



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-of-the-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+

CLIENTS

75+ enterprises pan-India, across 10+ cities

OPERATIONAL PRESENCE

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



CERTIFICATION



Recognitions

 **JLL**
Best Women Entrepreneur
Partner national award 

 **CBRE INTERNATIONAL**
Rise to challenge award 

 **WECONNECT**
Most Innovative
Company of the Year 

 **IBM**
Strategic Supplier 

 **GE INDIA**
ASP Supplier 

 **Telangana**
Quality Leadership Award 

 **Universe Art**
Samarpanam Award 

 **Rotary Bangalore**
Entrepreneurship Award 

 **Women Economic**
Forum Excellence Award 

Delivering Delight as the Extended Managed Services Arm of Leading Enterprises



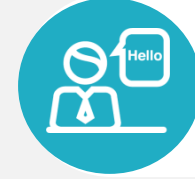
SuperSeva Service Suite



HR benefit programs



IT Assets Management



Managed Front Office



Mail Room Management



Logistics Facilitation Services



Petty Vendor Management



Stamp Paper Management



CRM Management



Contract Work Force Management

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."



Ramana Reddy KV
Real Estate Strategy & Operations, IBM

"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!"



Nagaraj Bairamadgi
HR Manager, Tangoe

"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."



Nilanjon Gupta
Organizing Cmte., API Hackathon, Nokia

"Getting immediate respond on every point and every time. Very helpful and supportive organization."



Tejas B
Asst. Facilities Manager, JLL

"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."



Diya Nanda
Senior Director, Publicis Sapient

"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."



Jinesh R
Admin Manager, TEKsystems Global Services



Premium Concierge Services

What is Concierge?



Concierge *Services*

Concierge describes special, personal, and attentive service. The word 'concierge' evolved from the French 'comte des cierges' which means the 'keeper of the candles'. The keeper of the candles served visiting noble men at medieval castles.

Perhaps, it's one of the reasons why today concierge service is more popular among people who are top managers, VIP customers of banks, 5 stars' hotels, and rich corporations, who willingly outsource it to conserve time and energy effectively.

SuperSeva Premium Concierge Services > Why Concierge?

Problems

70% of the workers find it difficult to balance work and personal life contributing to '*Stress*'

76% of the errands are done during an employee's work time

70% of workforce added will be woman in the next 10yrs and it will be quite difficult for them to balance both ends.

87% of workers are seeking companies which are flexible, Supportive and understanding of their personal needs.

Solutions

Concierge services greatly reduces the employees Stress level

Concierge services to employees is known to improve employee satisfaction, reduce absenteeism, and lower turnover

Employers are acknowledging the need and addressing the issues so that workbalance can be achieved by concierge

30% of the Top-Rated 100 Companies to Work For offer a concierge service to their employees for retention

SuperSeva Concierge Services



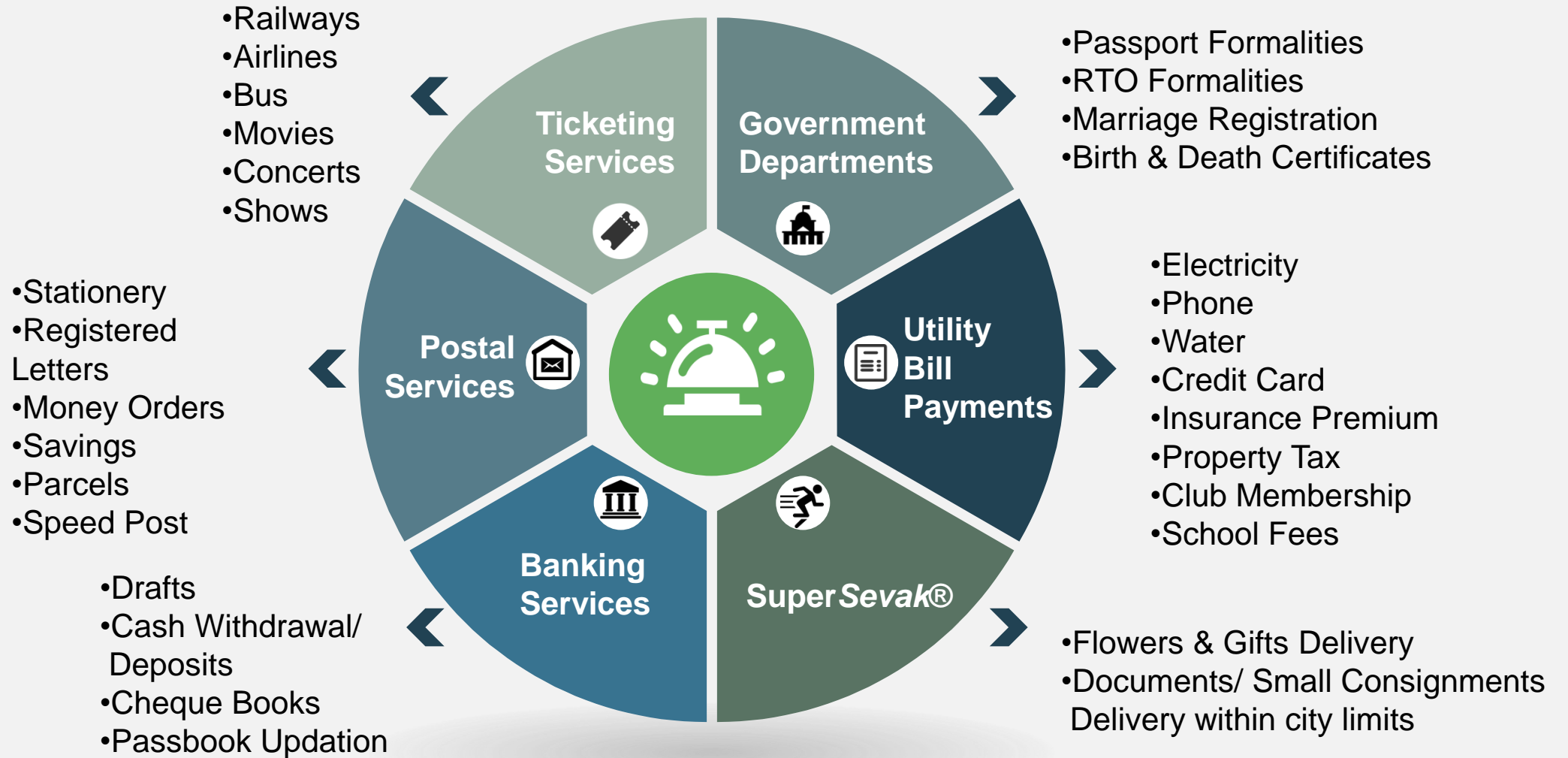
Concierge *Services*

With the unique perception of securing premier experiences that others cannot, SuperSeva offers its corporate members premium concierge services exclusive to our name alone. ***Inimitable experiences, blissful simplicity and timely delivery*** are just some qualities that you receive when you entrust your concierge needs to our company.

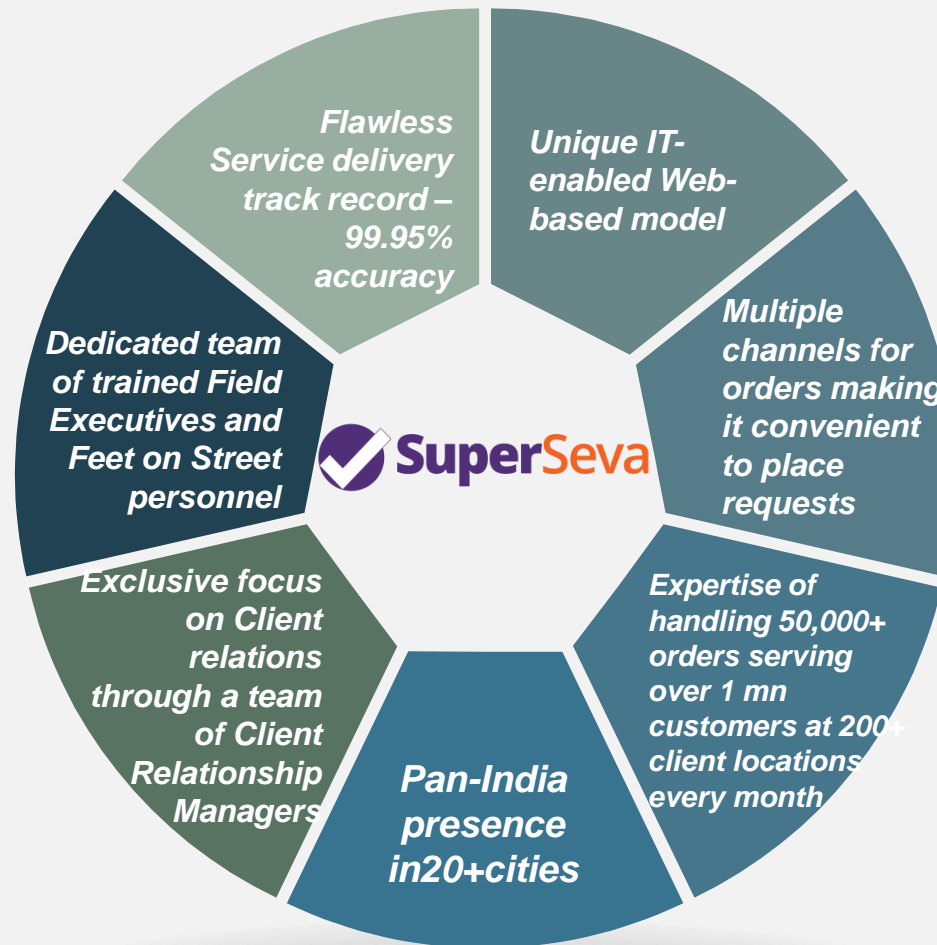
We operate on a highly personalized level which includes ***IT enabled delivery, Web based interface, Real time tracking*** etc to meet your needs until we are affirmed of your satisfaction. .

If perfection and transparency is what you seek from a service, settle for nothing less than the exquisite concierge services of SuperSeva.

What SuperSeva offers.



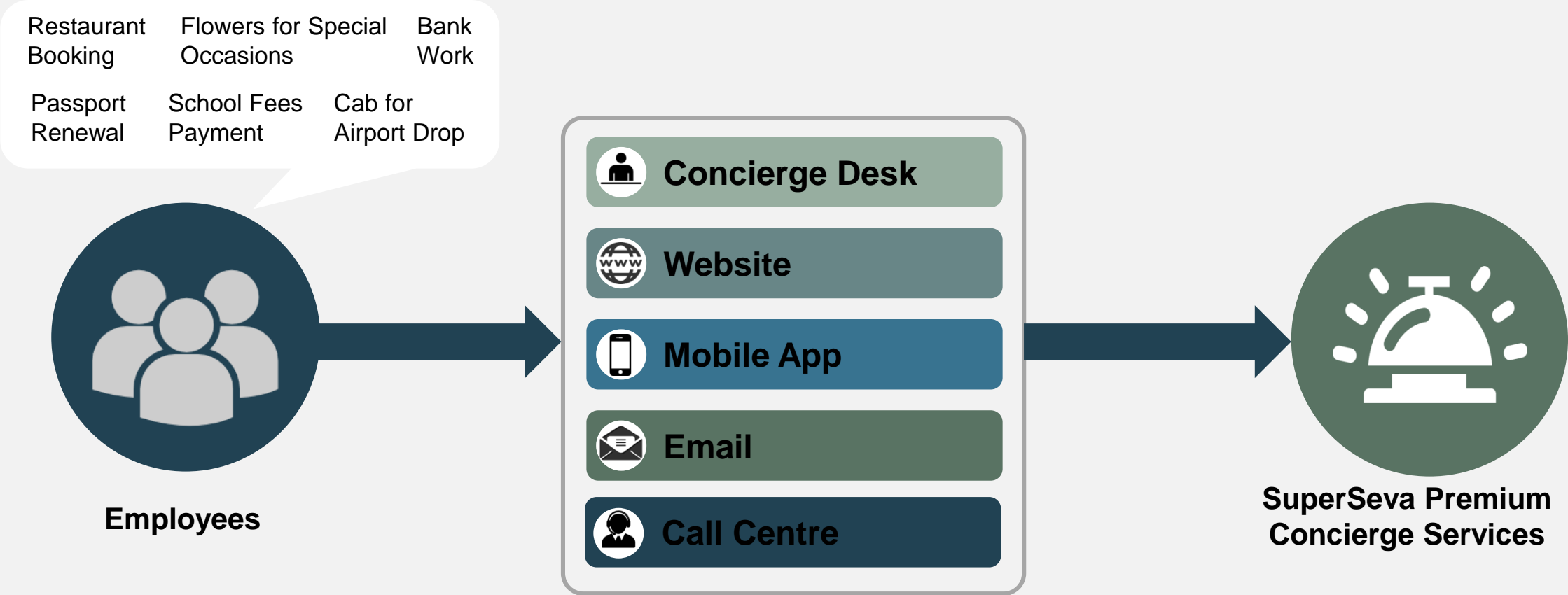
Why SuperSeva?





Premium Concierge Services Enterprises Service Portfolio

SuperSeva Premium Concierge Services > 5 Ways to Connect with Us

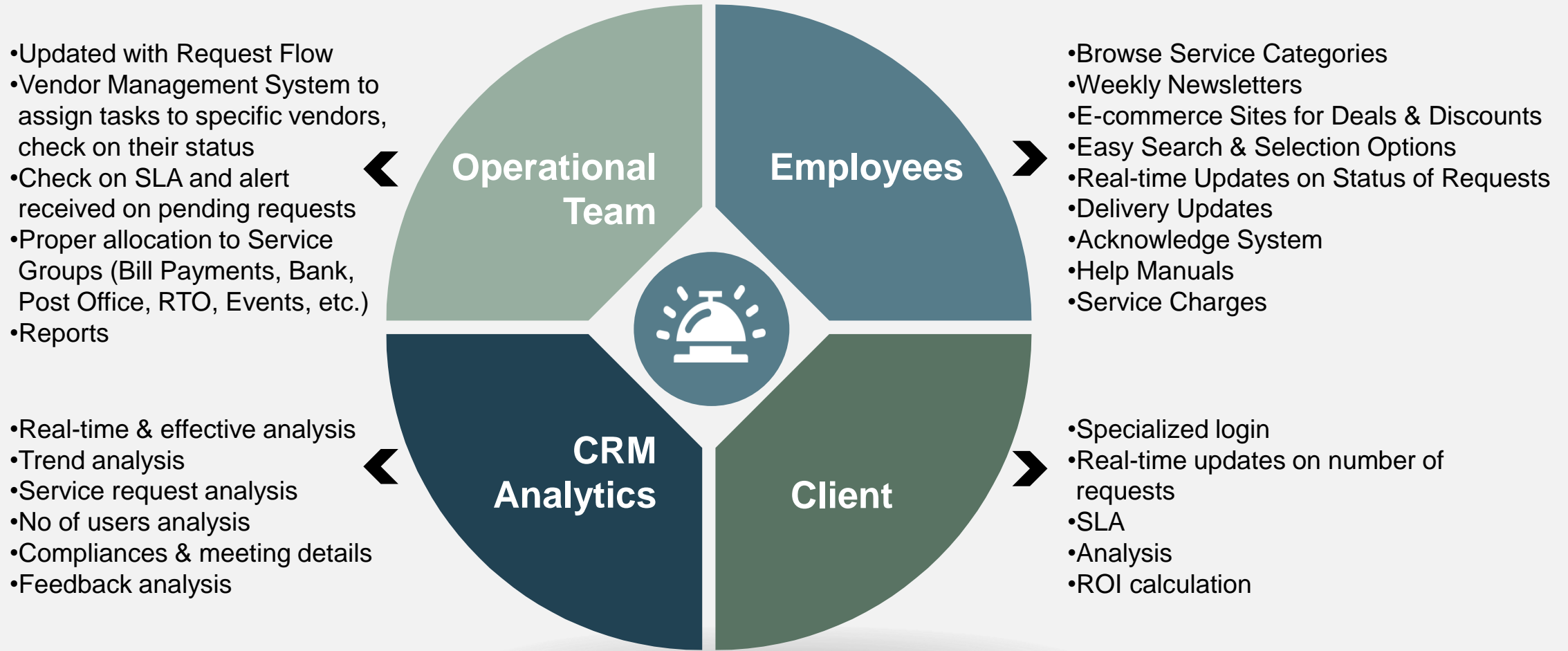


SuperSeva Premium Concierge Services

Status Check was Never this Simple!



SuperSeva Premium Concierge Services > Delivering Technology-driven Delight



SuperSeva Premium Concierge Services > **Technical Specifications**

Our Servers handle 13,000+ requests daily

2 Linux servers running 10 instances of Mongrel server in each

We have 2 separate Servers for QA and for UAT

Separate instances for handling requests which takes <1 second, especially for generating reports

Scheduled Server maintenance every 15 days

Backup taken daily, so no instance of lost data

Our Servers handle 40,000+ logins simultaneously and seamlessly

Consistent near-zero down time



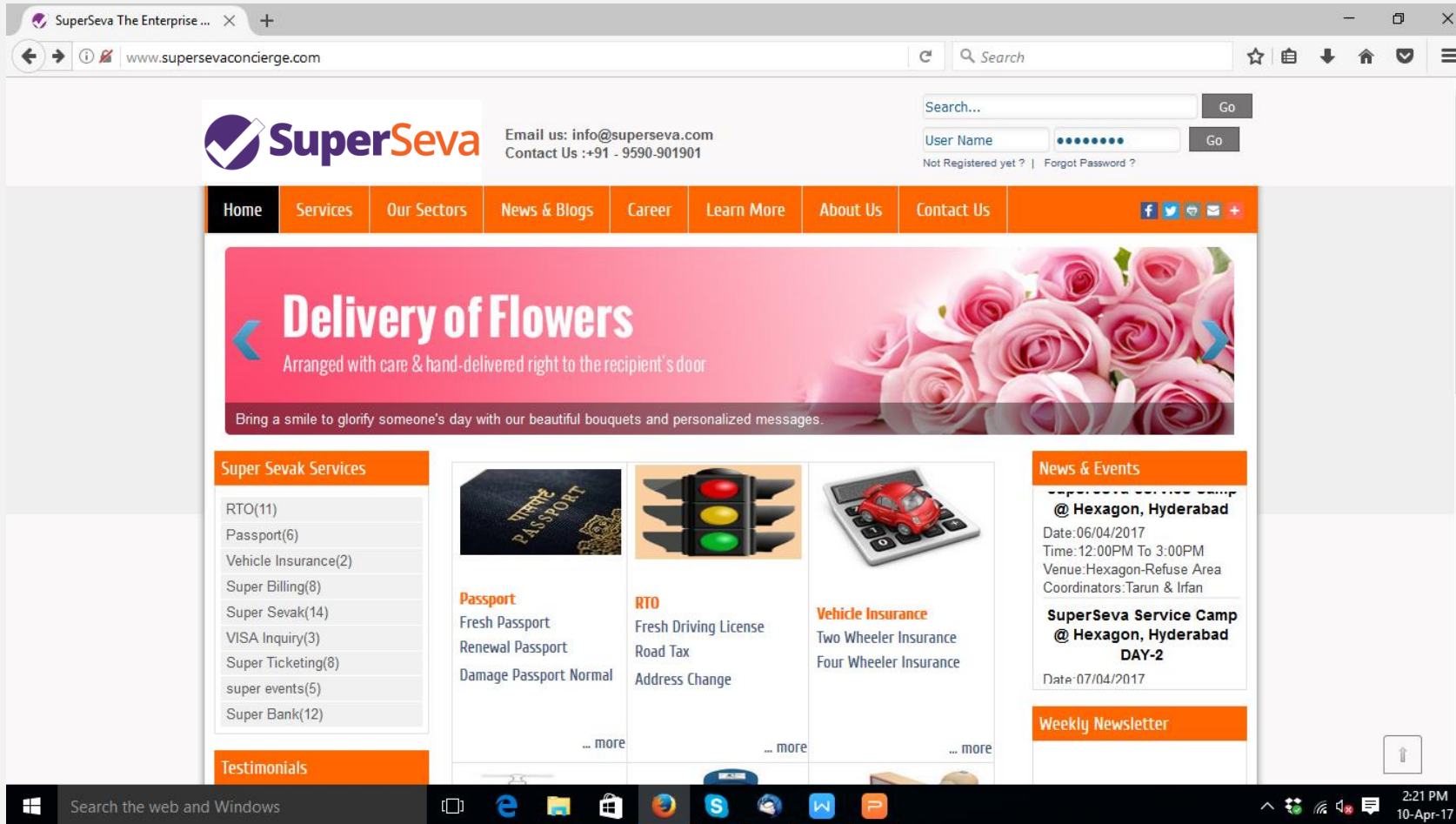
Premium Concierge
Services Enterprises

Employee Account

Snapshots

SuperSeva Premium Concierge Services > SuperSeva Website

www.supersevaconcierge.com



The screenshot displays the SuperSeva website interface within a web browser. The browser's address bar shows the URL www.supersevaconcierge.com. The website's header includes the SuperSeva logo, contact information (Email: info@superseva.com, Contact Us: +91 - 9590-901901), and a search bar. A navigation menu with orange tabs lists: Home, Services, Our Sectors, News & Blogs, Career, Learn More, About Us, and Contact Us. Social media icons for Facebook, Twitter, and LinkedIn are also present.

The main content area features a large banner for "Delivery of Flowers" with the text "Arranged with care & hand-delivered right to the recipient's door" and "Bring a smile to glorify someone's day with our beautiful bouquets and personalized messages." Below this, the "Super Sevak Services" section lists various offerings with counts: RTO(11), Passport(6), Vehicle Insurance(2), Super Billing(8), Super Sevaks(14), VISA Inquiry(3), Super Ticketing(8), super events(5), and Super Bank(12). To the right, three service categories are highlighted with icons: "Passport" (Fresh Passport, Renewal Passport, Damage Passport Normal), "RTO" (Fresh Driving License, Road Tax, Address Change), and "Vehicle Insurance" (Two Wheeler Insurance, Four Wheeler Insurance). Further right, the "News & Events" section announces a "SuperSeva Service Camp @ Hexagon, Hyderabad DAY-2" on 07/04/2017, with details about the date, time, venue, and coordinators. A "Weekly Newsletter" sign-up button is located at the bottom right of the main content area.

The footer of the browser window shows the Windows taskbar with the search bar and various application icons, along with the system clock indicating 2:21 PM on 10-Apr-17.

[Home Page](#)

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

[SuperSeva E-store](#) | [Newsletter](#) | [HOME](#) | [LOGOUT](#)

HOME

ABOUT US

CONTACT US

SERVICES CHARGES

FAQ

[Credit Card Bill](#)
[Electricity Bill](#)
[Loan Enquiry Form - Personal Loan](#)
[Regd. letter, Parcel, SpeedPost](#)

[Delivery to Courier Agents](#)
[Enquiry for Vehicle Insurance](#)
[IPL Tickets](#)
[PAN Application](#)
[Telephone Bill](#)

[Cheque Deposit](#)
[Four wheeler Insurance](#)
[Loan Enquiry Form - Car Loan](#)
[Life Insurance premium](#)
[Train Ticket](#)

[DL - Two + Four wheeler](#)
[Fresh Passport](#)
[Loan Enquiry Form - Home Loan](#)
[Two wheeler Insurance](#)

Welcome Sreeram from SuperSeva Bangalore

Todo List

April 2017

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Services

[Super Ticketing](#)
[Super Billing](#)
[Super Sevak](#)
[Super Post](#)
[Super Bank](#)

You Have Reminder Set. [Click Here To See.](#)

Collection Agent : SuperSeva Office Visit Time:09:00 AM - 06:00 PM Mobile No:9686452450
Following are the requests for the last two months. For searching requests [click here](#)

REQUESTID	SERVICEAVALID	STATUS	DETAILS	CANCEL
995782	Postpaid Mobile Bill	Cancelled	Details	N/A

[Home Page](#)

Details of services availed

SuperSeva Premium Concierge Services > SuperSeva Website

Home Page

SuperSeva

https://support.superseva.com/customer/user_request_details

Search

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Request No. 995782 Request Date 27-03-2017 Services Status Cancelled

Scheme Name SuperSeva Bangalore Mobile Bill Amount 0.0 Services Charge 0.0

Advance Payment Total Bill payable to SuperSeva: 0.0

Billing of Mobile Details

Person Name sree Country Code +91 Mobile Number 1234567890

Due Date 28-03-2017 Service Provider AIRTEL Any Other Information

Bill Type Postpaid Bill Urgency Normal

Customer Details

Name Emailid Contact Number

Sreeram sreeram@superseva.com 990208123

Mobile Bill Payment Details

Created By maheshsupport Support Remark Test request

Payment Option Cash

Executive, e

Enter service name ... Search

SuperSeva E-store | Newsletter | HOME | LOGOUT

SERVICES CHARGES

Cheque DL - Two + Four wheeler

Four wheeler Insurance Fresh Passport

Loan Enquiry Form - Car Loan Loan

Life Insurance premium

Train Ticket Two wheeler Insurance

Seva Bangalore

Reminder Set. Click Here To See.

Visit Time:09:00 AM - 06:00 PM Mobile No:9686452450

last two months. For searching requests click here

STATUS DETAILS CANCEL

Cancelled Details N/A

Super Sevak

Super Post

Super Bank

Search the web and Windows

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2:25 PM

10-Apr-17

Details of services
availed

SuperSeva Premium Concierge Services > SuperSeva Website

Home Page

To-do List

Access to E-store and Newsletter

SuperSeva

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

Enter service name ... Search

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME

ABOUT US

CONTACT US

SERVICES CHARGES

FAQ

Most Popular Services

Credit Card Bill
Electricity Bill

Delivery to Courier Agents
Enquiry for Vehicle Insurance
IPL Tickets

Cheque Deposit
Four wheeler Insurance
Loan Enquiry Form - Car Loan
Life Insurance premium

DL - Two + Four wheeler
Fresh Passport
Loan Enquiry Form - Home Loan

Loan Enquiry Form - Personal Loan
Regd. letter, Parcel, SpeedPost

PAN Application
Telephone Bill

Train Ticket

Two wheeler Insurance

Welcome Sreeram from SuperSeva Bangalore

You Have Reminder Set. [Click Here](#) To See.

Collection Agent : SuperSeva Office Visit Time:09:00 AM - 06:00 PM Mobile No:9686452450
Following are the requests for the last two months. For searching requests [click here](#)

REQUESTID	SERVICEAVALIED	STATUS	DETAILS	CANCEL
995782	Postpaid Mobile Bill	Cancelled	Details	N/A

Services

Super Ticketing

Super Billing

Super Sevak

Super Post

Super Bank

Todo List

April 2017

Su Mo Tu We Th Fr Sa

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

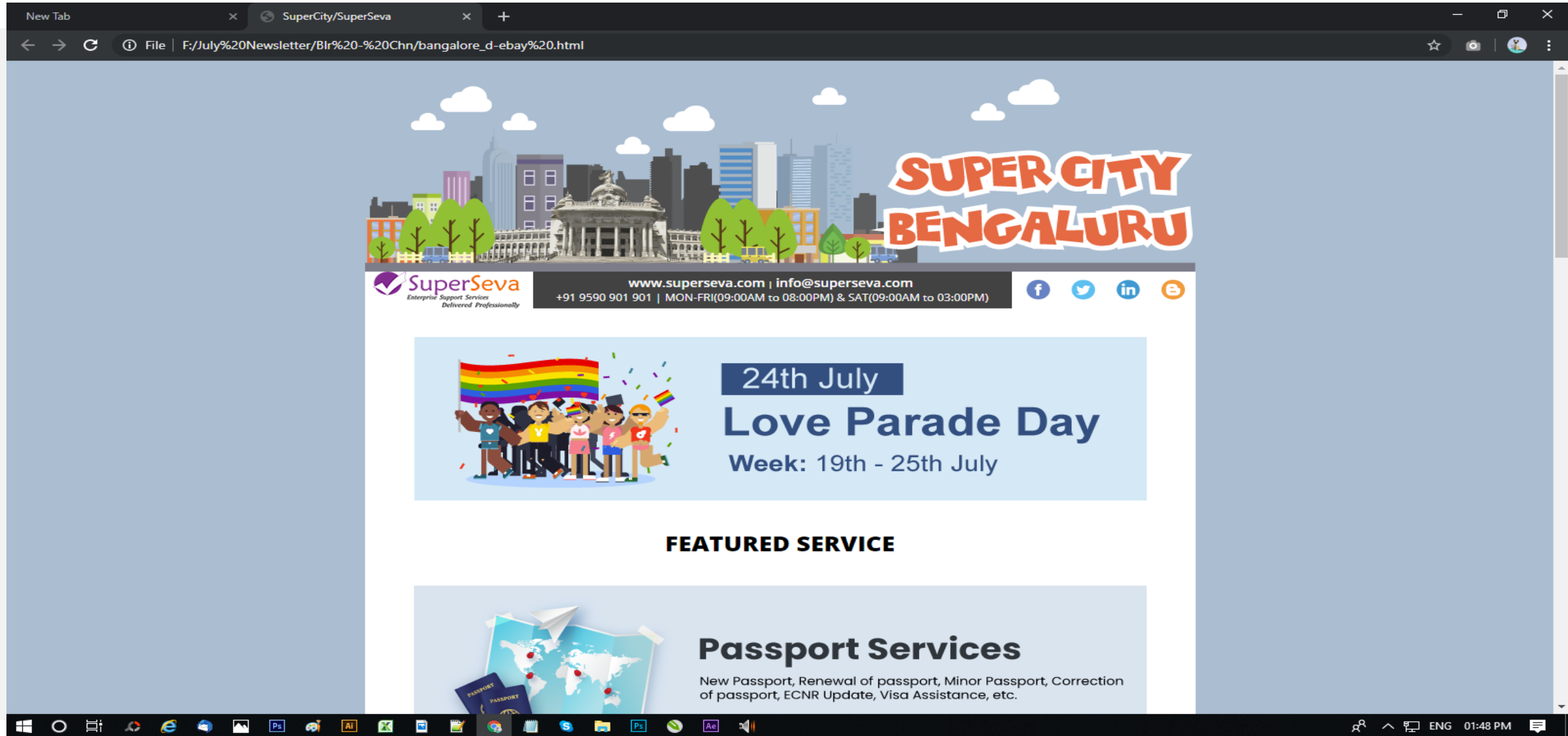
30

Search the web and Windows

2:26 PM

10-Apr-17

SuperSeva Website > Weekly Newsletter



SuperSeva Website > Service Request

SuperSeva Website > Service Request

Easy 3-step process

SuperSeva

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If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

Enter service name ... Search

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

- Credit Card Bill
- Electricity Bill
- Delivery to Courier Agents
- Enquiry for Vehicle Insurance
- IPL Tickets
- Cheque Deposit
- Four wheeler Insurance
- Loan Enquiry Form - Car Loan
- Life Insurance premium
- DL - Two + Four wheeler
- Fresh Passport
- Loan Enquiry Form - Home Loan
- Loan Enquiry Form - Personal Loan
- Regd. letter, Parcel, SpeedPost
- PAN Application
- Telephone Bill
- Train Ticket
- Two wheeler Insurance

Welcome Sreeram from SuperSeva Bangalore

Todo List

April 2017

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

ELECTRICITY BILL

Service Charge 0.0 Service Level Normal

Step 1 : Personal Details Step 2 : Service Details Step 3 : Payment Information

Name Sreeram
Email sreeram@superseva.com
Mobile Number 990208123
If you want to modify your personal details then [click here](#)

Continue >>

Kindly Note:
i. Fields marked with * are mandatory.
ii. We do not accept post - dated cheques. We will accept cheques pertaining to the date of services being availed .

SuperSeva Website > Service Request

SuperSeva Website > Service Request

Personal details

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

- Credit Card Bill
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- PAN Application
- Telephone Bill
- Cheque Deposit
- Four wheeler Insurance
- Loan Enquiry Form - Car Loan
- Life Insurance premium
- Train Ticket
- DL - Two + Four wheeler
- Fresh Passport
- Loan Enquiry Form - Home Loan
- Two wheeler Insurance

Regd. letter, Parcel, SpeedPost

Welcome Sreeram from SuperSeva Bangalore

Todo List

April 2017

Service Charge 0.0 Service Level Normal

Step 1: Personal Details Step 2: Service Details Step 3: Payment Information

Name Sreeram
Email sreeram@superseva.com
Mobile Number 990208123

If you want to modify your personal details then [click here](#)

Continue >>

Kindly Note:
i. Fields marked with * are mandatory.
ii. We do not accept post - dated cheques. We will accept cheques pertaining to the date of services being availed .

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

Search the web and Windows

2:32 PM 10-Apr-17

SuperSeva Website > Service Request

The screenshot displays the SuperSeva website interface for a service request. The browser address bar shows the URL: https://support.superseva.com/bill_request/newelectricitybill/31282. The page features a navigation menu with links: HOME, ABOUT US, CONTACT US, SERVICES CHARGES, and FAQ. A search bar is located at the top right. The main content area includes a 'Welcome Sreeram from SuperSeva Bangalore' message and a 'Service Request' form. The form is divided into three steps: Step 1: Personal Details, Step 2: Service Details (highlighted by a callout), and Step 3: Payment Information. The 'Service Details' section contains fields for Customer Name, Sub-Division, Bill Number, Account Number, and Due Date. A 'Continue' button is visible at the bottom right of the form. A sidebar on the left contains a 'Services' menu with options like Super Ticketing, Super Billing, Super Sevak, Super Post, and Super Bank. The Windows taskbar at the bottom shows the time as 2:35 PM on 10-Apr-17.

Service Details

SuperSeva Website > Service Request

SuperSeva Website > Service Request

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

- Credit Card Bill
- Electricity Bill
- Loan Enquiry Form - Personal Loan
- Regd. letter, Parcel, SpeedPost
- Delivery to Courier Agents
- Enquiry for Vehicle Insurance
- IPL Tickets
- PAN Application
- Telephone Bill
- Cheque Deposit
- Four wheeler Insurance
- Loan Enquiry Form - Car Loan
- Life Insurance premium
- Train Ticket
- DL - Two + Four wheeler
- Fresh Passport
- Loan Enquiry Form - Home Loan
- Two wheeler Insurance

Welcome Sreeram from SuperSeva Bangalore

Todo List

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

ELECTRICITY BILL

Service Charge 0.0 Service Level Normal

Step 1 : Personal Details Step 2 : Service Details Step 3 : Payment Information

Electricity Bill Amount 1700

Total Amount Payable to Superseva 1700

VeriSign Secure Payment Gateway gives you complete satisfaction of us.your information is secure at our end. We will process your order

Payment Option*

- ☒ Pay By Cash
- ☐ Pay By Cheque
- ☐ Pay by Bank Transfer
- ☐ Pay By Card

<< Back Submit

4 Payment Modes

payment transactions with details of your payment.

SuperSeva Website > SLA Levels

The screenshot shows the SuperSeva website interface. The browser address bar displays https://support.superseva.com/bill_request/newelectricitybill/31282. The website header includes the SuperSeva logo, a call center number (+91-9590901901), and a search bar. A navigation menu lists various services such as Credit Card Bill, Electricity Bill, Delivery to Courier Agents, and more. A welcome message for Sreeram from SuperSeva Bangalore is displayed. On the left, there is a 'Todo List' and a calendar for April 2017. The main content area shows the 'ELECTRICITY BILL' form with fields for 'Electricity Bill Amount' (1700) and 'Total Amount Payable to Superseva' (1700). A 'Service Level' dropdown menu is open, showing options: Normal, Critical, Urgency, and SOS. A callout box on the right lists these options: Normal, Critical, Urgency, and SOS. The Windows taskbar at the bottom shows the time as 2:38 PM on 10-Apr-17.

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

- Credit Card Bill
- Electricity Bill
- Delivery to Courier Agents
- Enquiry for Vehicle Insurance
- IPL Tickets
- PAN Application
- Telephone Bill
- Cheque Deposit
- Four wheeler Insurance
- Loan Enquiry Form - Car Loan
- Life Insurance premium
- Train Ticket
- DL - Two + Four wheeler
- Freight Receipt
- Loan Enquiry
- Two wheeler

Welcome Sreeram from SuperSeva Bangalore

Todo List

April 2017

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

ELECTRICITY BILL

Service Charge 0.0 Service Level Normal

Step 1 : Personal Details Step 2 : Service Details Step 3 : Payment Information

Electricity Bill Amount 1700

Total Amount Payable to Superseva 1700

VeriSign Secure Payment Gateway gives you complete satisfaction of your account information and payment transactions with us. your information is secure at our end. We will process your order once we receive confirmation details of your payment.

Payment Option*

- ☒ Pay By Cash
- ☐ Pay By Cheque
- ☐ Pay by Bank Transfer
- ☐ Pay By Card

<< Back Submit

- Normal
- Critical
- Urgency
- SOS



Premium Concierge Services Enterprises Back-end Operations

SuperSeva Premium Concierge Services > **Back-end Operations**



Support Login



Administrator Login



Super User Login



Desk Executive Login




Operations Group (OG) Login

Back-end Operations > Desk Executive Login

support.superseva.com/login/login

Most Visited Getting Started Suggested Sites Web Slice Gallery

Web Search #204,218 #22,825


 **SuperSeva**
Enterprise Support Services
Delivered Professionally

User Name:


Password:

Login Reset

Find us on Facebook

 **SuperSeva Services**
Like

7,599 people like SuperSeva Services.



Facebook social plugin

SUPER CITY - Weekly Newsletter

Bangalore	Delhi
Mumbai	Pune
Chennai	Hyderabad
Kolkata	

Home Page with All Requests

support.superseva.com/process_request/help_land

Most Visited Getting Started Suggested Sites Web Slice Gallery

Web Search #204,218 #22,825

SuperSeva
Enterprise Support Services
Delivered Professionally

Enter service name ... Search Home | Logout

Supercity Newsletters Bangalore Hyderabad Chennai Mumbai Delhi Pune Kolkata

Please update the status of following requests. For searching request [CLICK HERE](#)
Note: Request Ids in red color exceeds the SLA Time.

Requests Listings						
RequestId	Date	Request Name	edit	Status Remark	Status	Paid by NetBanking
<input type="checkbox"/> 553078	14-06-2013	Fresh Passport			Initialized	No
<input type="checkbox"/> 558027	27-06-2013	Online - Credit Card Payment	Edit		Initialized	No
<input type="checkbox"/> 558028	27-06-2013	Online - Electricity bill	Edit		Initialized	No
<input type="checkbox"/> 558029	27-06-2013	Online - Payment of Life Insurance Premium	Edit		Initialized	No

Talk to customers about e-commerce of SuperSeva and share the link given with all of them. [Click Here](#)

SuperSeva
Managed Services for Global Enterprises

Status Displays

support.superseva.com/process_request/help_land

Most Visited Getting Started Suggested Sites Web Slice Gallery

Web Search #204,218 #22,825

SuperSeva
Enterprise Support Services
Delivered Professionally

Enter service name ... Search Home | Logout

Supercity Newsletters Bangalore Hyderabad Chennai Mumbai Delhi Pune Kolkata

Please update the status of following requests. For searching request [CLICK HERE](#)
Note: Request Ids in red color exceeds the SLA Time.

RequestId	Date	Request Name	edit	Status Remark	Status	Paid by NetBanking
553078	14-06-2013	Fresh Passport			Initialized	No
558027	27-06-2013	Online - Credit Card Payment	Edit		Work In Progress	No
558028	27-06-2013	Online - Electricity bill	Edit		Completed	No
558029	27-06-2013	Online - Payment of Life Insurance Premium	Edit		Cancelled	No

Initialized
Work In Progress
Completed
Cancelled
Closed
Cancelled & Closed
Pending
Completed With Delay
Initialized by Help Desk
Initialized

Reports

Generate Report

Todo Report

Periodic Report

Talk to customers about e-commerce of SuperSeva and share the link given with all of them. [Click Here](#)


Status

Operations Group (OG) Owner Login

support.superseva.com/admin

Most Visited Getting Started Suggested Sites Web Slice Gallery

Web Search #204,218 #22,825

 **SuperSeva**
Enterprise Support Services
Delivered Professionally

Logout

- Get Requests
- Show Requests
- Vendor Assign
- Request Process
- Train Details
- Air Lines Details
- Bus Details
- Request Reports**
- Requests Reports
- Search Request
- Change Password

Welcome
Name: maheshkumar
Role: OG Member

Operations Group (OG) Billing

support.superseva.com/process_request/ogrequest

Most Visited Getting Started Suggested Sites Web Slice Gallery

Web Search #204,218 #22,825

SuperSeva
Enterprise Support Services
Delivered Professionally

Logout

- Get Requests
- Show Requests
- Vendor Assign
- Request Process
- Train Details
- Air Lines Details
- Bus Details
- Request Reports**
- Requests Reports
- Search Request
- Change Password

Requests Listings						
	RequestId	Date	Request Name	Status Remark	Status	Paid by NetBanking
<input type="checkbox"/>	557864	26-06-2013	Water Bill		Initialized	No
<input type="checkbox"/>	557837	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/>	557839	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/>	557841	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/>	557842	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/>	557849	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/>	557920	26-06-2013	Mobile Bill		Initialized	No

All Bills Requests from all corporates in a specific city



**SuperSeva deploys a proprietary
CRM Tool for every Client
for Real Time Analytics**

Customer Feedback Report Analysis

← → × https://support.superseva.com/process_request/feedback_report ☆


SuperSeva
 Enterprise Support Services
 Delivered Professionally

[Home](#) | [Logout](#)

[Contract](#)
[Cross Sales & NBO](#)
[Client Meeting](#)
[Desk Visit](#)
[Reports](#)

Customer Feedback Report
 From Date:
 To Date:
 Select Scheme:

S No	Date	Request Id	Scheme Name	Responsiveness / Reliability / Dependability / Honesty	Knowledge level of our executive	Communication level of our executive	Time taken to complete with the given task	Satisfaction with our service	Our service charges	Recommend our service to others	Improving your "Quality of Life"	Interested to know more details about the following products	Suggestions	Service Name	City
1	01-04-2013	528076	Texas C V Raman nagar Bangalore	Good	Good	Good	Good	Good	Nominal	Yes	Yes	--- - Holiday Packages	Keep up the good work!!	Delivery to Courier Agents	Bangalore
2	02-04-2013	528052	JDA Software Pvt Ltd Yemlur Bangalore	Excellent	Excellent	Excellent	Excellent	Excellent	Economic	Yes	Yes	--- - Holiday Packages	-	Stamp Paper	Bangalore
3	02-04-2013	528467	Logica Pvt Ltd Bangalore	Excellent	Excellent	Excellent	Excellent	Excellent	Nominal	Yes	Yes	--- - Not Required	-	Electricity bill	Bangalore
4	03-04-2013	528963	Logica Pvt Ltd Bangalore	Excellent	Excellent	Excellent	Excellent	Excellent	Nominal	Yes	Yes	--- - Not Required	-	Making of Demand Drafts	Bangalore
5	05-04-2013	522647	Infinite Computer EPIP Bangalore	Good	Good	Good	Average	Good	Economic	Yes	Yes	--- - Not Required	-	Renewal Of Passport	Bangalore

[New User Data](#)
[New User Report](#)
[Request Report](#)
[Service Charge Report](#)
[SnapShot to Category](#)
[Reference table for Slab,Category](#)
[Invoice](#)
[Customer Feedback Report](#)

Compliance Desk: Audit Form

← → ↻ https://support.superseva.com/employee/create_desk 🔍 ☆

+ ▾ drop box 🔍 Search ▾ Ⓜ Setup ▾ No client ready 📘 1 ⏪ ⏩ 🔧

*Enterprise Support Services
Delivered Professionally*

Contract

Cross Sales & NBO

Client Meeting

Desk Visit

Reports

Reports

Client Meeting

Desk Visit

KYC

Compliance Sheet

Marketing

New User Data

New User Report

Request Report

Service Charge Report

Facilities in Desk

Scheme Name

<input type="checkbox"/> Ack.Slip	<input type="checkbox"/> Ledger Book
<input type="checkbox"/> Regular Posters	<input type="checkbox"/> Notice Posters
<input type="checkbox"/> Value Added Current	<input type="checkbox"/> Service Booklets
<input type="checkbox"/> Service Charge Sheet	<input type="checkbox"/> Vendor Charges Sheet
<input type="checkbox"/> Help Desk Manual	<input type="checkbox"/> System
<input type="checkbox"/> Internet	<input type="checkbox"/> Email Access
<input type="checkbox"/> Telephone Line	<input type="checkbox"/> Notice Board
<input type="checkbox"/> Locker Facilities	

Suggestion

Signature of Admin

Create

[Back](#)

Weekly Analysis to Gauge/ Improve Client Service Utilization


Client identity has been masked for confidentiality reasons



Client Meeting Form

← → ↻ https://support.superseva.com/employee/client_meeting 🔍 ☆ ☰

For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#) 📁 Other bookmark



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[Compliance Sheet](#)
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[New User Data](#)
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[Request Report](#)
[Service Charge Report](#)
[SnapShot to Category](#)
[Reference table for Slab,Catagory](#)
[Invoice](#)
[Customer Feedback Report](#)

Client Meeting

Date	<input type="text" value="09-04-2013"/>		Schemes	<input type="text" value="Please Select"/>
Time	<input type="text"/>		Contact Person	<input type="text"/>
Location	<input type="text"/>		Action Point	<input type="text"/>
MOM	<input type="text"/>			

Feedback on Services

If any Escalations	<input type="text"/>
Feedback on Events & Camps	<input type="text"/>
Feedback on New Requirements	<input type="text"/>

SuperSeva Premium Concierge Services > **Advantages**

Transparency

- › Escalation Matrix available at every Concierge Desk
- › Special Login to Admin / HR for Real-time Report

**CRM
Executive**

**Country Head
CRM**

**Head
Concierge
Operations**

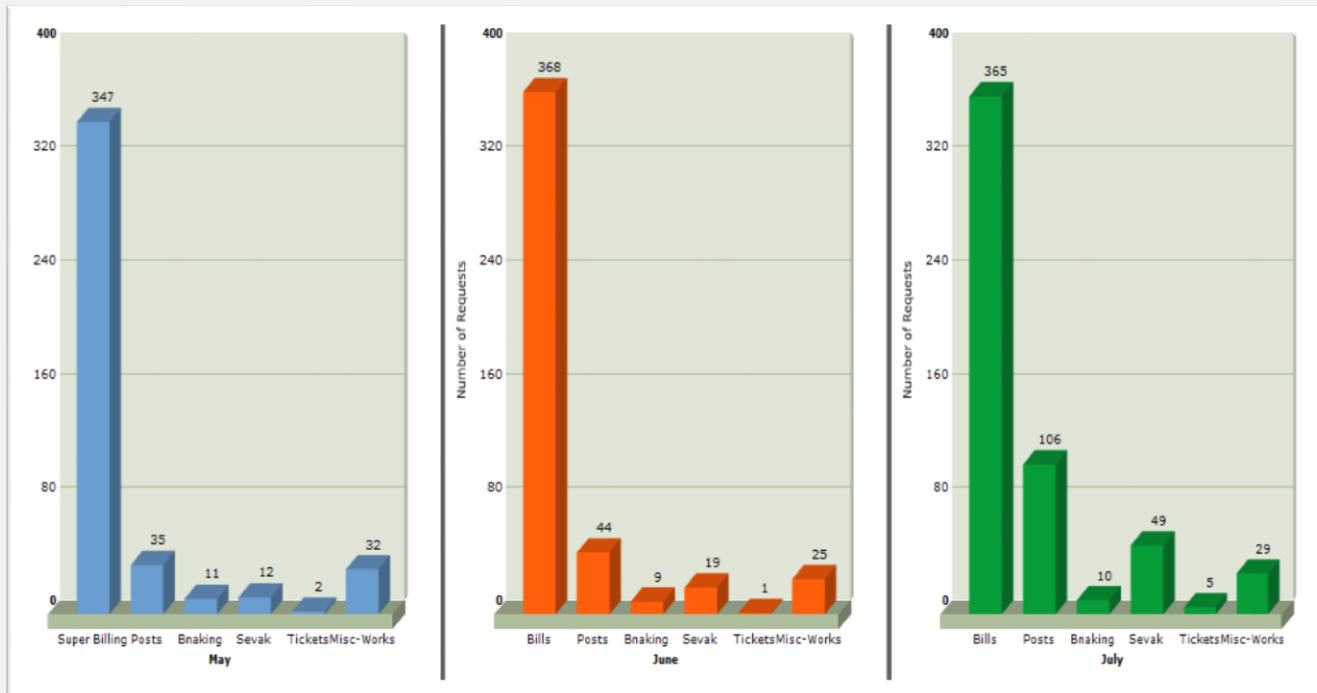
**Country Head
Operations**

CEO

SuperSeva Premium Concierge Services > Advantages

Management Information System

> Weekly/ Monthly / Quarterly MIS Reports:
System Generated Visually Rich Graphical UI



https://support.superseva.com/process_request/daily_report_result

SuperSeva Customer Support Center

Report of Requests from 2011-01-08 00:00:00 to 2013-01-09 00:00:00

S No	Date	Request Id	Customer Name	Customer Emailid	Scheme Name	Designation	Service Name	Service Level	Service Charge	Status	Cost Of Service(Cash)	Cost Of Service(Cheque)	Cash/Bank	Location
902	08-01-2013/15.36	499774	pankaj	pankaj@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Delivery to Courier Agents	Normal	15.0	Initialized	0.0		Cash	Bangalore
901	08-01-2013/10.39	499486	manasa	manasa@srishtisoft.com	Srishti Software Bangalore	Others	Online - Schools Fee	Normal	0.0	Cancelled	0.0		Cash	Bangalore
900	04-01-2013/18.52	498819	manasa	manasa@srishtisoft.com	Srishti Software Bangalore	Others	Online - Gas Bill	Normal	0.0	Cancelled	0.0		Cash	Bangalore
899	02-01-2013/13.22	497486	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Air Ticket	Normal	0.0	Completed	8451.0		Cash	Bangalore
898	21-12-2012/10.08	494884	manasa	manasa@srishtisoft.com	Srishti Software Bangalore	Others	Online - Events Booking	Normal	300.0	Cancelled & Closed	0.0		Cash	Bangalore
897	20-12-2012/15.47	494675	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Closed	591.0		Cash	Bangalore
896	20-12-2012/15.24	494624	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Cancelled	559.0		Cash	Bangalore
895	20-12-2012/15.22	494617	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Cancelled	559.0		Cash	Bangalore
894	20-12-2012/15.13	494596	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Cancelled	559.0		Cash	Bangalore
893	20-12-2012/15.10	494587	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Cancelled	559.0		Cash	Bangalore
892	20-12-2012/15.07	494583	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Closed	0.0		Cash	Bangalore
891	20-12-2012/15.04	494578	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Closed	731.0		Cash	Bangalore
890	20-12-2012/14.59	494574	Abhijit	Abhijit@srishtisoft.com	Srishti Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Closed	1234.0		Cash	Bangalore

SuperSeva Premium Concierge Services > Advantages

Dedicated CRM for Every Client



*Weekly Analysis to Gauge/ Improve Client Service Utilization.
Client identity has been masked for confidentiality reasons.*

**CRM Analytical tool to Gauge/
Improve Client Service Utilization**

CRM KRAs

- › Increase Utilisation
- › Increase New Users
- › Enhance Awareness of Desk
- › Mentor and Monitor Desk Executives

- › Audit Desks
- › Weekly or Monthly Client meeting
- › Conduct Value-added events

SuperSeva Premium Concierge Services > **Advantages**

Operational Excellence



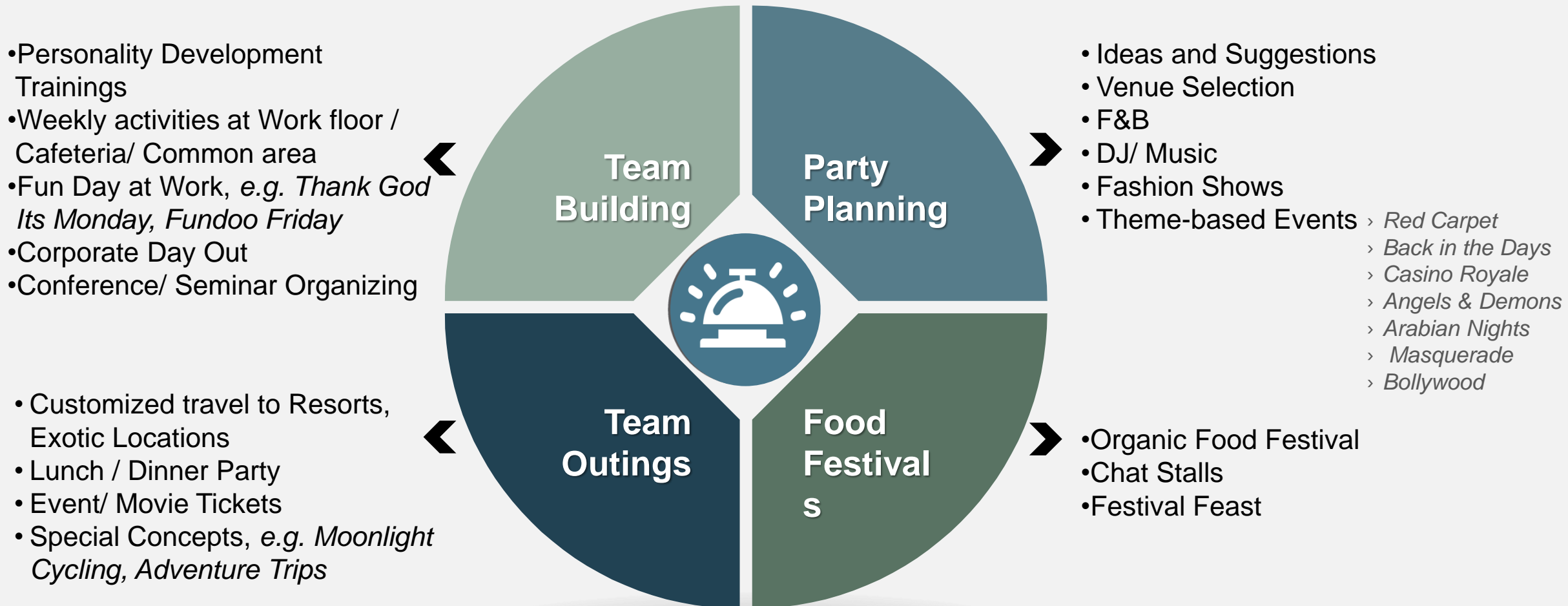
**Robust, Diligent Operations Team
focussed on delivering Client Delight**

- › **Near-zero error rate:** 0.05 %
- › **Multiple check points**
- › **Dedicated SPOC:** Account Managers for each corporate client
- › **Recruitment:** Stringent process with background verifications

SuperSeva Premium Concierge Services > Events Management



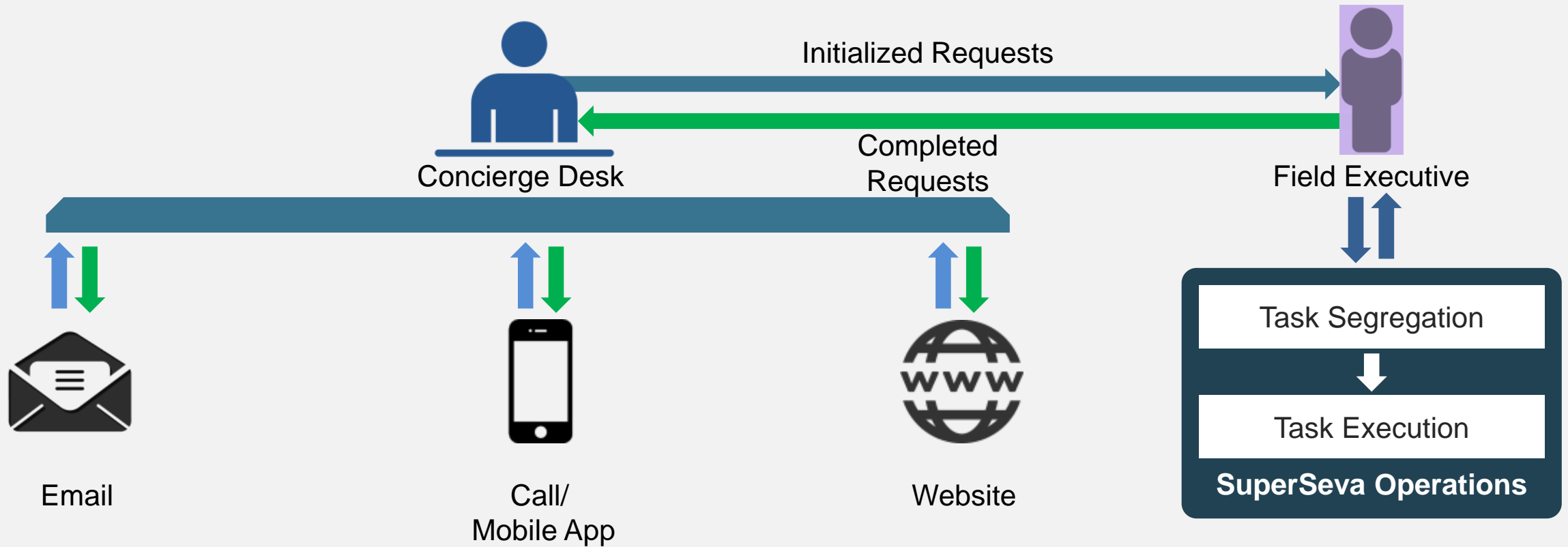
SuperSeva Premium Concierge Services > Events Management



SuperSeva Premium Concierge Services > Events Management > Snapshots



SuperSeva Premium Concierge Services > Multi-channel Delivery Framework



SuperSeva Premium Concierge Services > **Exceptional Advantages**

24x7 Availability via Multiple Service Request Channels



Concierge Desk



Email



Website



Mobile App



Call Centre

Agile Acknowledgement System



E –receipt



Acknowledgement
Slip



Premium Concierge Services Enterprises Comparative Analysis



Premium Concierge
Services Enterprises

Images

SuperSeva Premium Concierge Services > Images



SuperSeva Premium Concierge Services > Images



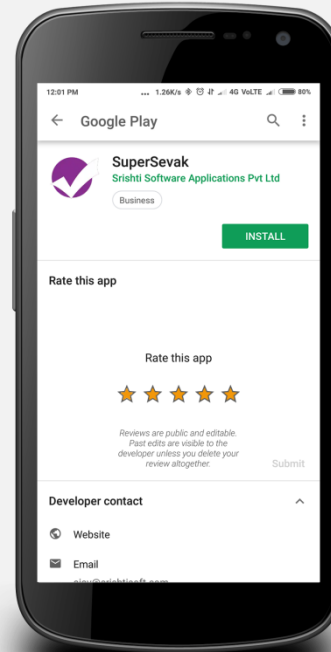
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SuperSeva Digital Kiosk & Mobile App > Images



Visit: www.supersevaconcierge.com



Scan this QR code and download the app now



SuperSeva Cashback Card



UPTO
15% CASHBACK
&
SHOPPING
POINTS

CLICK HERE

**COLLECT YOUR
CASHBACK CARD
AT
SUPERSEVA CONCIERGE DESK**



The image is a promotional banner for the SuperSeva Cashback Card. On the left, a hand holds a purple and black card with the SuperSeva logo and 'cashback world' text. In the center, a teal-bordered box contains the text 'UPTO 15% CASHBACK & SHOPPING POINTS', with a red 'CLICK HERE' button below it. On the right, a group of diverse people are shown in a celebratory pose, with one man jumping over a shopping cart filled with red-wrapped gifts. Above them, text reads 'COLLECT YOUR CASHBACK CARD AT SUPERSEVA CONCIERGE DESK'. The background features soft, painterly green foliage.

SuperSeva Premium Concierge Services > **Next Steps**

1

SuperSeva shares SLA and Escalation Matrix

2

Client signs SLA and issues PO.

3

2-week Lead Time for Service Commencement / Transition



Premium Concierge
Services Enterprises

THANK YOU



Other Enterprise Support Services

Delivering Comprehensive, End-to-end Support Services Across the Enterprise



Premium Concierge Services



Facilities Management



Hospital & Mall Concierge



Managed Services



Automated Mail Room



Asset Management



Managed Front Office



Petty Cash Management



Stamping & Franking

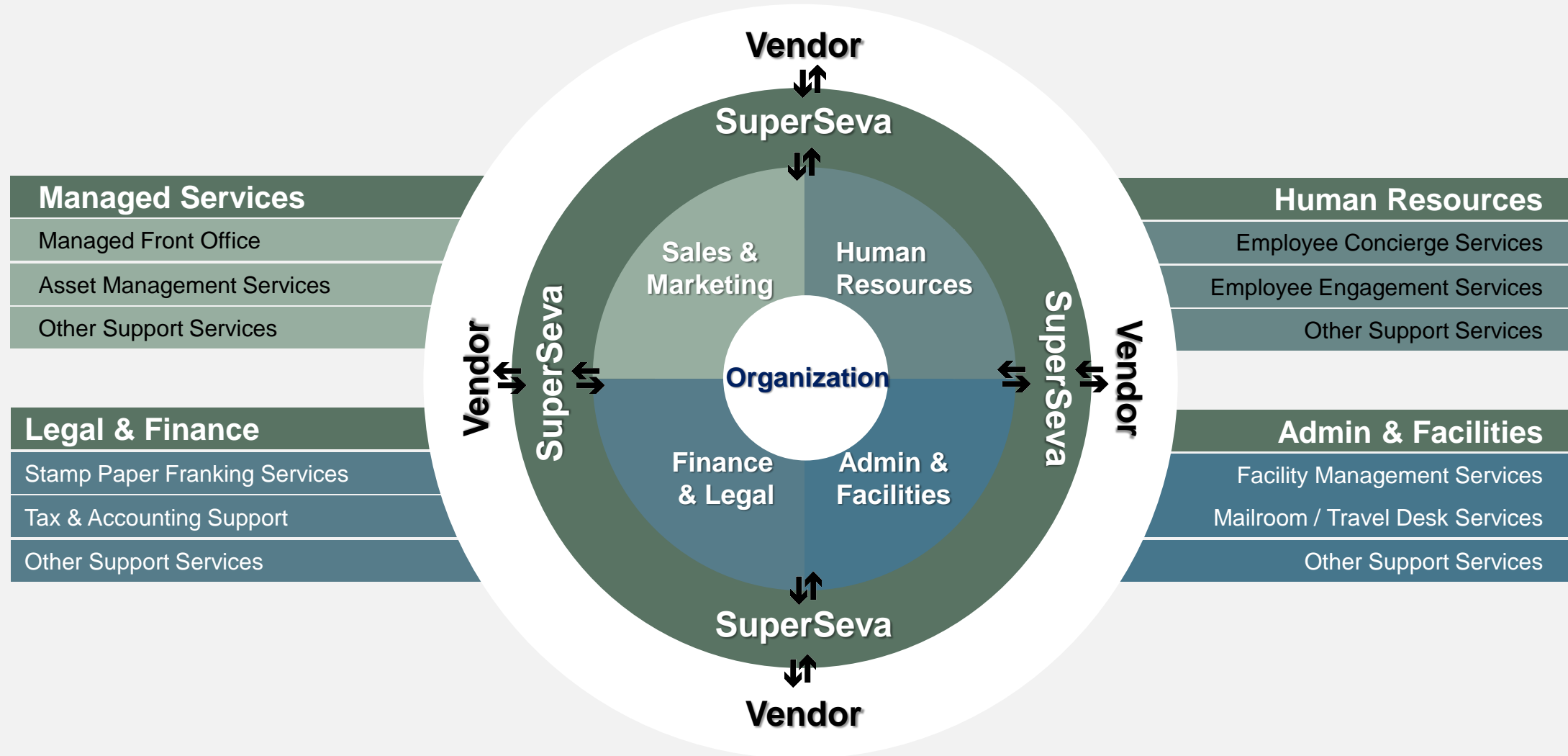


Staffing Services



Enterprise Event Management

SuperSeva Enterprise Support Services: Framework





Managed Services for Global Enterprises

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

Thank You!