Edgilent
TECHNOLOGIES
CUTTING-EDGE ◆ AGILE

COMPANY PROFILE · 2026

OUTSOURCING · TECHNOLOGY · GROWTH

Call Center, BPO & IT Services That Give Your Business the Agility and the Cutting Edge

Edgilent Technologies delivers affordable, reliable outsourcing for businesses of every size — from customer support and data entry to software development and digital marketing. You focus on growth; we handle the rest.

01 / WHO WE ARE

Your extended team for customer, back-office and technology operations



Edgilent Technologies is a business out-sourcing and IT services company.

We believe businesses bloom when routine but important work is handed to a partner they can trust — so leaders can spend their time on customers, products and growth.

Our teams handle inbound and outbound calls, chat and email support, data entry and processing, back-office administration, software development and digital marketing for startups, SMEs and enterprises across India.

Every engagement starts with understanding your process in detail and ends with measurable results, reported transparently.

01

Our mission

To give every business — big or small — access to world-class operations at a cost that makes sense.

02

Our vision

To be the most trusted outsourcing and technology partner for growing businesses, known for quality, integrity and agility.

03

Our promise

Your data stays protected, your customers are treated as our own, and you always know how your work is performing.

3+
Years of experience

50+
Projects delivered

50+
Happy clients

24×7
Operations support

Our values — what drives us every day

Accuracy

We do it right the first time and prove it with measurable quality.

Integrity

Transparent pricing, honest reporting and promises we keep.

Agility

We adapt quickly to new volumes, tools and business priorities.

Partnership

We treat your customers and goals as our own.

02 / WHAT WE OFFER

Effective, wide-ranging business outsourcing solutions

One partner for customer experience, back-office operations and technology — so you can scale without the overheads.



Data Entry Services

Accurate, fast and secure data entry, conversion and cleansing for records of any size.

- Online Data Entry
- Offline Data Entry
- Form Processing

Call Center Services

Inbound, outbound and blended voice support that keeps customers happy and pipelines full.

- Inbound Call Center
- Outbound Call Center
- Customer Support Services

BPO Services

Voice, non-voice and back-office outsourcing that lets you focus on growth.

- Business Process Outsourcing
- Back Office Support
- Non-Voice BPO

Software Development

Websites, apps and custom software engineered to be fast, secure and easy to scale.

- Web Development
- Mobile App Development
- Custom Software Development

Digital Marketing

Data-driven SEO, social and paid campaigns that bring measurable leads and sales.

- Search Engine Optimization
- Social Media Marketing
- Pay-Per-Click Advertising

IT & Communication Solutions

Bulk SMS, WhatsApp API, cloud calling and IVR to reach customers instantly.

- Bulk SMS Services
- WhatsApp Business API
- Cloud Calling Services

Manpower Services

Skilled, semi-skilled and support staff — screened, deployed and managed so your operations never run short.

- Contract Staffing
- Permanent Recruitment
- Office & Back-Office Staff

Digitization Services

Paper files, registers and archives turned into secure, searchable digital records.

- Document Scanning
- Records & Archive Digitization
- Book & Large-Format Scanning

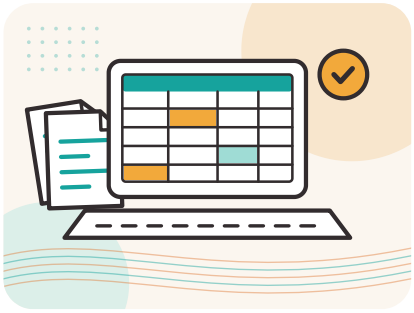
CCTV Surveillance

Design, installation, monitoring and maintenance of CCTV systems for offices, sites and campuses.

- Site Survey & System Design
- CCTV Installation
- Remote & Mobile Viewing

03 / OUR EXPERTISE

Data Entry Services



Clean data is the foundation of every good decision. Our trained data operators capture, convert, verify and organise your information with multi-level quality checks, so your teams can stop re-keying and start acting on reliable records.

01 **Online Data Entry**
Direct entry into your web portals, CRMs, ERPs and cloud apps, following your field rules and validation checks.

02 **Offline Data Entry**
Capture from paper files, registers and legacy documents into Excel, databases or your own software.

03 **Form Processing**
End-to-end processing of applications, claims, surveys, KYC and order forms with validation against your business rules.

04 **Image Data Entry**
Extraction of text and figures from scanned images, photos, receipts and business cards into structured fields.

05 **PDF to Excel Conversion**
Tables, statements and reports locked inside PDFs converted into clean, formula-ready Excel or CSV files.

06 **Data Conversion**
Conversion between document, database and web formats — Word, XML, HTML, CSV and eBook.

07 **Data Cleansing**
Removing duplicates, fixing errors, filling gaps and standardising formats so your database stays trustworthy.

08 **Data Mining & Web Research**
Targeted research to collect business listings, contact details, pricing and market data from public sources.

09 **Data Processing**
Sorting, validating, categorising and summarising raw data into reports your team can actually use.

10 **eCommerce Product Data Entry**
Product uploads, attributes, pricing and inventory updates for Amazon, Flipkart, Shopify, WooCommerce and more.

11 **Catalog Management**
Creation and upkeep of product catalogues with consistent titles, descriptions, categories and images.

Why outsource data entry work to us

99%+ accuracy
Double-entry and sample-based QC on every batch.

Fast turnaround
Shift-based teams that scale up for peak volumes.

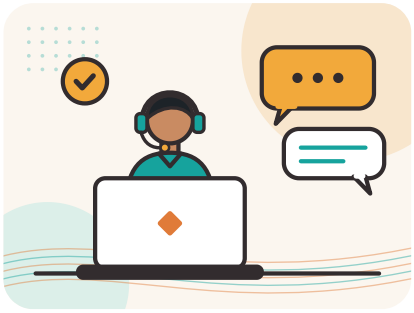
Confidential by design
NDA-backed work, restricted access and secure transfer.

Up to 60% cost savings
Pay per record, per hour or per FTE — whatever fits.

04 / OUR EXPERTISE

Call Center Services

Every call is a chance to win or keep a customer. Our trained, multilingual agents handle your inbound and outbound conversations with scripted consistency and a human touch — backed by call recording, live dashboards and continuous quality coaching.



01 **Inbound Call Center**
Professional handling of customer calls — enquiries, orders, bookings, complaints and account support — around the clock.

02 **Outbound Call Center**
Proactive calling for renewals, payment reminders, surveys, verifications and customer win-back.

03 **Customer Support Services**
Dedicated or shared agent teams that resolve customer issues on first contact and protect your brand reputation.

04 **Technical Support & Helpdesk**
L1 and L2 technical support for software, hardware, internet and consumer electronics customers.

05 **Lead Generation**
Research-backed prospecting and calling that delivers qualified, sales-ready leads to your team.

06 **Telemarketing & Telesales**
Persuasive, compliant outbound selling for products, services and subscriptions.

07 **Appointment Setting**
Booking qualified meetings, demos, site visits and consultations directly into your calendar.

08 **Business Answering Service**
Never miss a call — live receptionists answer in your company name, take messages and route urgent calls.

09 **Call Quality Monitoring**
Independent call audits, scorecards and coaching that lift agent performance and compliance.

10 **Telecom Process Outsourcing**
Customer lifecycle support for telecom and ISP brands — activations, billing queries and retention.

Why outsource call center work to us

Trained, multilingual agents
English, Hindi and major regional languages.

24×7 coverage
Round-the-clock shifts, 7 days a week.

Transparent reporting
Daily dashboards on AHT, FCR, CSAT and conversions.

Cloud-ready setup
Quick launch on our dialers or your own platform.

05 / OUR EXPERTISE

BPO Services

Delegate the processes that slow you down. From back-office administration to chat and email support, we build dedicated process teams with clear SLAs, documented workflows and regular performance reviews — so outsourcing feels like an extension of your own office.



01 **Business Process Outsourcing**
Complete ownership of selected business processes with defined SLAs, KPIs and reporting.

02 **Back Office Support**
Administrative, accounting and operational back-office work handled accurately behind the scenes.

03 **Non-Voice BPO**
Processes that don't involve calls — transaction handling, verification and moderation — ideal for scalable, measurable work.

04 **Blended Process**
Agents who switch between voice, email and chat to deliver consistent support across every channel.

05 **Chat Support Outsourcing**
Fast, friendly live-chat agents for your website and apps who answer queries and convert visitors.

06 **Email Support Outsourcing**
Well-written, on-brand email responses within agreed turnaround times.

07 **KPO Services**
Knowledge-driven work such as research, analytics, content and financial analysis by skilled professionals.

08 **Virtual Assistant Services**
Dedicated virtual assistants for scheduling, inbox management, research and day-to-day admin.

09 **CRM Management**
Keeping your CRM clean, updated and useful — from data hygiene to pipeline and report management.

10 **Order Processing**
Order capture, verification, invoicing, tracking and returns handled end-to-end.

11 **HR Consulting**
HR policies, employee handbooks and people processes set up for growing teams.

12 **Business Management Consulting**
Practical advice on process design, cost optimisation and setting up outsourcing operations.

Why outsource BPO work to us

Process-first approach
We document, standardise and improve your workflows.

Scale on demand
Add or reduce seats as your volumes change.

Secure operations
Access controls, NDAs and clean-desk policies.

Flexible pricing
FTE, per-transaction or outcome-based models.

06 / OUR EXPERTISE

Software Development

Our engineering team turns business requirements into reliable digital products. We work in short, transparent sprints — you see progress every week, and you get clean, documented code that you fully own.



01 Web Development

Fast, responsive and SEO-ready websites and web applications built on modern frameworks.

- Corporate & business websites
- Web portals & dashboards
- eCommerce stores

02 Mobile App Development

Android, iOS and cross-platform apps with polished UX and reliable back-ends.

- Android & iOS apps
- Flutter / React Native
- App store launch support

03 Custom Software Development

Software designed around your exact workflow — CRMs, ERPs, billing systems and internal tools.

- CRM, ERP & billing tools
- Workflow automation
- API integrations

04 UI/UX Design

User research, wireframes and visual design that make your product intuitive and on-brand.

- Wireframes & prototypes
- Design systems
- Usability reviews

05 Software Testing & QA

Manual and automated testing that catches bugs before your customers do.

- Functional & regression testing
- Test automation
- Performance testing

06 Cloud & Infrastructure Management

Setup, monitoring and optimisation of cloud servers, networks and backups.

- AWS, Azure & GCP setup
- Monitoring & backups
- Cost & performance tuning

07 Maintenance & Support

Ongoing updates, bug fixes, security patches and enhancements for existing applications.

- Bug fixes & updates
- Security patching
- Feature enhancements

Why outsource software work to us

Agile delivery
Weekly demos and transparent sprint tracking.

Modern tech stack
React, Node.js, Python, Flutter, cloud-native.

Security built in
Secure coding, testing and code reviews.

You own the code
Full IP transfer and documentation.

07 / OUR EXPERTISE

Digital Marketing

We help businesses get found, get noticed and get chosen online. Every campaign starts with clear goals and ends with honest reports that tie our work to traffic, leads and revenue.



01 Search Engine Optimization

Technical, on-page and local SEO that improves rankings and brings consistent organic traffic.

- Technical & on-page SEO
- Local SEO & Google Business Profile
- Keyword & competitor research

02 Social Media Marketing

Content calendars, creatives and community management across Facebook, Instagram, LinkedIn and X.

- Content calendars & creatives
- Community management
- Paid social campaigns

03 Pay-Per-Click Advertising

Google Ads and social ads managed for the lowest possible cost per lead.

- Google Search & Display
- Meta & LinkedIn ads
- Conversion tracking

04 Link Building

White-hat outreach that earns relevant, high-authority backlinks to your website.

- Guest posting & outreach
- Digital PR
- Backlink audits

05 Website Strategy & CRO

Landing-page and funnel improvements that turn more visitors into enquiries.

- Conversion audits
- Landing page design
- A/B testing

06 Email Marketing

Newsletters, drip sequences and automation that nurture leads and bring customers back.

- Newsletter campaigns
- Automated drip sequences
- List segmentation

07 Affiliate Marketing

Setting up and managing affiliate programs that grow sales on a pay-for-results basis.

- Program setup
- Partner recruitment
- Commission tracking

08 Content Marketing

Blogs, articles, videos and case studies that build authority and support SEO.

- Blog & article writing
- Case studies & whitepapers
- Video scripts

Why outsource marketing work to us

Goal-driven campaigns
Every activity mapped to leads or sales.

Honest reporting
Monthly reports with real numbers, not vanity metrics.

Search-first strategy
Rank for what your customers actually search.

Budget efficiency
Continuous optimisation to lower cost per lead.

08 / OUR EXPERTISE

IT & Communication Solutions



Reach customers on the channels they use every day. We set up and manage business communication tools that are reliable, compliant and integrated with your CRM and website.

01 Bulk SMS Services

Promotional, transactional and OTP SMS with high delivery rates and DLT compliance.

- Transactional & OTP SMS
- Promotional campaigns
- DLT template registration

02 WhatsApp Business API

Official WhatsApp API setup with green-tick guidance, chatbots and broadcast campaigns.

- API onboarding
- Chatbots & auto-replies
- Broadcast & notification flows

03 Cloud Calling Services

Internet-based business phone systems and cloud contact-centre setup with call routing, recording and mobile apps.

- Cloud PBX
- Call routing & recording
- Click-to-call integration

04 Virtual Number Services

Local, mobile and toll-free virtual numbers that build trust and track every call.

- Toll-free & local numbers
- Missed-call services
- Call tracking

05 IVR Solutions

Smart, multi-level IVR systems that greet, route and self-serve callers automatically.

- Multi-level IVR
- Text-to-speech prompts
- CRM-linked IVR

Why outsource IT solutions work to us

Quick activation
Most solutions go live within days.

Easy integration
APIs and plugins for your CRM and website.

Compliant messaging
DLT-registered templates and opt-in management.

Real-time analytics
Delivery, read and call reports in one place.

09 / OUR EXPERTISE

Manpower Services



Get the right people in place, fast. We source, verify, onboard and manage staff for short-term projects and long-term roles, and take care of attendance, payroll and statutory compliance — so you get a ready workforce without the hiring overhead.

01 **Contract Staffing**

Skilled, semi-skilled and unskilled staff on contract for projects, peak seasons or ongoing operations.

- Short- and long-term contracts
- Project & seasonal staffing
- Quick replacements

02 **Permanent Recruitment**

End-to-end hiring for permanent roles — from sourcing and screening to interviews and joining.

- Sourcing & screening
- Interview coordination
- Offer & joining follow-up

03 **Office & Back-Office Staff**

Data entry operators, receptionists, office assistants, telecallers and administrative staff.

- Data entry operators
- Receptionists & office assistants
- Telecallers & admin staff

04 **Facility & Support Staff**

Housekeeping, security guards, drivers and other support staff for offices, sites and campuses.

- Housekeeping staff
- Security guards
- Drivers & helpers

05 **IT & Technical Manpower**

Developers, testers, network engineers, field technicians and IT support staff on contract or deputation.

- Developers & testers
- Network & hardware engineers
- Field technicians

06 **Payroll & Compliance Management**

Attendance, payroll processing and statutory compliance for deployed staff, with clear monthly reports.

- Attendance & payroll
- PF, ESI & statutory records
- Monthly MIS reports

Why outsource manpower work to us

Quick deployment
Pre-screened candidates ready to join at short notice.

Verified staff
Background, document and reference checks before deployment.

Compliance handled
Payroll, PF, ESI and statutory records managed for you.

Scale up or down
Add or release staff as your workload changes.

10 / OUR EXPERTISE

Digitization Services

Paper slows everyone down. We scan, index and convert your files, registers, books and drawings into well-organised digital records — at your premises or ours — so information is easy to find, share and protect.



01 Document Scanning

High-speed scanning of files, letters, forms and records of every size, from small slips to A3.

- Bulk & on-site scanning
- Colour & greyscale capture
- Image clean-up & enhancement

02 Records & Archive Digitization

Digitization of old registers, ledgers, files and archives with careful handling of fragile pages.

- Registers & ledgers
- Fragile & bound records
- Archive inventory

03 Book & Large-Format Scanning

Scanning of books, maps, engineering drawings and other large-format documents.

- Books & manuals
- Maps & drawings (A0–A3)
- Blueprint digitization

04 OCR & Indexing

Text recognition and metadata tagging so every document can be searched by name, number, date or keyword.

- Searchable PDFs
- Custom index fields
- Quality-checked metadata

05 Document Management Setup

Digitized records organised in a document management system or cloud storage with the right folders and access.

- DMS & cloud upload
- Folder & naming structure
- User access setup

06 Digital Workflow Conversion

Paper forms and registers replaced with digital forms, e-registers and automated approval flows.

- Digital forms
- E-registers
- Approval workflows

Why outsource digitization work to us

Accurate indexing

Every file tagged and checked so it can be found in seconds.

Secure handling

On-site scanning option, controlled access and NDA-backed teams.

High-volume capacity

Production scanners and trained teams for large archives.

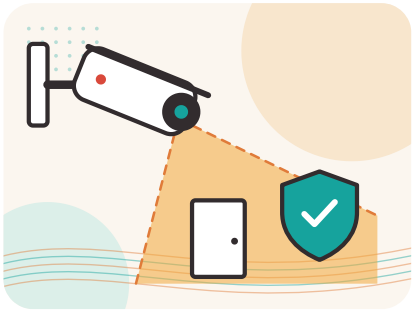
Searchable output

OCR-enabled PDFs ready for your DMS or cloud storage.

11 / OUR EXPERTISE

CCTV Surveillance

Protect your people, premises and assets around the clock. We survey your site, design the right camera layout, install and configure the system, and keep it running — with remote viewing on your phone and optional live monitoring.



01 **Site Survey & System Design**

On-site assessment of entry points, blind spots and lighting to plan camera positions and storage.

- Security assessment
- Camera layout planning
- Storage & bandwidth sizing

02 **CCTV Installation**

Supply, installation and configuration of IP and HD cameras, NVR/DVR, cabling and power backup.

- IP & HD cameras
- NVR/DVR setup
- Structured cabling

03 **Remote & Mobile Viewing**

Secure access to live and recorded footage from phones, tablets and computers.

- Mobile app setup
- Multi-site viewing
- User access control

04 **Live Monitoring & Alerts**

Round-the-clock monitoring of camera feeds with instant alerts for unusual activity.

- 24×7 monitoring
- Motion & intrusion alerts
- Incident reporting

05 **Video Analytics**

Smart features such as people counting, number-plate recognition and intrusion detection.

- People counting
- Number-plate recognition (ANPR)
- Line-crossing detection

06 **Maintenance & AMC**

Preventive maintenance, health checks and quick repairs under annual maintenance contracts.

- Preventive maintenance
- System health checks
- Repair & replacement

Why outsource CCTV work to us

Site survey first
Camera layout planned around blind spots, lighting and entry points.

View from anywhere
Live and recorded footage on mobile and desktop.

24×7 monitoring
Optional live monitoring with instant alerts.

Reliable upkeep
Preventive maintenance and quick repairs under AMC.

12 / PROJECTS PROVIDER IN INDIA

BPO & Data Entry Projects

Genuine voice, non-voice and data entry projects for BPO centres, startups and entrepreneurs — with written agreements and transparent terms.



BPO Projects

- ✓ Inbound Call Center Projects
- ✓ Outbound Call Center Projects
- ✓ Non-Voice BPO Projects
- ✓ Customer Support Projects
- ✓ Technical Support Projects
- ✓ Back Office Projects
- ✓ Email & Chat Support Projects
- ✓ Lead Generation Projects

Data Entry Projects

- ✓ Online Data Entry Projects
- ✓ Offline Data Entry Projects
- ✓ Form Filling Projects
- ✓ Document Digitization
- ✓ Data Processing Projects
- ✓ OCR & PDF Conversion
- ✓ Excel Data Entry
- ✓ Data Cleansing Projects

Who it's for — built for growing teams

Startups & entrepreneurs

Launch your BPO or data entry business with steady, verified work from day one.

Existing BPO centres

Fill idle seats and shifts with additional voice and non-voice processes.

Small teams & agencies

Take on data entry and back-office projects that match your team's skills.

How it works — from enquiry to steady project flow

01

Share your requirement

Tell us about your setup, team size, infrastructure and the type of projects you want.

02

Capability check

We review your seats, connectivity, skills and experience to match you with the right process.

03

Agreement & onboarding

Clear written agreement covering scope, quality targets, payment terms and timelines — no hidden charges.

04

Training & pilot

Process training, sample work and a quality-checked pilot batch.

05

Go live

Regular project flow with quality reports, timely payments and dedicated coordination.

13 / INDUSTRIES WE SERVE

Domain expertise across sectors

Every industry has its own customers, terminology and compliance rules. Our teams are trained for yours.



Healthcare

Patient scheduling, medical billing support, claims data entry and healthcare helpdesks handled with strict confidentiality.

Appointment scheduling · Medical records data entry · Insurance claim support

Banking & Finance

KYC processing, loan application support, collections reminders and customer service for financial institutions.

KYC & document verification · Loan processing support · Collections & reminders

Insurance

Policy servicing, claims intake, renewals and customer support for life, health and general insurers.

Claims intake · Policy renewals · Customer servicing

Retail & eCommerce

Order management, product listings, returns and multichannel customer support for online and offline retailers.

Catalog & listing management · Order & returns processing · Chat and email support

Manufacturing

Supplier coordination, order processing, inventory data management and after-sales support.

Purchase order processing · Inventory data management · Dealer & service support

IT & Software

Technical support desks, SaaS customer success, QA testing and IT staffing for technology companies.

L1/L2 technical support · SaaS onboarding & success · QA & testing

Human Resources

Recruitment support, candidate screening, onboarding documentation and HR helpdesks.

Resume screening · Onboarding documentation · Employee helpdesk

Real Estate

Lead qualification, site-visit scheduling, CRM management and property listing support.

Lead qualification calls · Site-visit scheduling · Listing management

Telecom

Customer onboarding, billing support, plan upgrades and retention campaigns for telecom and ISPs.

Activation support · Billing queries · Retention campaigns

Education & EdTech

Admissions counselling, student support, course enquiries and data management for institutions.

Admission enquiries · Student support desk · Fee & records management

Travel & Hospitality

Reservations, booking changes, guest support and loyalty program assistance.

Reservations & bookings · Guest support · Loyalty program support

Logistics

Shipment tracking support, delivery coordination, POD processing and partner helpdesks.

Shipment tracking support · POD & document processing · Partner helpdesk

14 / WHY CHOOSE US

Business expansion insights & world-class outsourcing

Experienced professionals who understand your goals, protect your data and deliver results you can measure.



01 **We listen first**

Our specialists study your process and document requirements before a single task begins — so delivery matches expectations from day one.

02 **Flexible engagement**

Dedicated teams, shared seats, per-transaction or project pricing. Start small, scale fast.

03 **24×7 assistance**

Round-the-clock operations and a responsive account manager whenever you need us.

04 **Data security protocols**

NDAs, role-based access, secure networks and clean-desk policies protect your confidential data.

05 **Quality you can measure**

Multi-level QC, clear KPIs and transparent reports — every week, not just at renewal time.

06 **Cost-effective delivery**

Save significantly on hiring, training, infrastructure and attrition costs.

How we work — a simple, proven way to get started

01

Discover

We understand your goals, volumes, tools and quality expectations in a free consultation.

02

Plan

We design the workflow, team, SLAs and pricing — and share a clear proposal.

03

Pilot

A short pilot proves quality and turnaround before full-scale rollout.

04

Scale

We go live, report transparently and keep optimising as you grow.

Empowering businesses across India

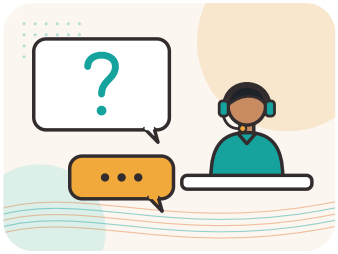
Companies in major Indian cities trust Edgilent Technologies with their customer and back-office operations.

Delhi NCR · Mumbai · Bengaluru · Hyderabad · Chennai · Kolkata · Pune · Ahmedabad · Chandigarh · Jaipur · Lucknow · Indore

15 / NEED MORE HELP?

Frequently asked questions

Answers to the questions clients ask us most. Can't find what you're looking for? Our team is happy to help.



01 **Which industries can benefit from your outsourcing services?**

Almost every industry can. We regularly support healthcare, banking and finance, insurance, retail and eCommerce, manufacturing, IT, real estate, telecom, education, travel and logistics businesses — from startups to large enterprises.

02 **What kind of work does Edgilent Technologies handle?**

We cover call center and customer support, BPO and back-office processes, data entry, data management and digitization, manpower services, CCTV surveillance, and technology services such as software development, digital marketing and business communication tools.

03 **How do you keep our data secure?**

Every engagement is covered by an NDA. Access to client systems is role-based and logged, work happens on secured networks, and our teams follow clean-desk and device policies. We are happy to align with your own security requirements.

04 **Can we start with a small trial before committing?**

Yes. Most clients begin with a short pilot so they can judge our quality and turnaround first-hand before scaling up.

05 **What pricing models do you offer?**

We offer dedicated FTE pricing, per-transaction or per-record pricing, hourly pricing and fixed-price projects. We'll recommend the model that gives you the best value for your volumes.

06 **Do you provide BPO and data entry projects to other companies?**

Yes. We partner with BPO centres, startups and entrepreneurs to allocate genuine voice, non-voice and data entry projects under a written agreement with transparent terms. See our BPO Projects page for details.

07 **How quickly can you start?**

Simple data entry or support processes can typically start within 5–7 working days. Larger, dedicated teams usually take 2–3 weeks including hiring, training and a pilot.

Talk to an expert (+91) 80 1781 1781 info@edgilent.tech edgilent.tech

Edgilent
TECHNOLOGIES
CUTTING-EDGE ◆ AGILE

Ready to give your business the edge?

Tell us what you need. We'll reply within one business day with a clear plan and a transparent quote.

Call us
(+91) 80 1781 1781

WhatsApp
(+91) 80 1781 1781

Email us
info@edgilent.tech

Website
edgilent.tech

Business hours
Mon – Sat, 9:30 AM – 7:00 PM IST (operations run 24×7)



24×7 operations • NDA-backed data security • Pan-India clients

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