed Back-Office Operations

FIND IT AT AKONTEC.COM

THE FIVE VERTICALS IN DETAIL

- 1

Domestic Projects

End-to-end outsourcing for Indian businesses across customer service, back office, collections, tele-sales and coordination desks. Billed in INR, staffed from partner centres across India.
- 2

International Projects

Voice and non-voice programmes for clients in the US, UK, Australia and the Gulf — healthcare RCM, collections and recovery, lead generation, chat and email support. Billed in USD or GBP.
- 3

AI Supported Projects

Hybrid desks where virtual AI agents handle first response, routine resolution and documentation, and trained people handle judgement, empathy and exceptions. Lower cost per contact, faster response, human accountability.
- 4

Contact Center Operations

Inbound, outbound and omnichannel programmes run on modern telephony — IVR, dialler, call recording, quality scoring and live dashboards, supplied by our own Cloud Solutions arm.
- 5

Managed Back-Office Operations

Data, finance, HR, eCommerce and admin processing run as a managed service against agreed turnaround and accuracy targets rather than headcount alone.

HOW THIS CATEGORY IS BOUGHT

Dedicated seats

Priced per seat per month, staffed and trained to your process, volume and hours.

Outcome units

Priced per interaction, per file, per order or per ticket resolved — no chair count in either direction.

Managed programme

A complete desk run under our supervision, quality framework and reporting cadence.

AT A GLANCE

INDIA · US · UK · AU · GULF

INR / USD / GBP

10-60 SEATS TYPICAL

15-DAY GO-LIVE

24x7 AVAILABLE

Scope, rates and payment terms for this category are issued in writing before any work starts. Nothing quoted verbally carries into delivery.

CATEGORY 02

Venture Projects

Business Launch & Venture Solutions

akontec.pro

A start-a-business arm for first-time and expanding entrepreneurs. Each venture is a packaged launch — the model, the licences, the equipment, the software, the staffing and the first months of operating support — so an owner can go from decision to running business on a known timeline and a known budget.

WHO THIS CATEGORY IS FOR

Individuals, investors and franchise partners starting an operating business.

INSIDE THIS CATEGORY

01 Call Taxi / Mobility

02 Cloud Kitchen

03 Mini Mart / Retail

04 Hospitality Ventures

05 Vending Machine Setup

FIND IT AT AKONTEC.PRO

THE FIVE VERTICALS IN DETAIL

1 Call Taxi / Mobility

Complete taxi and mobility business setup: rider and driver apps, dispatch and control room, driver onboarding, fare and commission structure, and 24/7 customer support.

2 Cloud Kitchen

Delivery-first food business setup — menu engineering, kitchen layout and equipment, aggregator onboarding, ordering and POS systems, packaging and daily operating routines.

3 Mini Mart / Retail

Retail store setup covering site selection, planogram, POS and billing, inventory and purchase control, supplier tie-ups, staffing and local marketing at opening.

4 Hospitality Ventures

Short-stay, service apartment and vacation rental businesses — property readiness, listing and channel management, booking engine, housekeeping SOPs and guest support.

5 Vending Machine Setup

Unattended retail: machine selection, location scouting and agreements, cashless payments, stock planning, route servicing and remote monitoring.

HOW THIS CATEGORY IS BOUGHT

Setup package

Model, licences, equipment, systems, staffing and a launch plan to a fixed scope and price.

Setup and operate

We run the venture through its first months and hand over against agreed metrics.

Franchise route

Brand, supply chain and operating playbook, with continuing support and audits.

AT A GLANCE

INDIA

FIXED SCOPE, FIXED PRICE

30-120 DAY LAUNCH

OWNER OPERATED

ONGOING SUPPORT OPTIONAL

CATEGORY 03

Service Projects

akontec.info

Digital, Professional & Technology Services

Professional services sold directly to businesses. Where the BPO arm supplies operations and the Cloud arm supplies platforms, this category supplies expertise — the marketing, the people, the automation and the software builds that move a business forward. Engagements are scope-and-milestone based, not open-ended retainers.

WHO THIS CATEGORY IS FOR

Businesses that need capability added to their own team.

INSIDE THIS CATEGORY

- 01 Digital Marketing & Lead Generation
- 02 Professional Employees (PES)
- 03 AI Automation Services
- 04 SaaS / PaaS / ERP Development
- 05 Technology Consulting & Implementation

FIND IT AT AKONTEC.INFO

THE FIVE VERTICALS IN DETAIL

1 Digital Marketing & Lead Generation

SEO, paid search and social, content, email and WhatsApp campaigns, and outbound lead generation — run to a pipeline target, with reporting on cost per qualified lead rather than impressions.

2 Professional Employees (PES)

Dedicated staff on Akontec's payroll, in Akontec's office, working only for one client. The client directs the work and carries no PF, ESI, HR or infrastructure overhead.

3 AI Automation Services

Custom virtual AI agents and workflow automation — voice and chat agents, document and data intelligence, and AI built into the client's own product, with managed run-and-monitor support after launch.

4 SaaS / PaaS / ERP Development

Fixed-scope, fixed-price software builds. A paid validation sprint produces the specification, the specification fixes the price, and the client owns the code, IP and cloud accounts from day one.

5 Technology Consulting & Implementation

Digital transformation, cloud migration, CRM and ERP selection and rollout — advisory that ends in a working, adopted system rather than a slide deck.

HOW THIS CATEGORY IS BOUGHT

Milestone projects

Defined deliverables billed 40 / 40 / 20 against acceptance — not an open retainer.

Dedicated professionals

Monthly per employee under PES; you direct the work, we carry the employment.

Build then run

A one-time build followed by a monthly managed plan for support and improvement.

AT A GLANCE

INDIA & OVERSEAS

FIXED-PRICE BUILDS

CLIENT OWNS THE IP

CHANGE REQUESTS QUOTED FIRST

60-DAY DEFECT WARRANTY

CATEGORY 04

Cloud Solutions

Cloud, Software & Communication Solutions

akontec.solutions

The infrastructure and software layer of the group, sold online as a storefront with transparent pricing. It powers Akontec's own contact centres and venture businesses, which means every product here is one the group runs its own operations on before selling it.

WHO THIS CATEGORY IS FOR

Businesses, BPO centres and startups buying infrastructure and software.

INSIDE THIS CATEGORY

- 01 **Hosting Services**
- 02 **CRM Solutions**
- 03 **Contact Center Software**
- 04 **VOIP Solutions**
- 05 **Lead Generation Software**

[FIND IT AT AKONTEC.SOLUTIONS](https://akontec.solutions)

THE FIVE VERTICALS IN DETAIL

1 Hosting Services

VPS, cloud and dedicated servers, managed hosting, backup and disaster recovery — provisioned in hours, with monitoring and patching handled.

2 CRM Solutions

Sales, lead and customer management systems, off the shelf or configured to a client's own stages, fields and automations.

3 Contact Center Software

Virtual PBX, predictive and preview dialler, IVR, call recording, quality scoring and agent management — the same stack our own desks run on.

4 VOIP Solutions

SIP trunks, virtual and toll-free numbers, minutes bundles, VoIP PBX and business telephony with number portability and call analytics.

5 Lead Generation Software

Capture, scoring, routing, nurture and dialler-integrated follow-up so that marketing spend is traceable to closed revenue.

HOW THIS CATEGORY IS BOUGHT

Subscription

Monthly or annual, priced per user, per number, per seat or per server.

Consumption

VOIP minutes and AI usage drawn from a prepaid balance you top up as needed.

Managed

We provision, patch, monitor and support it, so no in-house admin is required.

AT A GLANCE

BUY ONLINE

INR & USD

PROVISIONED IN HOURS

MIGRATION SUPPORT

RUNS OUR OWN DESKS

Scope, rates and payment terms for this category are issued in writing before any work starts. Nothing quoted verbally carries into delivery.

08 · OUR SUBSIDIARIES

Five companies that stand on their own feet

AKON ONE · AKON AI · AKON STUDIOS
AKON STORES · AKON INVESTORS

Each subsidiary was built because the group needed it, and each turned out to be a business in its own right. Akon AI began as the automation layer for our own support desks. Akon Stores began as a commerce platform for venture clients. Akon Studios began with brand films for those clients. Akon Investors began by taking the group's own ventures to funders. Akon One brings the whole group's services into a single consumer app.

They run as separate brands on separate domains, with their own customers who may never buy anything else from Akontec — and inside the group they behave like suppliers to the four categories.

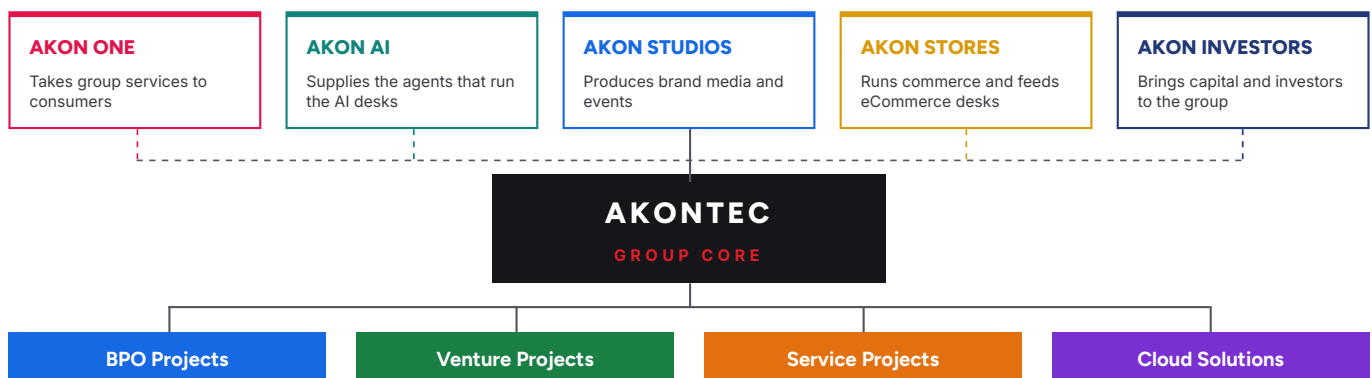
THE RULE WE FOLLOW

A subsidiary must be able to survive on its own customers. If it only exists to serve the group, it is a department — not a company — and it stays inside a category instead.

A subsidiary is also never forced onto a client of the group. If Akon AI is not the right platform for a project, we say so and use what is.

COMPANY	WHAT IT SELLS	WHO BUYS IT	WEBSITE
Akon One	The app is free to join. Services are billed inside each app and settled through Akon Pay.	Individual consumers and small businesses, primarily in India.	akontec.in
Akon AI	A one-time build, then a monthly run-and-manage plan plus AI consumption at cost plus an ops fee.	Any organisation with repeatable contact volume, document work or manual workflows.	akontec.work
Akon Studios	Per production or per event, quoted against a written brief and shot or run-of-show plan.	Brands and businesses, film producers, and private clients for weddings and events.	akonstudios.com
Akon Stores	Seller plans plus a commission per order; buyers pay per purchase with escrowed settlement.	Sellers and brands listing products, and buyers shopping across them.	akontec.stores
Akon Investors	Advisory mandates scoped and quoted in writing — a readiness or advisory fee, and a success fee agreed before work starts.	Businesses raising capital or seeking partners, and investors looking for opportunities in India.	akontec.net

HOW THE SUBSIDIARIES CONNECT TO THE GROUP



Subsidiaries are separate businesses with their own brands and websites; they also supply capability back into the four categories.

SEPARATE BRANDS

Each subsidiary has its own name, identity and website, and is presented to its own market on its own terms rather than as an Akontec department.

SHARED DISCIPLINE

They use the same contract framework, the same escalation ladder and the same named-owner model as the four categories. A client sees one standard.

PROVEN INTERNALLY FIRST

Every subsidiary capability runs inside the group's own operations before it is sold outside. Nothing is offered to a client untested.

09 · SUBSIDIARY COMPANIES

Akon One and Akon AI

SEPARATE BRANDS
SEPARATE DOMAINS

AKON ONE

akontec.in

15+ Apps Under One Roof

A unified consumer digital ecosystem: 15+ applications for everyday life and business behind one identity (Akon ID), one wallet (Akon Pay) and one loyalty currency (Akon Coins). Sign in once, and finance, shopping, travel, health, education and services all work off the same profile, the same balance and the same support desk.

ITS ROLE IN THE GROUP

The group's consumer front door — it turns Akontec's B2B capability into products an individual can use.

Finance	Shopping	Travel	Food
Services	Business	Communication	
Education	Health	Utility	Matrimony
And more			

Who it serves

Individual consumers and small businesses, primarily in India.

How it is bought

The app is free to join. Services are billed inside each app and settled through Akon Pay.

Where to find it

Visit akontec.in, or ask any Akontec account manager to introduce you to the Akon One team.

AKON AI

akontec.work

AI Virtual Agents & Automation

The group's artificial intelligence company. It builds and operates the virtual agents and automation platforms that run inside Akontec's own support desks, and licenses the same technology to clients. Agents are deployed in two modes — supervised, where the agent acts and a person audits, and draft-only, where a person approves every output.

ITS ROLE IN THE GROUP

The engine behind AI Supported Projects and AI Automation Services.

AI Voice Agent	AI Chat Agent	AI Sales Agent
AI Support Agent	Workflow Automation	Chatbots
Analytics	Integrations	Document AI
Managed AI Ops	Quality Monitoring	And more

Who it serves

Any organisation with repeatable contact volume, document work or manual workflows.

How it is bought

A one-time build, then a monthly run-and-manage plan plus AI consumption at cost plus an ops fee.

Where to find it

Visit akontec.work, or ask any Akontec account manager to introduce you to the Akon AI team.

ONE GROUP, ONE STANDARD

Whichever of these companies you deal with, the contract framework, the named owners and the escalation ladder are the same as the rest of Akontec.

BUY THEM SEPARATELY

Nothing here is bundled into a BPO, venture or cloud agreement. Each is quoted and contracted on its own, and can be bought without the rest.

WHO TO ASK

Any Akontec account manager can route you to the right team, or write to support@akontec.com and say which company you want to speak to.

10 · SUBSIDIARY COMPANIES

Akon Studios and Akon Stores

SEPARATE BRANDS
SEPARATE DOMAINS

AKON STUDIOS

akonstudios.com

Film Production & Media

Creative storytelling, film production and media services for brands, businesses and entertainment. Studios also runs a talent and vendor ecosystem — producers, models, crew, sponsors, investors and members — so a production can be cast, crewed, funded and delivered inside one platform.

ITS ROLE IN THE GROUP

The group's creative and content arm; also produces brand media for Akontec clients.

Film Production	Web Series	Ad Films
Corporate Films	Music Videos	Studio Services
Post Production	Equipment Rental	
Content Creation	Event Production	
Talent Management	And more	

Who it serves

Brands and businesses, film producers, and private clients for weddings and events.

How it is bought

Per production or per event, quoted against a written brief and shot or run-of-show plan.

Where to find it

Visit akonstudios.com, or ask any Akontec account manager to introduce you to the Akon Studios team.

AKON STORES

akontec.stores

Marketplace Platform

A multi-vendor marketplace connecting sellers and buyers with a complete commerce back end — seller onboarding, catalogue and pricing control, secure payments, order and returns management, and delivery integration. Sellers on the platform can plug straight into the group's eCommerce support desks.

ITS ROLE IN THE GROUP

The group's commerce platform, and a live client for its own eCommerce operations teams.

Multi-Vendor	Product Management	
Secure Payments	Order Management	
Delivery & Logistics	Seller Dashboard	
Customer Support	Deals & Discounts	
Reviews & Ratings	Analytics	Promotions
And more		

Who it serves

Sellers and brands listing products, and buyers shopping across them.

How it is bought

Seller plans plus a commission per order; buyers pay per purchase with escrowed settlement.

Where to find it

Visit akontec.stores, or ask any Akontec account manager to introduce you to the Akon Stores team.

ONE GROUP, ONE STANDARD

Whichever of these companies you deal with, the contract framework, the named owners and the escalation ladder are the same as the rest of Akontec.

BUY THEM SEPARATELY

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WHO TO ASK

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11 · SUBSIDIARY COMPANY

Akon Investors

AKON INVESTOR HUB
AKONTEC.NET

Akon Investor Hub is an investment and FDI consultancy platform that connects investors with businesses and investment opportunities in India. On one side it makes a business investment-ready and finds it the right investor or strategic partner; on the other it gives investors carefully presented opportunities and support through the whole discovery and engagement process.

The work is advisory and coordination work, not broking. We prepare the business, present it accurately, run the process, keep both sides to a timetable, and bring in the legal, tax and audit specialists a transaction needs — including on inbound FDI, where the sequence of approvals, filings and banking steps is where most first-time investors lose months.

ITS ROLE IN THE GROUP

The group's capital arm. It takes Akontec's own ventures, franchise partners and clients to investors, and gives overseas investors a route into Indian businesses that have already been prepared properly.

WHAT SITS INSIDE

Company	Akon Investors
Platform	Akon Investor Hub
Website	akontec.net
Level	Subsidiary
Serves	Businesses & investors
Focus	India, inbound FDI

Investment Readiness

Investor Matching

FDI Advisory

Investment Planning

Documentation

Due Diligence

Transaction Support

Strategic Partners

Opportunity Listings

Market Entry

Investor Relations

And more

TWO SIDES OF THE SAME DESK

For businesses raising capital

- **Investment readiness.** Business model, numbers, structure and compliance reviewed and put into the shape an investor expects to see.
- **Documentation.** Information memorandum, pitch material, financial model and a structured data room built from your own records.
- **Investor identification.** A shortlist of investors and strategic partners whose mandate actually matches your stage, sector and ticket size.
- **Process management.** Introductions, meetings, questions, follow-ups and a live status view until the process closes or is stopped.

For investors and funds

- **Presented opportunities.** Businesses and projects prepared and documented before they reach you, with the gaps stated rather than hidden.
- **Discovery support.** Sector context, comparable transactions and site or management visits arranged and accompanied.
- **FDI and market entry.** Entry route, entity structure, approval path, banking and reporting sequence explained and coordinated end to end.
- **Due diligence coordination.** Legal, financial and technical diligence run to a timetable with your advisors, and every request tracked to an answer.

HOW AN ENGAGEMENT RUNS

01

Assess

We review the business or the mandate and say plainly whether it is fundable, and what has to change first.

Who it serves

Businesses raising capital, and investors looking for opportunities in India.

02

Prepare

Readiness work, documentation, valuation inputs and the data room, built from verified records.

How it is bought

Scoped and quoted in writing — an advisory fee plus a success fee agreed first.

03

Match

A shortlist on both sides, approached under NDA, with introductions made only where the mandate fits.

Where to find it

Visit akontec.net, or ask any Akontec account manager.

04

Diligence

Diligence, FDI filings and approvals coordinated with your legal, tax and audit advisors.

05

Close & after

Transaction support to signing, then reporting and investor relations for as long as it is wanted.

WHAT WE WILL NOT PROMISE

We do not guarantee that funding will be raised, that a transaction will close, or any return on an investment. We are not a registered broker, investment adviser or fund. Regulatory filings and legal opinions are issued by the client's own licensed advisors; our role is to prepare, present, coordinate and keep the process moving.

12 · OUR DIGITAL ESTATE

Nine domains, and what each is for

ONE SITE PER
OPERATING UNIT

Yes — the websites belong in this profile, and they belong stated plainly. A group with nine domains looks scattered if the addresses are buried, and looks deliberate if each one is tied to a named part of the business. That is the rule we apply: one operating unit, one domain, one purpose.

WHAT TO PRINT WHERE

Group stationery, invoices and contracts carry akontec.com only. Category and subsidiary domains appear on that unit's own material and in the table below, so a reader always has one address to remember and a full map when they need it.

DOMAIN	UNIT	LEVEL	WHAT IT IS FOR
akontec.com	Group & BPO Projects	CATEGORY 01	The group's main site and the home of the outsourcing business. Carries the corporate identity, the project portfolio for delivery partners, and the enquiry route for client companies.
akontec.pro	Venture Projects	CATEGORY 02	The start-a-business site. Each venture — taxi, cloud kitchen, mini mart, hospitality, vending — is presented as a packaged launch with scope, timeline and support.
akontec.info	Service Projects	CATEGORY 03	Digital marketing, professional employees, AI automation, software builds and technology consulting, with scope and pricing published per service line.
akontec.solutions	Cloud Solutions	CATEGORY 04	The online storefront for hosting, CRM, contact centre software, VOIP and lead generation software — buy, pay and provision without a sales call.
akontec.in	Akon One	SUBSIDIARY	The consumer super-app: 15+ applications behind one login, one wallet and one loyalty currency.
akontec.work	Akon AI	SUBSIDIARY	Virtual AI agents and workflow automation — the technology that powers our AI-supported desks and is licensed to clients.
akonstudios.com	Akon Studios	SUBSIDIARY	Film production, media and events, with its talent, crew, sponsor and vendor ecosystem.
akontec.stores	Akon Stores	SUBSIDIARY	The multi-vendor marketplace: seller onboarding, catalogue, payments, orders and delivery.
akontec.net	Akon Investors	SUBSIDIARY	The Akon Investor Hub: investment and FDI consultancy, presented opportunities for investors, and readiness, documentation and transaction support for businesses.

CATEGORY DOMAINS — ONE PER CORE CATEGORY

akontec.com

BPO Projects

akontec.pro

Venture Projects

akontec.info

Service Projects

akontec.solutions

Cloud Solutions

SUBSIDIARY DOMAINS — ONE PER COMPANY

akontec.in

Akon One

akontec.work

Akon AI

akonstudios.com

Akon Studios

akontec.stores

Akon Stores

akontec.net

Akon Investors

AKONTEC.COM CARRIES THE GROUP IDENTITY

Every other site links back to it, and it links out to all eight. A visitor who lands anywhere can reach the whole group in one click.

13 · HOW WE ENGAGE, DELIVER AND GOVERN

The same six steps, whichever door you walk in through

ONE CONTRACT FRAMEWORK ACROSS ALL FOUR CATEGORIES

01 Enquiry & scoping

We establish what is actually being asked for, which category owns it, and what a good outcome looks like in numbers.

02 Written proposal

Scope, rate card, assumptions, timeline, and a stated list of what we will not promise. Nothing verbal carries into delivery.

03 Agreement & owners

Contract signed, and four named owners assigned — Account, Delivery, Technical and Billing — with contact details on one page.

04 Onboarding & ramp

Systems, access, training and pilot volume. Typical go-live is 15 days for a staffed desk; software and venture builds run to their own plan.

05 Steady state

Agreed reporting cadence, quality audits, and a live dashboard. Deemed acceptance applies after seven working days on delivered work.

06 Review & scale

Quarterly commercial review. Scope changes are quoted before they are built; exits run on 60 days' notice for staffed work, 30 for services.

GOVERNANCE

Named owners. Four per engagement, on one page, with escalation contacts.

Published ratios. One team leader to fifteen agents; one QA to thirty; one trainer to fifty during ramp.

Escalation ladder. L1 Team Leader → L2 Delivery Manager → L3 Account Manager → L4 Function Head → L5 Director.

Continuity. Campaigns above ten seats are placed with two delivery partners, with a 24-hour resumption target.

WHERE AI SITS, AND WHERE IT DOES NOT

Virtual agents run in one of two modes. Supervised — the agent acts and a person audits. Draft-only — a person approves every output before it leaves.

Agents never make a payment, never issue a refund or credit, never accept a legal or contractual commitment, and never close a complaint. Those stay with a named person.

WHAT WE WILL NOT PROMISE

Guaranteed revenue, guaranteed rankings, guaranteed conversion, guaranteed funding, or a certification we do not hold. Every proposal we issue says so in writing.

WHICH PART OF THE GROUP DO YOU NEED?

IF YOU ARE...	START WITH	BECAUSE	GO TO
A company that needs people running a process	BPO Projects	Trained agents, managed quality and reporting, without you building a centre.	akontec.com
A BPO centre with empty seats	BPO Projects	We place domestic and international work with vetted delivery partners.	akontec.com
An entrepreneur starting a business	Venture Projects	A packaged launch with a fixed scope, a timeline and operating support.	akontec.pro
A business that needs marketing, staff, AI or software built	Service Projects	Capability added to your own team on a milestone or monthly basis.	akontec.info
Buying servers, CRM, telephony or VOIP	Cloud Solutions	Published pricing, online purchase, provisioning in hours.	akontec.solutions
Raising capital, or investing into India	Akon Investors	Investment readiness, investor matching, FDI and transaction support on both sides of the table.	akontec.net



Empowering businesses. Enabling growth. Creating impact.

People. Process. Technology. Innovation. Together, we build the future.

TALK TO US

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THE GROUP ONLINE

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akontec.solutions
akontec.in · akontec.work · akonstudios.com ·
akontec.stores · akontec.net

4

Core business categories

5

Subsidiary companies

20

Operating verticals

9

Live domains

One group, nine operating units, one contract framework. Whichever door you walk in through — outsourcing, a venture, a service, a platform or an investment — the same named owners, the same escalation ladder and the same written terms apply. Ask any account manager to route you, or write to support@akontec.com.