

Key Relationships

Client: US based F500 Retail Conglomerate

Service Delivered

- Manage 50% of all Proprietary/ Co-branded Credit Card Collection and Customer Service for a 50 million card-holder base

Client: US based F500 Grocery Chain

Service Delivered

- Customer Feedback Processing / Profile update for loyalty card members/ Non Sufficient Fund Transaction Management and Collections / Promotional Planning for Store Inventory and Supplies / Direct Merchant Supply

Client: US based F500 Office Supplies Major

Service Delivered

- Deliver 100% of the Client's Fax Order Management process dealing with 5000+ orders per day at 99.99% accuracy with follow-up calls for reconfirmation and increased revenue per order
- Disputes resolution for virtual warehousing and direct supplies
- Reschedule of supplies to customers
- Email support to ecommerce Clients
- Credit authorisation follow-up of ACH rejected credit card transaction

Client: UK based G500 Telecom Major

Service Delivered

- 50+ Campaigns spanning across Lead Generation, Customer Service, Billing, Collections and Knowledge Services to support traditional PSTN as well as broadband business
- Multi-Channel (Voice, email, chat) delivery from six centres in India
- Significantly improved process metrics
- Sole service provider for a number of critical market facing and internal services

Client: UK based Retail Water Supply Major

Service Delivered

- End-to-end Order-to-Cash process
- Significantly improving end-to-end process and business metrics

Client: UK-based Media Conglomerate

Service Delivered

- End-to-end media production and business support

Client: Global Investment Bank

Service Delivered

- Back-Office Reconciliation
- Specialized transactions such as Trade Management Services, Settlement Reconciliation, Asset Servicing and Controlling, Research and Analytics, Issuance and Payment Operations

