



COMPANY PROFILE

AlphaTwelve

Industry: eCommerce, Support and Digital services, IT solutions & SaaS.

Core Services: Product Services, Cloud Services, CyberSecurity, Customer Support, Digital Marketing, Managed Services, Remote Staffing



About Us

At AlphaTwelve, we are passionate about harnessing technology to drive innovation and success for businesses of all sizes. Founded by a team of experienced IT professionals, we pride ourselves on delivering tailored solutions that address the unique challenges faced by our clients. Our vision is simple: be your trusted partner for digital success.

With physical presence in multiple countries, including the USA, and a global client base, AlphaTwelve is strategically positioned to deliver results irrespective of time and place. We blend automation, human expertise, and performance-driven insights to accelerate successful business outcomes for our customers.

Our Vision

To be your trusted partner for digital success.


Our Mission

To deliver tailored, results-driven services and cutting-edge IT solutions that drive growth, streamline operations, and foster lasting client partnerships.

Our Core Values

- Customer-First Approach
- Integrity in Execution
- Scalable Innovation
- Excellence in Service Delivery

Our Services

- Customer Support
 - Digital Marketing
 - Managed Services for eCommerce
 - Product Solutions
 - Cloud Solutions
 - Cyber Security
 - Remote Staffing
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Service Offerings

1. Customer Support

Our Customer Support services deliver seamless, personalized assistance across channels. We enhance customer satisfaction and loyalty for businesses of all sizes.

Service features

Our Digital Marketing services drive growth with targeted, measurable strategies.



Multi-Channel Support

Provide 24/7 assistance via phone, email, live chat, and social media for consistent experiences



Ticket Management

Streamline issue tracking and resolution with advanced CRM tools.



Escalation Handling

Resolve complex queries with dedicated specialists to maintain trust.



Customer Feedback Analysis

Collect and analyze feedback to improve service quality.



Training & Quality Assurance

Train support teams and monitor interactions to uphold brand standards.

Problems we solve

Poor customer support can erode trust and drive customers away. We address these challenges with expertise:

- Slow response times frustrate customers
- Inconsistent support across channels confuses customers
- High support volume overwhelms teams
- Lack of feedback insights hinders improvement
- Unresolved escalations damage reputation



Service Offerings

2. Digital Marketing

Our Digital Marketing services amplify your brand’s reach and conversions. We craft data-driven campaigns to engage your audience across platforms

Service features

Our Digital Marketing services drive growth with targeted, measurable strategies.



SEO Optimization
Boost search rankings with keyword research and on-page enhancements.



Social Media Marketing
Engage audiences on platforms like Instagram, TikTok, and LinkedIn with tailored content.



PPC Advertising
Maximize ROI with optimized ad campaigns on Google Ads and social platforms.



Content Marketing
Create blogs, videos, and infographics to build trust and authority.



Email Marketing
Nurture leads with personalized campaigns and automated workflows.

Problems We Solve

Digital marketing challenges can limit your brand’s growth. We tackle these obstacles effectively

- Low visibility on search engines
- Ineffective social media engagement
- Poor ROI from ad spend
- Weak content fails to convert.
- Abandoned email leads to reduce sales



Service Offerings

3. Managed Services for eCommerce

AlphaTwelve offers end-to-end Managed Services for eCommerce, tailored to meet the needs of online businesses at every growth stage — from solo entrepreneurs to full-scale enterprises

Service features

Our comprehensive eCommerce services streamline your business from setup to scale.



Platform Setup
Launch your store on Shopify, Magento or WooCommerce with custom designs and integrations.



Returns Management
Manage returns for seamless customer experiences and reduce lost revenue.



Product & Inventory Management
Manage listings and stock with real-time tracking and forecasting.



Analytics & Strategic Insights
Monitor performance and refine strategies with dedicated account management



Marketplace Integration
Manage storefronts on marketplaces such as Amazon, eBay, Walmart, and Instagram Shopping.



Fraud Protection
AI-based fraud detection for secure transactions

Problems we solve

Starting and scaling an eCommerce business is complex and resource-intensive. We simplify the journey:

- Overwhelming store launch process
- Inefficient inventory leading to overselling or stockouts
- Limited sales growth
- High cart abandonment due to complex checkout or poor trust
- Lack of data-driven insights to scale effectively



Service Offerings

4. Product Solutions

Our Product Solutions turn your vision into impactful web and mobile applications. We design and develop user-focused products to drive engagement and growth.

Service features

We deliver innovative products with end-to-end support.



Custom Web Development
Create responsive, high-performance websites tailored to your goals.



Mobile App Development
Build iOS and Android apps with robust functionality.



UI/UX Design
Design intuitive, engaging interfaces for seamless user experiences.



Product Strategy Consulting
Identify market opportunities and craft launch roadmaps.



Prototyping & Testing
Develop and test prototypes to ensure market readiness.

Problems We Solve

Product launches face technical, design, and market hurdles. We overcome them with expertise:

- Ideas stall due to lack of technical expertise
- Misaligned branding confuses target audiences
- Poor user experience drives customers away
- Unclear path to market success.
- Costly delays from untested products.
- Scaling product features overwhelms teams



Service Offerings

5. Cloud Solutions

Our Cloud Solutions deliver scalable, secure infrastructure. We optimize your cloud for performance and cost-efficiency.

Service features

Our cloud services ensure agility and reliability.



Cloud Migration
Transition systems to AWS, Azure, or Google Cloud seamlessly.



Infrastructure Management
Monitor and maintain resources for peak performance.



Scalability Planning
Design architectures to handle growth



Cost Optimization
Reduce expenses with usage analysis.



Backup & Disaster Recovery
Protect data with robust recovery plans.

Problems We Solve

Cloud adoption brings complexity and risks. We simplify and secure your journey:

- Legacy systems slow operations
- Unpredictable cloud costs strain budgets
- Data loss from inadequate backups
- Inability to scale during demand spikes
- Lack of cloud expertise slows adoption
- Downtime risks from misconfigurations



Service Offerings

6. Cybersecurity

Our Cyber Security services shield your business from threats. We implement proactive measures to secure data and operations.

Service features

Our security solutions fortify your defenses



Vulnerability Assessments
Identify and prioritize system risks.



Threat Monitoring
Detect suspicious activity in real-time.



Compliance Management
Ensure GDPR, HIPAA, or PCI-DSS adherence.



Penetration Testing
Simulate attacks to strengthen systems.



Incident Response
Recover quickly from breaches.

Problems We Solve

Cyber threats jeopardize data and trust. We neutralize risks comprehensively:

- Unknown vulnerabilities expose systems
- Slow response to threats increases damage
- Non-compliance risks fines and harm
- Lack of testing leaves gaps
- Employee errors lead to breaches
- Recovery delays disrupt operations

Let's Work Together

Don't let complexity hold your business back. AlphaTwelve is your trusted and comprehensive partner for digital transformation and success, delivering seamless eCommerce setup and management, robust customer support, strategic digital marketing, custom product development, scalable cloud solutions, advanced cybersecurity, and expert remote staffing to drive growth and success across all industries.

We don't just meet expectations; we ignite your vision with bold strategies and relentless dedication, driving results that fuel your success. We are experts at transforming ideas into scalable success stories.

Ready to scale? Let's talk: hello@alphatwelve.com or visit alphatwelve.com

