

# 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

