

CORPORATE PROFILE

EFFICIENCY, RELIABILITY AND
COMPREHENSIVE SERVICES



CALL CENTRE SERVICES
ICT SERVICES

CORPORATE PROFILE 2026

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CALL CENTRE SERVICES & ICT SERVICES

Customer engagement and receivables operations, supported by project management, consultation, professional services, cloud, AI and mobile applications.



People, process and technology.

An integrated service partner for customer engagement, receivables operations and digital transformation.

Nik Mega & Partners (M) Sdn Bhd (NMP) is a Malaysian company established in 2011. Building on its experience in credit recovery and receivables management, NMP brings together service operations and ICT offerings to help organisations improve customer interactions, manage workflows and deliver technology initiatives.

01 Call Centre Services

Customer enquiries, outbound campaigns, account servicing and receivables engagement supported by structured supervision and reporting.

02 ICT Services

Project Management, Consultation, Professional Services, Cloud, Artificial Intelligence (AI) and Mobile Apps.

Our direction

To be a dependable partner that connects operational needs with practical technology, clear accountability and measurable service outcomes.



Corporate information

Established in Malaysia. Built on long-term business relationships.

Company name	Nik Mega & Partners (M) Sdn Bhd
SSM registration	955863-A / 201101027728
Incorporated	5 August 2011
Paid-up capital	RM1,000,000
Business address	No. 5-C, Level 3, Block 1, Worldwide Business Park, Jalan Tinju 13/50, Section 13, 40100 Shah Alam, Selangor, Malaysia.
Registered office	No. 15-2, Jalan 65C, Off Jalan Pahang Barat, Pekeliling Business Centre, 53000 Kuala Lumpur.
Primary banker	Malayan Banking Berhad (Maybank)
Contact	03-3362 3443 info@nmp.com.my

Corporate particulars reproduced from the supplied company profile. Current corporate records and procurement certificates are available for verification upon request.

Call Centre Services

Professional customer engagement aligned with your organisation's service standards.

01 Inbound customer support

Enquiry handling, service information, complaint registration, case routing and follow-up using client-approved scripts and escalation procedures.

02 Outbound engagement

Customer follow-ups, appointment setting, service reminders, surveys and campaign outreach with agreed contact rules and reporting.

03 Account servicing & receivables

Payment reminders, account enquiries, repayment follow-up and collection campaign support within each client's authorised scope.

04 Operational management

Agent supervision, coaching, interaction reviews, campaign coordination and management reporting against agreed service measures.

Channels, languages, operating hours, staffing and service levels are defined during engagement scoping.

Receivables management

Preserving NMP's established recovery focus within the Call Centre Services division.

01 Structured account engagement

Segment portfolios, allocate accounts and conduct professional payment discussions. Record contact outcomes and agreed repayment follow-ups.

02 Contact verification & case research

Review available account information and conduct authorised contact verification to improve follow-up quality and case preparation.

03 Escalation & field coordination

Coordinate approved field verification and unresolved-case escalation where included in the assignment. Refer legal matters to appointed legal professionals.

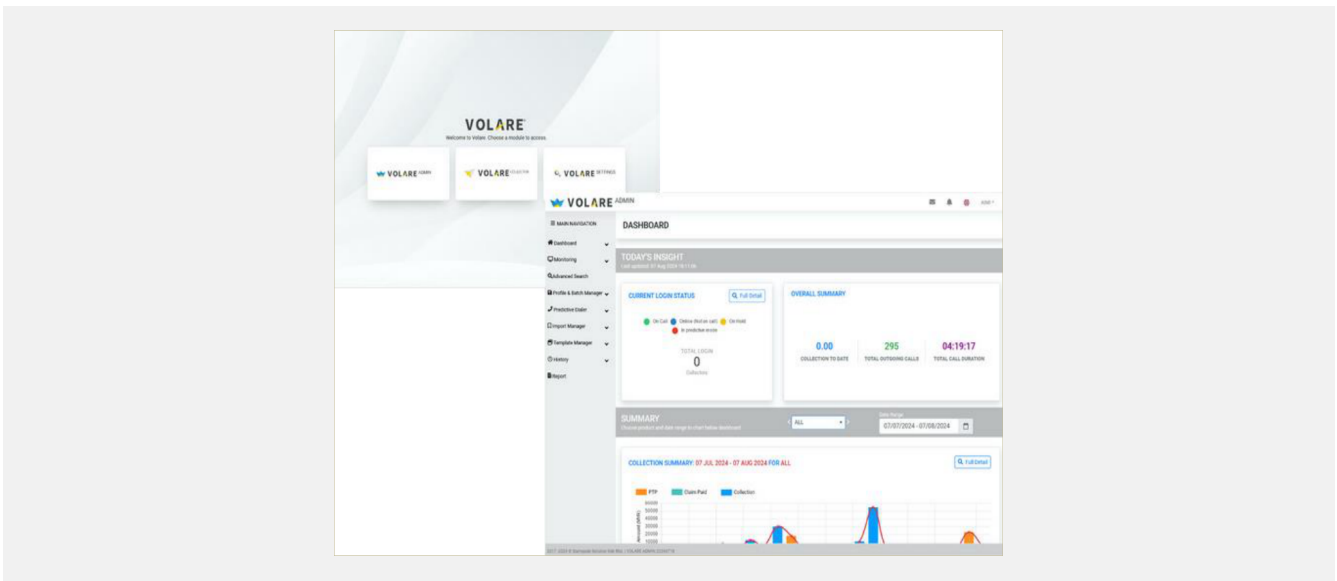
04 Reconciliation & client reporting

Track promises to pay, reconcile client-confirmed payments and report account status, exceptions and next actions.

The supplied profile identifies VOLARE as NMP's receivables platform. System features, integrations and reporting scope are confirmed for each assignment.

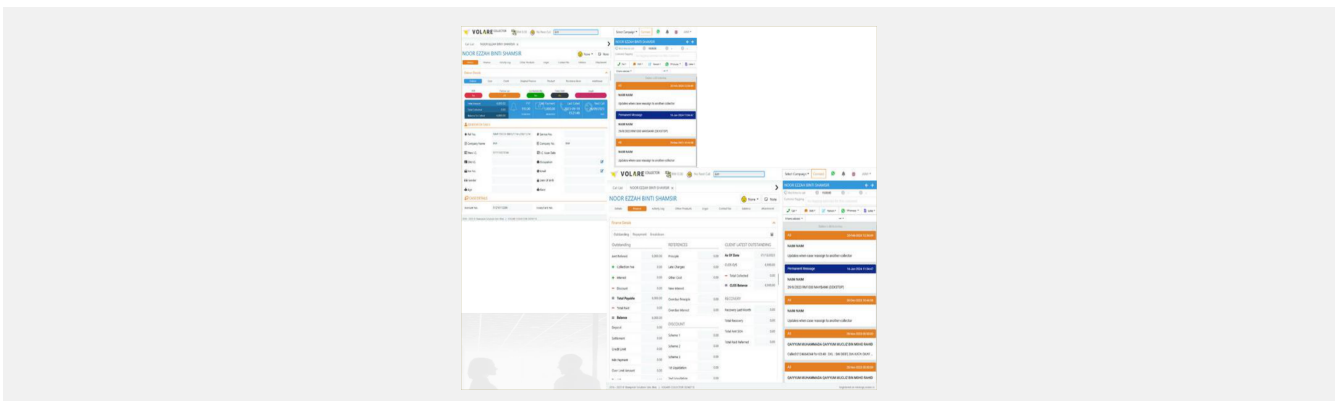
Technology supporting service operations.

Original VOLARE system imagery from NMP's reference profile.



VOLARE | PLATFORM & DASHBOARD

The reference profile identifies VOLARE as NMP's core receivables management platform, supporting account workflows, calling activity and client reporting.



Screenshots reproduced from the original corporate profile. They illustrate the source system and do not represent a newly developed ICT product or current live performance.

ICT Services

Practical technology services from business requirements through implementation and support.

01**Project Management**

Governance, delivery planning, coordination and acceptance.

02**Consultation**

Business analysis, technology roadmaps and solution advice.

03**Professional Services**

Implementation, integration, migration and technical support.

04**Cloud**

Readiness, architecture, deployment and operations.

05**Artificial Intelligence**

Use-case discovery, automation and assisted workflows.

06**Mobile Apps**

Design, development, integration and application support.

Project Management & Consultation

Turn business priorities into a clear, manageable delivery programme.

PROJECT MANAGEMENT

Coordinate technology initiatives with an agreed scope, delivery plan, governance structure and reporting rhythm. Maintain visibility of progress, dependencies, risks and decisions throughout implementation.

Service scope

Project initiation and planning; requirements coordination; schedule and resource tracking; vendor coordination; risk, issue and change management; user acceptance testing coordination; go-live and handover.

CONSULTATION

Translate operational challenges into practical technology options. Assess existing processes and systems, identify priorities and recommend a phased path suited to business needs and available resources.

Typical outputs

Current-state assessment, business requirements, options analysis, solution roadmap, procurement scope and implementation recommendations.



Professional Services & Cloud

Implementation expertise and a structured approach to technology operations.

PROFESSIONAL SERVICES

Support the technical work required to introduce, connect and maintain business systems. Services are scoped around the selected technology environment and agreed responsibilities.

Service scope

Solution configuration and deployment; API and system integration; data migration and validation; testing and troubleshooting; technical documentation; user training and knowledge transfer; support and maintenance.

CLOUD SERVICES

Plan and implement cloud environments for applications, data and business workloads, with attention to access control, resilience, operating costs and support requirements.

Service scope

Cloud readiness and architecture; migration planning; environment setup; deployment support; backup and recovery planning; monitoring configuration; cost review and operational handover.

Cloud providers, subscriptions, hosting location, recovery objectives and support coverage are agreed in the project scope.

AI & Mobile Apps

Digital experiences that make information and services easier to access.

ARTIFICIAL INTELLIGENCE

Identify focused AI use cases and validate them through a controlled pilot before wider adoption. Potential applications include knowledge assistants, document processing, enquiry classification, agent assistance and workflow automation.

Delivery approach

Use-case assessment, data readiness review, prototype, evaluation, integration and monitored rollout. Define human review, access permissions and acceptable-use boundaries for each workflow.

MOBILE APPLICATIONS

Design and develop mobile applications that connect users to services and business processes. Potential applications include customer self-service, field operations, appointment booking and internal staff workflows.

Service scope

Requirements and UX/UI design; application development; backend and API integration; testing; release preparation; maintenance and enhancements. Platforms and distribution are defined during discovery.

A clear path from scope to service.

One delivery approach, adapted to operational services and ICT projects.

01 Discover

Understand objectives, users, existing processes, systems and constraints.

02 Define

Agree requirements, deliverables, responsibilities, measures and acceptance criteria.

03 Deliver

Mobilise the team, implement the agreed scope and report progress and issues.

04 Validate

Review service quality or test the solution with designated client stakeholders.

05 Transition & improve

Complete handover, provide agreed support and prioritise improvements.

Governance is tailored to the engagement: controlled access, approved data handling, issue escalation, documentation and agreed retention arrangements.

Relationships at the heart of delivery.

Corporate imagery retained from the original NMP profile.



Collaboration



Client engagement



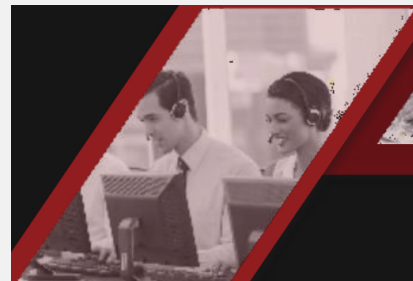
Teamwork



Professional relationships



Planning & consultation



Customer service

Corporate photographs reproduced from the supplied reference for visual continuity. They are illustrative and do not identify NMP personnel, facilities or specific project assignments.



Leadership & experience

Operational experience supported by corporate oversight.

Zain Effendi Bin Mohd Suhaimi

Managing Director & Chief Executive Officer

Corporate strategy, business planning and executive leadership.

Siti Aimi Jamalludin

Executive Director / Finance Director

Financial oversight, corporate administration and business governance.

Nik Mohd Nazrin Shah Bin Azman Shah

Operations Director / Chief Operating Officer

Receivables operations, frontline supervision and campaign delivery.

Mohd Asrul Helmi

General Manager of Operations

Day-to-day operational coordination and team performance.

Haris Affandy Jaflaily

Senior Team Leader

Frontline coaching, call operations and quality reviews.

Selected receivables experience

The supplied profile lists MARA, KPTM, Universiti Kuala Lumpur, PTPK, Telekom Malaysia and SPNB among its representative client portfolio. These references relate to recovery services; they do not imply ICT project delivery or current endorsement.



Let's build your next service advantage.

Discuss your customer engagement requirements or next ICT initiative with NMP.

NIK MEGA & PARTNERS (M) SDN BHD

**Call Centre Services
ICT Services**

955863-A / 201101027728

CONTACT

03-3362 3443

info@nmp.com.my

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Jalan Tinju 13/50, Section 13
40100 Shah Alam, Selangor, Malaysia

2026 edition | Prepared from the supplied corporate profile and the requested expanded service scope. Specific deliverables, commercial terms and service levels are agreed in writing for each engagement.