

Managed Services for Global Enterprises

#### YOUR TRUSTED GLOBAL PARTNER FOR COMPLETE ENTERPRISE SUPPORT

#### SuperSeva: About Us

#### VISION

To be the partner of choice for exemplary support services and solutions to progressive enterprises

#### MISSION

Achieving excellence in Enterprise Support Services by leveraging process innovation and technology and operational rigour

#### SERVICE QUALITY ASSURANCE

- ISO 9001:2015 certified
- WEConnect certified
- · Enabled via state-ofthe-art. comprehensive technology platform

• Established in 2000 • HQ-ed in Bangalore with offices in Mumbai, Delhi, Chennai, Hyderabad & Pune

#### TEAM

- Management: 12+
- Supervisory & Backend: 50+
- On-ground: 800+



75+ enterprises pan-India, across 10+ cities

#### **OPERATIONAL PRESENCE**

REPARTS

Bangalore, Mumbai, Delhi, Pune, Hyderabad, Chennai, Gurgaon, Noida, Kolkata, Ahmedabad, Chandigarh, Vizag, Jamshedpur

#### **CERTIFICATION**

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#### Recognitions







A STANK WECONNECT Most Innovative Company of the Year



IBM Strategic Supplier



Freed

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**GE INDIA** ASP Supplier



 Telangana

 Quality Leadership Award



Universe Art Samarpanam Award



Rotary Bangalore Entrepreneurship Award





#### Delivering Delight as the Extended Managed Services Arm of Leading Enterprises





#### Sample Client Testimonials

"Thank you for the quality of services provided by SuperSeva. Sincerely appreciate your efficient and gracious customer services, accountability and the way you conduct business as a whole. Keep up the good work."	"I would like to extend our gratitude and thanks for an amazing job done during the 'Kids Day at Workplace'. I can't even imagine what goes into planning of such an event, but I know one thing – your team made it look so easy. Attention to detail is what you specialize in and I don't think it goes unnoticed!"	"On behalf of the organizing committee, I would like to place on record our deep sense of appreciation to you for catering to all our requirements accurately and with good quality."
Real Estate Strategy & Operations, IBM	→ Nagaraj Bairamadgi HR Manager, Tangoe	Nilanjon Gupta Organizing Cmte., API Hackathon, Nokia
"Getting immediate respond on every point and every time. Very helpful and supportive organization."	"I have personally used the concierge service 2 times now for a pick and drop option and the experience has been very smooth and easy. Thank you for the great job you and the team have been doing."	"Appreciate the way you were handling operational requirements and the way you handled the team provided by SuperSeva for the past 2 years. Would also like to mention that, you were always willing to help at any given time, may it be off-duty hours as well."
→ Tejas B Asst. Facilities Manager, JLL	→ Diya Nanda Senior Director, Publicis Sapient	Jinesh R Admin Manager, TEKsystems Global Services





Services



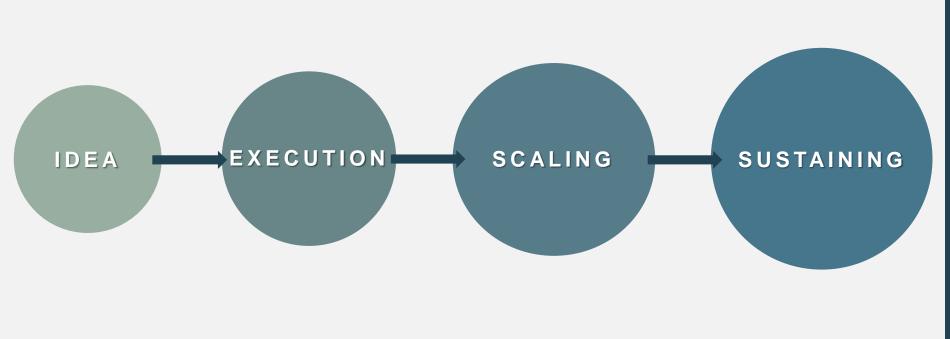
## SuperSeva Managed Enterprise Support Services Suite





#### SuperSeva Global : Setup Model

# SET-UP CHALLENGES – NEED OF ANY ORGANIZATION TO START THE BUSINESS



**OUR QUALITY POLICY** > It is the policy of our company to provide "enterprise support services in the field of premium concierge & travel help desk, integrated facilities management, hr & manpower staffing, managed services, front office & admin, mailroom, asset management, transport management services" which meet or exceed the customer requirements by delivering the services on time and every time in a cost effective manner.

We pledge to achieve this through customer focus, supplier partnership, industry leadership and commitment to continual improvement by involvement and active participation of all levels of management.



### SuperSeva Global : OPERATIONAL EXCELLENCE



SuperSeva ensures to achieve the highest possible standards in day-to-day work and in the quality of the goods and services it provides

SuperSeva believes in total commitment and trust by dealing with our customers in a transparent manner.

The founding principle of SuperSeva is Integrity. Integrity helps us build trust and respect among all of our business relationships. Our guiding principles of integrity are our strong Code of Ethics and our commitment to uphold the highest ethical standards at all times.



Our customers are at the center of everything we do. Our products, services and business processes are tuned to their needs. Every action we take is aimed at doing outstanding job for our customers.

Our greatest asset is our people. We are committed to putting the best people, and giving them the right training, tools and resources to succeed.

#### SuperSeva Global : OPERATIONAL PROCESS

# End-to-end Solution

Complete Accountability on Quality Outcome-driven for delivering Customer Delight

#### Single Window Vendor Management

Vendor Identification and Evaluation Database Management of Vendors

Vendor

Rating

Ethical Business Practices Converting Vendors to Collaborative Partners



### SuperSeva Facilities Management > Managed Front Office Services



- > Managing front office, driven by SLA
- > Identification of right resource
- > Induction and process training
- Ongoing training
- > Grooming
- > Performance monitoring and appraisal
- >Career progression
- > Attrition management



## SuperSeva Facilities Management > Automated Mail Room Management



- > User friendly data entry interfaces to manage inward & outward mails
- > Auto emails to recipient upon mail receipt
- > Periodic reminder auto emails for pending mails
- > Interface to update delivery status
- > Search & review details interface on handheld device
- > Electronic signature capture upon mail receipt by recipient
- > Reports on the delivery efficiency & pending mails
- > Manage carrier details & contact information
- >Quick link from application to logistics vendors' tracking site
- > Interface to update outward mails status



### SuperSeva Facilities Management > Housekeeping Services



#### Services Coverage:

- Comprehensive Cleaning Solutions
- > Janitorial Services
- >General Cleaning Services
- Specialized Cleaning Solutions





> Interiors Cleansing
> Vacuum Cleaning
> Waste Management
> Floor Maintenance
> Restroom Services
> Interior Glass Cleaning





### SuperSeva Facilities Management > Comprehensive Workplace Upkeep Services



Coverage Reception Conference Rooms >Employee Workstations Restroom Sanitization / Disinfection >Floor Maintenance >Upholstery Maintenance Carpet Maintenance >Health Centers / Gyms >Parking / Driveways >External Windows >Waste Management >Furniture, Steel and Metal Polishing Value Added Services >Kitchen Stewards >Table Clearance >Pantry Services >Landscaping >Gardening

Pest Control Services >Anti Cockroach Treatment >Anti Termite Treatment >Mosquito Control >Fly Control >Rodent Control



### SuperSeva Facilities Management > Executive Chauffeur Services



Chauffeur and Valet Services for
Special Occasions (Exhibitions, Official Functions, High Profile Events)
Specialist Chauffeurs
Lady Chauffeurs
Fleet Management Solutions

Parking Management Solutions



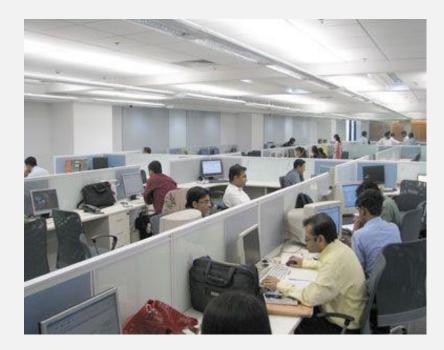
### SuperSeva Facilities Management > Guest House Management Services



> Guest Relationship Management
> Food & Beverage Services
> Pantry Management
> Laundry Management
> Housekeeping Services
> Administration & Maintenance
> Repair Works
> Pest Control



### SuperSeva Facilities Management > Contractual Staff Solutions



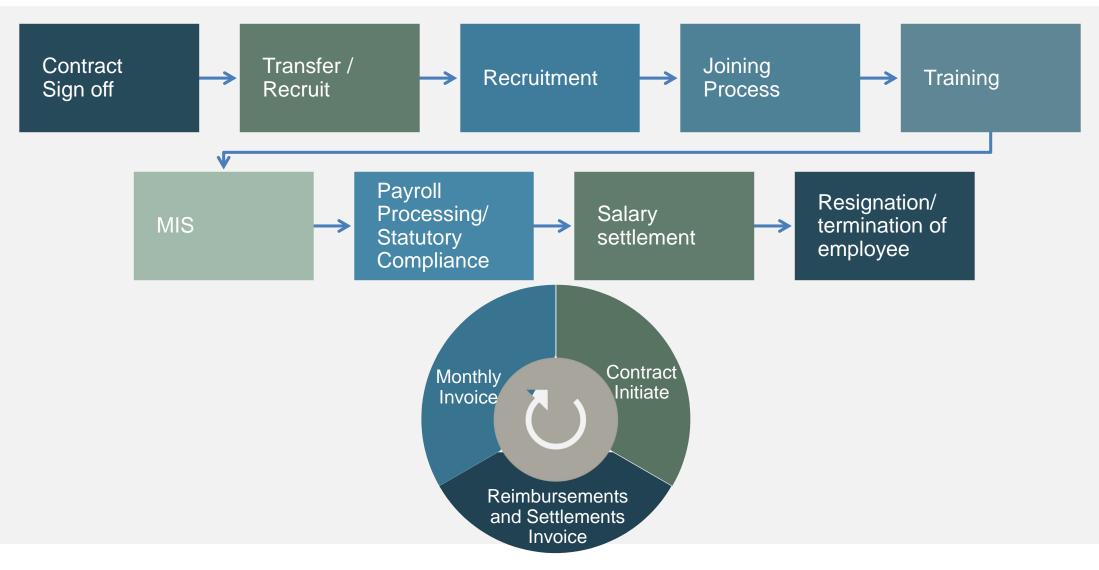
 Well trained, groomed and experienced personnel for corporate offices, factories and other industrial setups

General assistance services such
 Front Desk management to
 electronic communication operations

- > Computer Operators
- > Data Entry Operators
- > Telephone Operators
- > Receptionists
- > Secretaries
- > Office Assistants
- > Store Managers
- > Peons
- Courier Boys



## SuperSeva Facilities Management > Staffing Methodology





### SuperSeva Facilities Management > Facilities Maintenance Services



- > Provides maintenance services to commercial and domestic establishments
- Maintenance operatives controlled by on-premise controllers to ensure call outs are addressed within stipulated time
- > Each operative attired in professional uniform for easy identification

#### Services:

> Preventive Maintenance
> Heating / Ventilation / Air Conditioning (HVAC) Management
> Moves & Rearrangements
> Infrastructure Services
> Plumbing & Carpentry
> Electrical Service



### SuperSeva Facilities Management > **Operating Procedures**



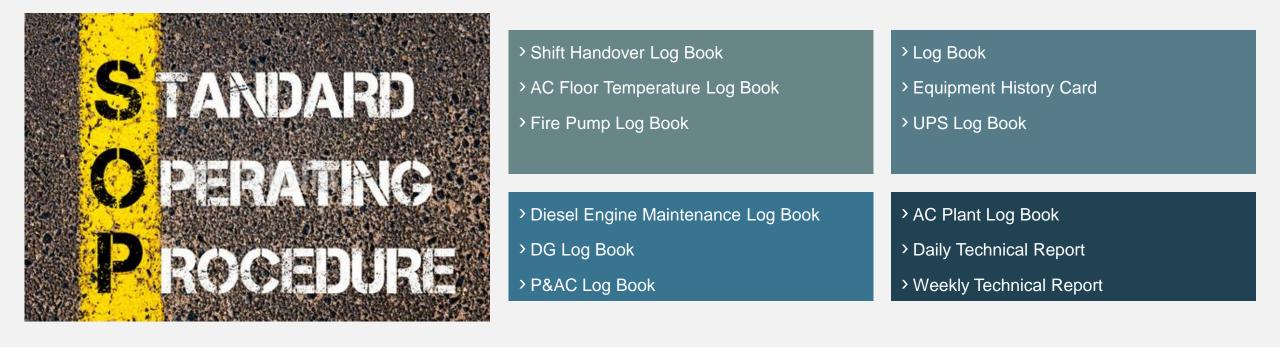


- SOP for technical services and controlled documents for technical services
- > Job Responsibilities of Supervisors
- Draft of Service Levels and Key
   Performance Indicators
- > Job Responsibilities of Housekeeping
- Boys, Receptionists and Pantry Boys
- > Site Instructions
- >Job Card

> Planning Manual
> Daily Supervisor Report
> Material Requisition Report
> Machine Maintenance Calendar
> Quarterly Machine Inventory Report
> CAPA Report
> Weekly Cleaning Schedule
> Washroom Checklist
> Static supervisor's daily Checklist



### SuperSeva Facilities Management > Technical Formats And Documentation





#### SuperSeva Facilities Management > Escalation Matrix



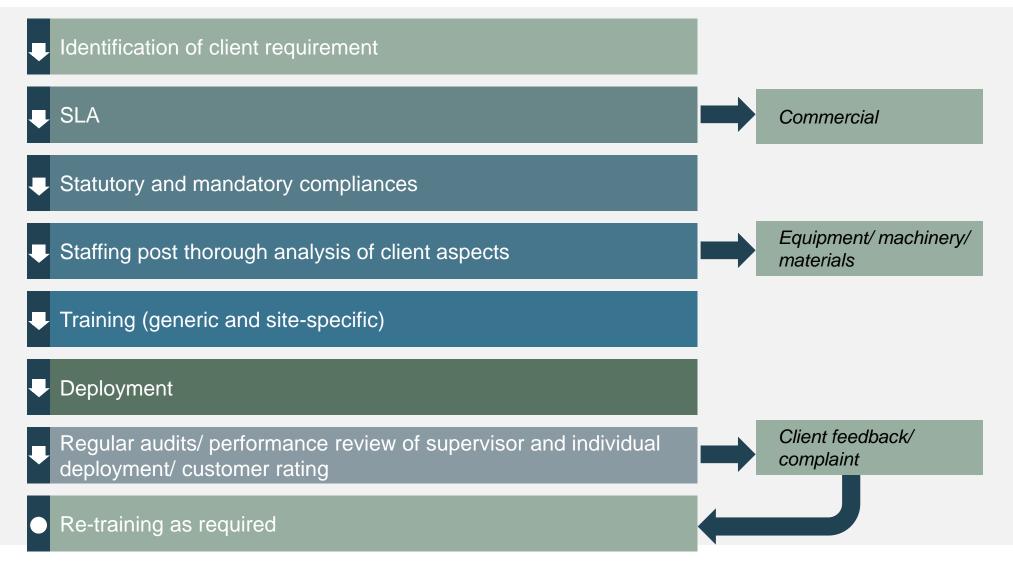


### SuperSeva Facilities Management > Transition Process





### SuperSeva Facilities Management > **Operating Process**







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YOUR TRUSTED GLOBAL PARTNER FOR COMPLETE ENTERPRISE SUPPORT Thank You!