

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,	1000	
	Chennai, Hyderabad & Pune	XXXXXX	

TEAM

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



75+ enterprises pan-India, across 10+ cities

OPERATIONAL PRESENCE

Sec.

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

CERTIFICATION







Managed Services for Global Enterprises

Recognitions







A STANK WECONNECT Most Innovative Company of the Year



IBM Strategic Supplier



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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





SuperSeva Service Suite

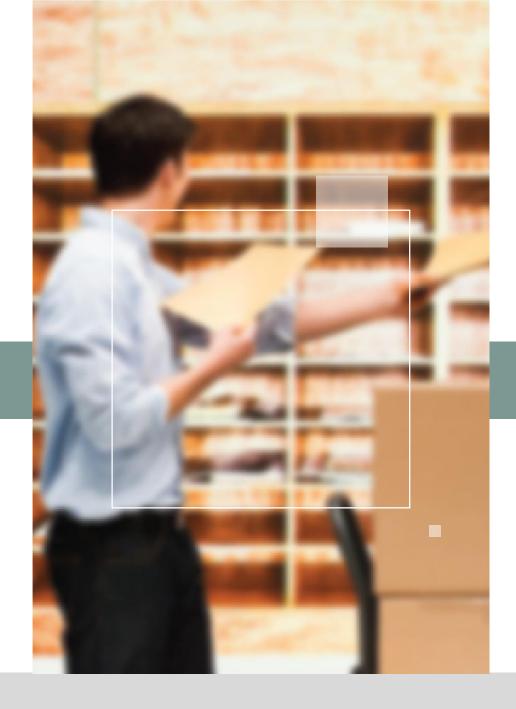




Sample Client Testimonials

"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."
Ramana Reddy KV 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









Mail Room Automation as an Outsourced Competence

Enables focus on core business

Mitigates vendor service deviations

Improves overall organizational productivity

Delivers service levels matching global standards **Automated Mailroom**

•No Errors
 •Less Escalation
 •Increased Productivity

Streamlines, optimizes physical information management operations

Driven by a reliable partner with extensive mailroom management expertise

Reduces productivity loss due to mail room queuing, delayed query resolution

Professional support services framework

Improves operational efficacy



SuperSeva Trak**Mail**: Technology-powered Transformation of Traditional Mail Room





SuperSeva TrakMail Mail Room Management Solution: Overview



		VALUE ADDED SERVICES	
	Trak People	Trak Process	Trak IT
Solutions	 Uninterrupted service delivery Systematic & Process driven approach towards manpower management 	 Mapping technology to fulfill client expectations Redesigning the entire process flow 	 Cutting edge technology to maximize automation Highly intuitive Centralized storage and distribution
Benefits	 Mailroom expertise at work Allows you to focus on your core business Improved client satisfaction Best and economical services 	 Improve operational effectiveness Develop overall information management Enhance Service quality Shortest turnaround time 	 Cost allocation as per Business Units Robust application MIS reports - User-wise, Department-wise, Business unit-wise, Vendor-wise

INBOUND & OUTBOUND MAIL MANAGEMENT / VENDOR MANAGEMENT /



SuperSeva TrakMail Mail Room Management: Unified Mail Processing Ecosystem





SuperSeva TrakMail: People Dimension

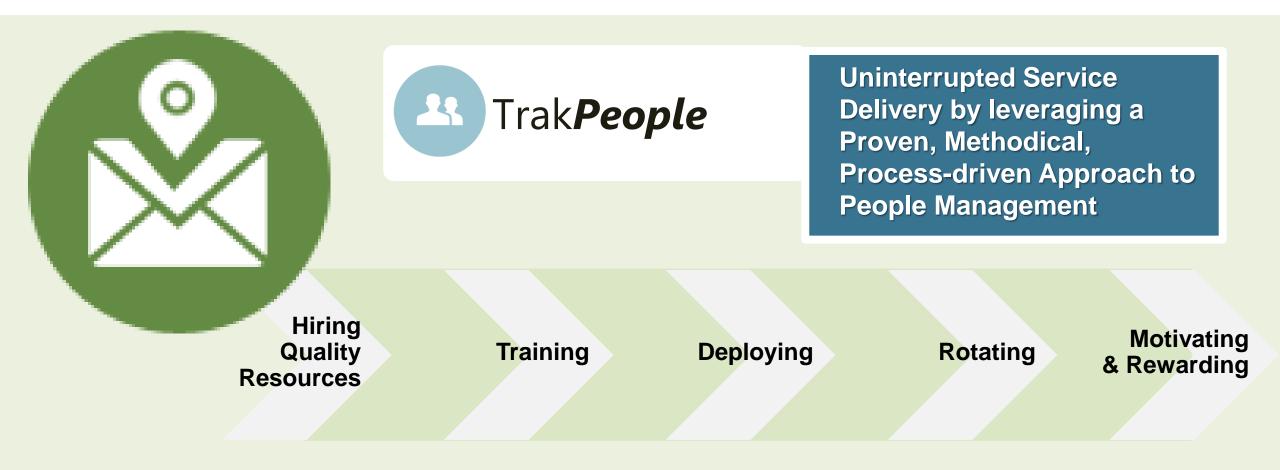




- > Driven by high performance mailroom experts
- > Well trained and groomed
- > Capability to handle exigencies, contingencies, process deviations
- > Responsible process owner-drivers
- > High motivation levels via rewards & recognition programs
- > Soft skills trained



SuperSeva TrakMail: People Dimension > Hiring Process





SuperSeva TrakMail: Process Dimension



Customized Mailroom Management System and Process to suit your business needs, operational style and organizational culture

Requirement estimation covering:

- > Number of personnel
- > Quality of personnel
- Scope of technology & automation
- > Mailing schedules
- > Delivery schedules

Redesign the entire process flow covering:

- > Inbound Mail Management,
- > Outbound Mail Management
- > Vendor Management



SuperSeva TrakMail: Technology Dimension





Dramatically Improved Business Communication Speed and Efficiency

- > Highly responsive & intuitive
- > Robust web based application
- > Near zero deployment time
- Captures every mailroom activity
- Department wise mail usage pattern

- > Customer communication tracking
- > Reminders as per client requirement
- > Cost allocation as per Business Units
- Mail prioritization for business leaders and specific addresses
- MIS reports User wise, Department wise, Business Unit wise, vendor wise



SuperSeva TrakMail: Technology Options



Digital Mailroom

Electronic storage of proof, delivery authentication technologies such as Tablets, Signature Pads, etc. are used extensively

Benefits:

- > Extremely secure
- > No missed / wrong delivery
- Enormous reduction in TAT in mail rounds
- > Increased Mail room efficiency

Trak**Kiosk**

- Sharing Mailroom information at common areas via touch screens
- Useful for IT & BPO enterprises with large employee base
- Avoids queuing of employees at Mail room premises

Benefit:

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Reduction in loss of corporate productivity due to mailroom queuing.



TrakKonnect

- Inter-branch Mail room networking for corporates with large branch networks, e.g. Banks, Insurance Companies, Telecom, etc.
- Designed to coordinate and synchronize independent mail rooms of multiple branches to work in unison
- Instant update on inter branch mails to be received for automatic cross verification

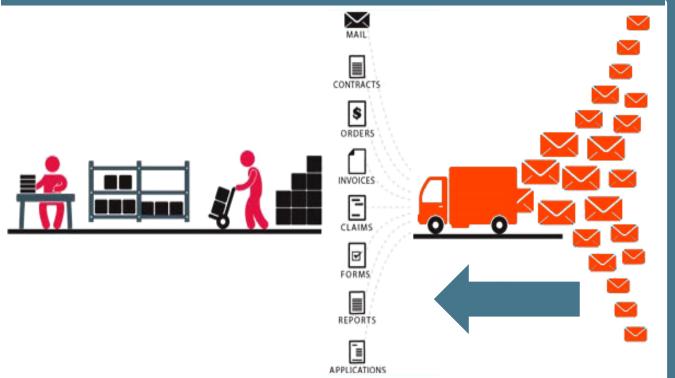
Benefit:

Minimizes TAT and misuse



SuperSeva TrakMail: Engagement Models

Inbound Mail Management

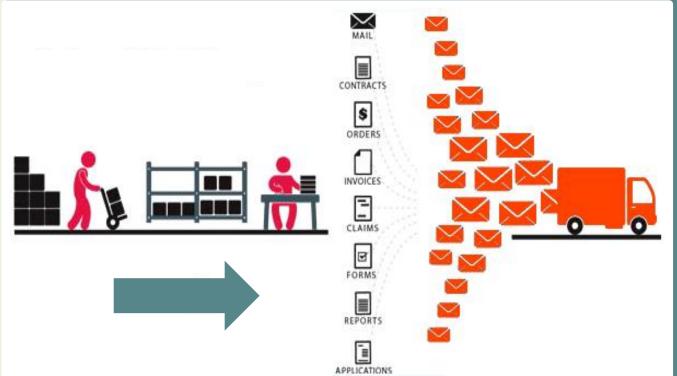


- Bespoke process designed specifically for the client
- > Digital Data Capture
- IT enabled Systems for Control & Monitoring
- > Minimized TAT and misuse
- Instant / Automatic Feedback to the senders regarding mail status
- Instant Capture of Proof Of Delivery via PDAs and e-Signature pads
- > Electronic Alerts & Notifications for undelivered mails



SuperSeva TrakMail: Engagement Models

Outbound Mail Management



- Collection of outbound mails at pre-defined collection points
- > Vendor Management & Cost Management
- Synchronization of courier cut-off times with internal work time
- Data capture of all outbound mailing
- Track deliveries alongside third party courier tracking mechanisms
- Instant/ Automatic feedback to the senders on mail status
- Mail rounds such as Inter-office shuttle, Time bound Intra-office messenger services



SuperSeva TrakMail: Vendor Management

Vendor Management



- > End-to-end Vendor Management
- Better value with negotiated price and terms with Vendors
- Transparent Vendor engagements via Tripartite Contracts
- Formal arrangements on key parameters:
- Pricing
- Coverage Areas and Routes
- Service Levels
- Proof of Delivery
- Compressed TATs
- > Economical yet superlative service levels
- Cost savings via continuous operations analysis
- > Vendor wise consolidation of documents



SuperSeva TrakMail: Value Added Services

Process Owner Logins

- Special logins to process owners
- > View real time reports

Customized MIS

- > Vendor analysis
- > Destination analysis
- > Department wise / Business unit wise
- > Seasonal large volumes of mails

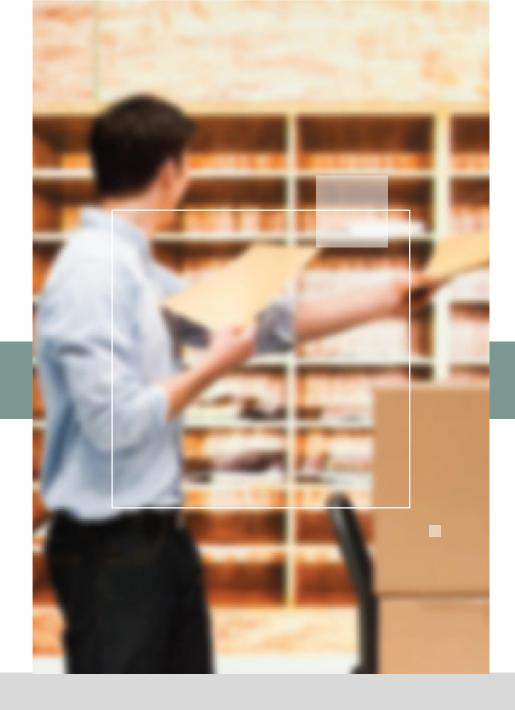
Corporate Gift Distribution

Centralized Distribution Centre for Gift Vouchers, Corporate Gifts, Corporate Merchandise for employees

Pre-processing of Mails

- Scheduling voluminous incoming mails
- > Productive time saving
- > Accelerated query resolution
- Examples: Inbound Drafts / Cheque Processing, Claims Processing



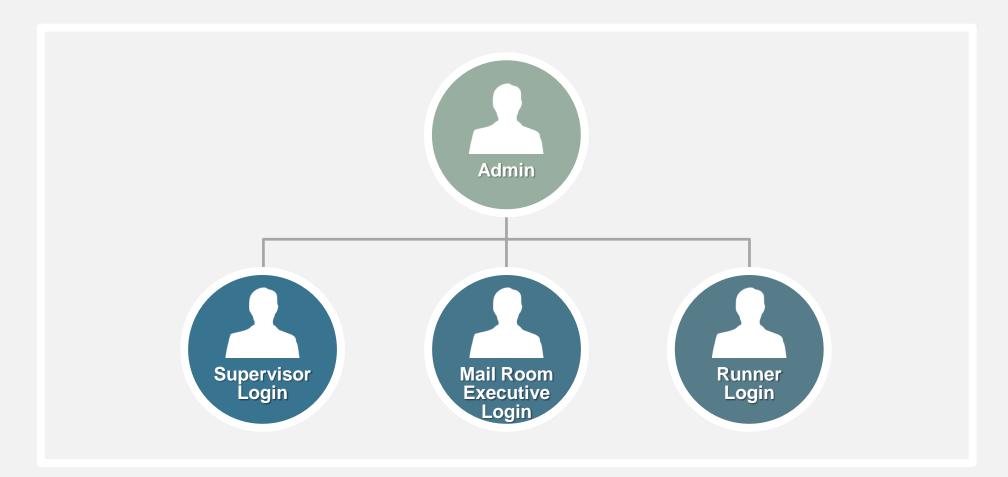


SuperSeva TrakMail Automated Mail Room Management Solution

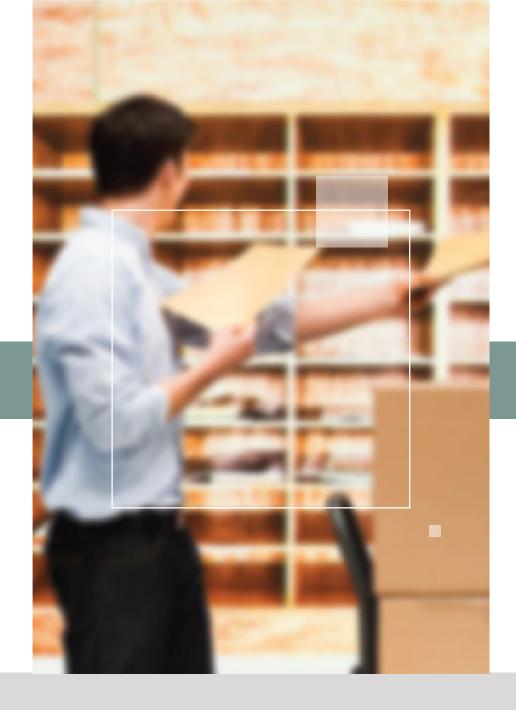
Process Flow / Screen Shots



SuperSeva Trak**Mail**: Process Flow / Screen Shots > Logins







SuperSeva TrakMail Automated Mail Room Management Solution

Process Flow / Screen Shots

Inward Mail Handling



SuperSeva TrakMail: Supervisor Responsibilities





SuperSeva TrakMail: Supervisor Log In > Dashboard: Inbound Mail Entry

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SuperSeva TrakMail: Supervisor Log In > Dashboard: Outbound Mail Entry

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SuperSeva TrakMail: Supervisor Log In > Dashboard: Reports & MIS

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SuperSeva TrakMail: Supervisor Log In > Dashboard: Critical Reports

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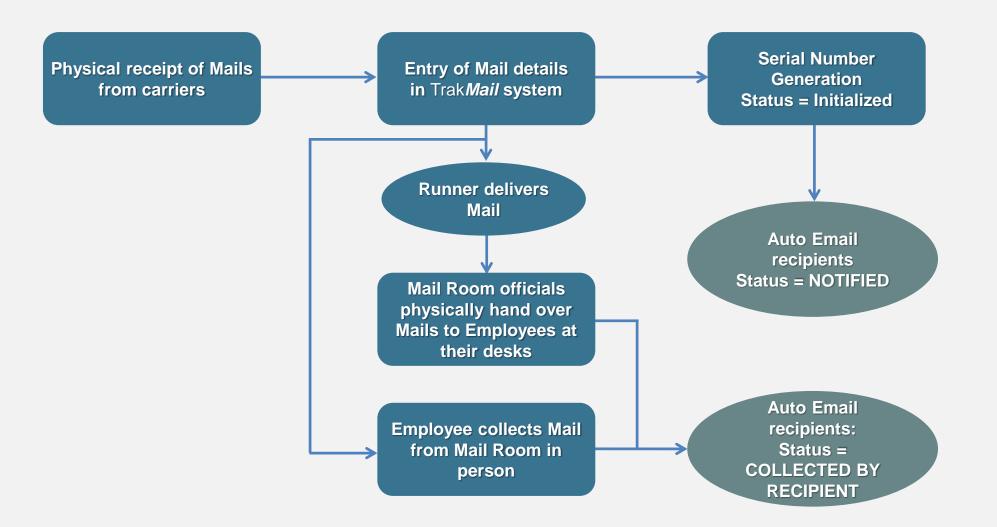


SuperSeva TrakMail: Mail Room Executive Responsibilities



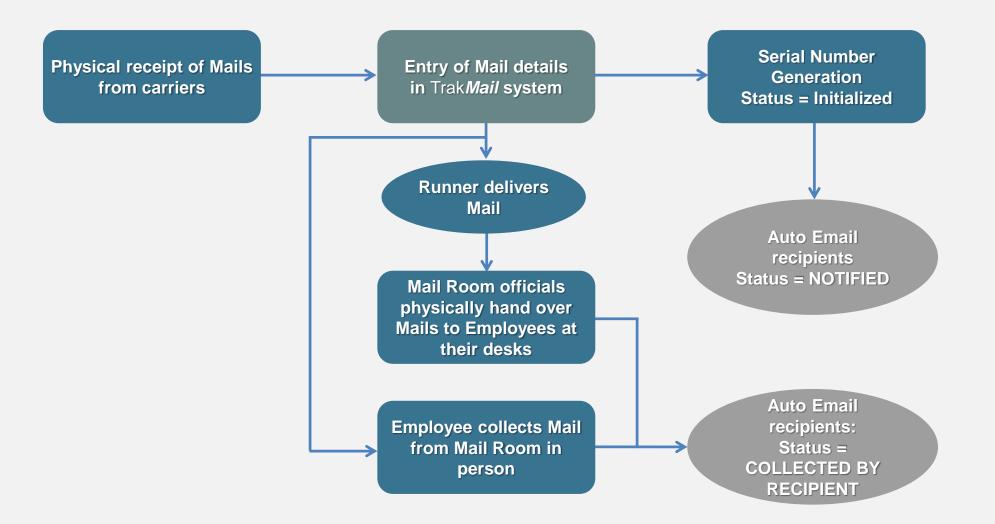


SuperSeva TrakMail: Process Flow > Inbound Mail Management





SuperSeva TrakMail: Process Flow > Inbound Mail Management



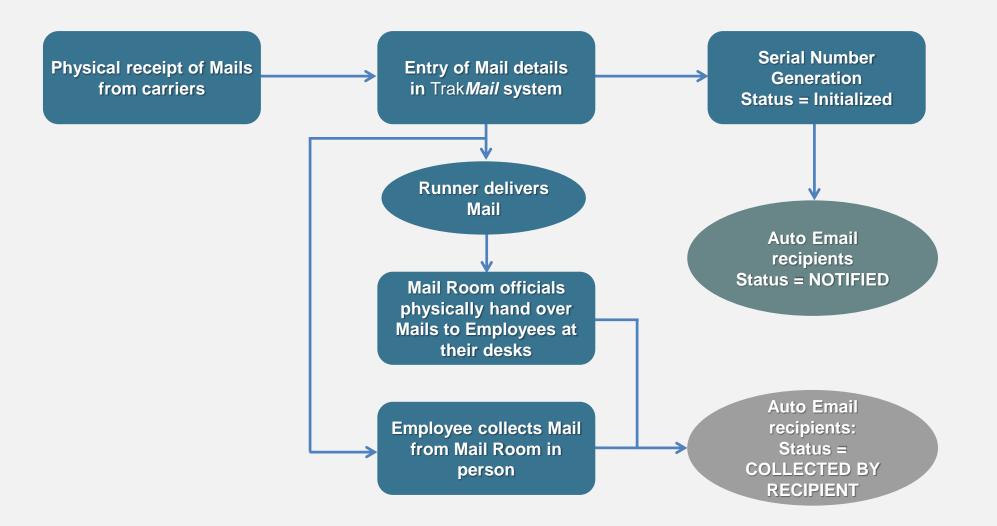


SuperSeva TrakMail: Inbound Mail > Details Entry

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SuperSeva TrakMail: Process Flow > Inbound Mail Management



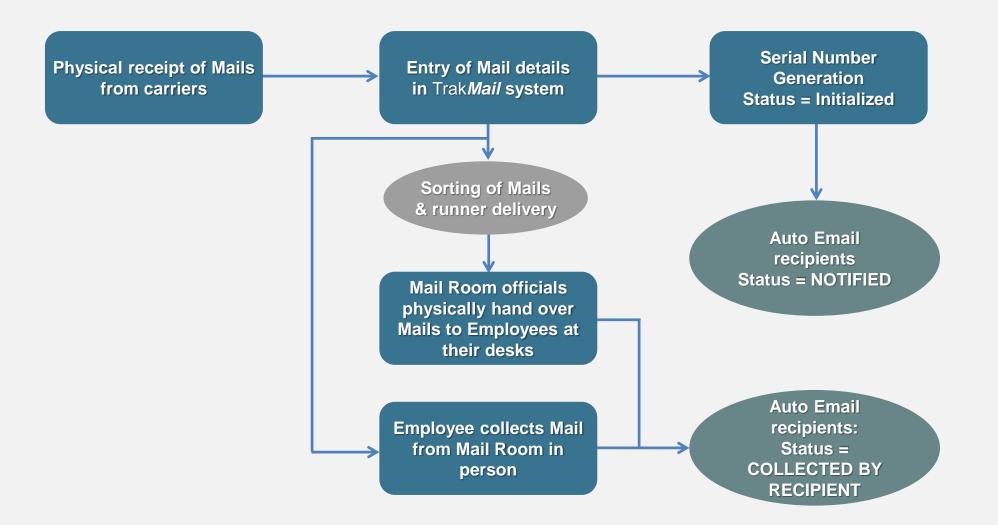


SuperSeva TrakMail: Automated Email to Recipient

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Order: 444-12 Order Date: Thursday, 20 December 2012, 10:28 AM Dear Customer, Your Parcel has arrived at the central mail room. It will be delivered to you within 24 H	& SLA



SuperSeva TrakMail: Process Flow > Inbound Mail Management



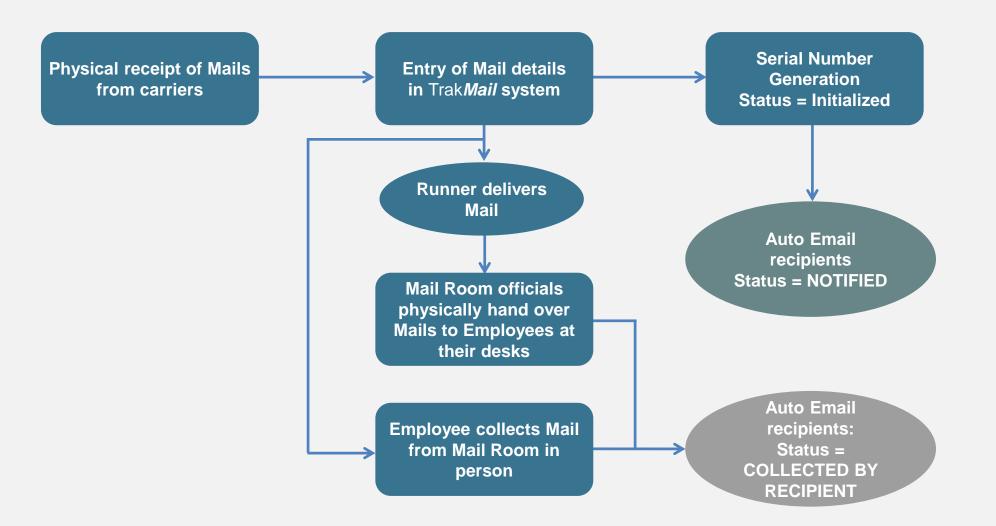


SuperSeva Trak**Mail**: Mail Room Executive's Screen > For Delivery

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SuperSeva TrakMail: Process Flow > Inbound Mail Management

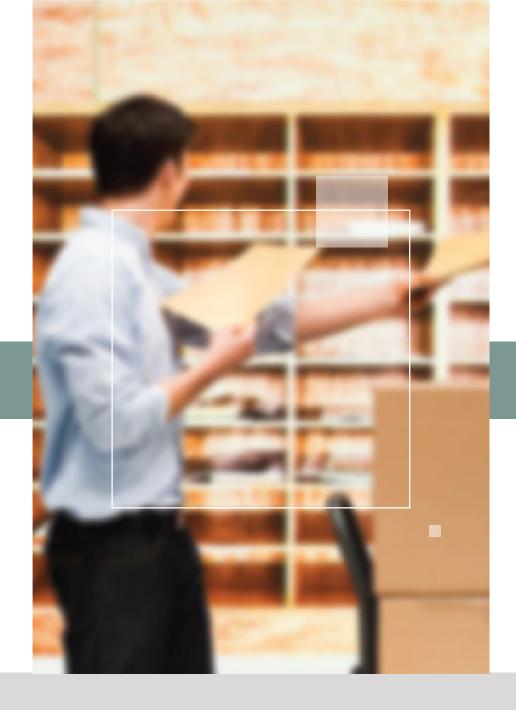




SuperSeva TrakMail: Automated Mail / Consignment Delivery Notification

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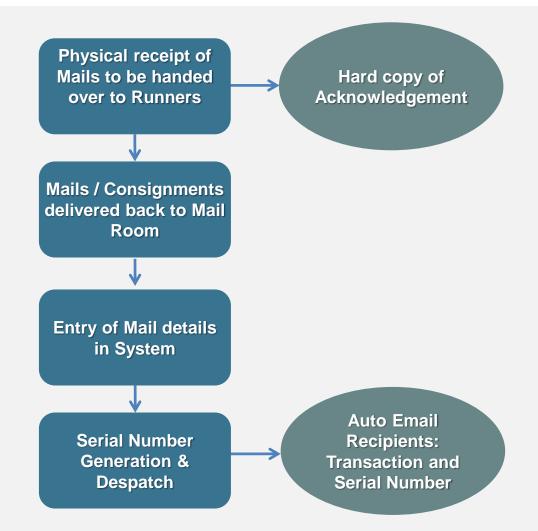
SuperSeva TrakMail Automated Mail Room Management Solution

Process Flow / Screen Shots

Outward Mail Handling



SuperSeva TrakMail: Process Flow > Outbound Mail Management





SuperSeva TrakMail: Outbound Mails > Daily Mail Entry

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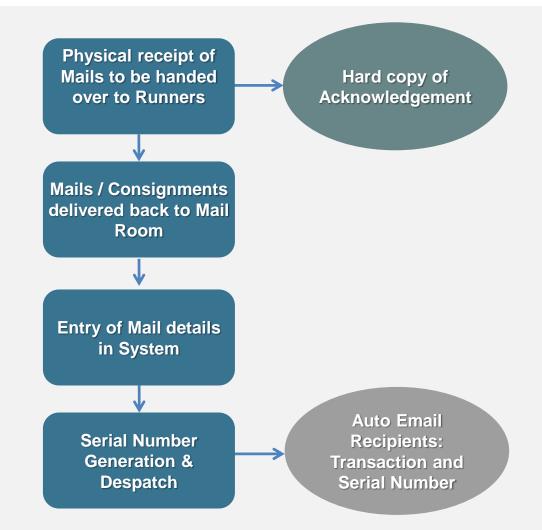


SuperSeva TrakMail: Outbound Mails > Delivery to Logistics Vendors

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Carrier Wise	OEast08051412 08-0	5-2014 Speed			Outbound - Intialized V		
Updating Tracking No		FUSI			<u>.</u>		
Returned Mails	OSouth08051419 08-0	5-2014 DTDC			Outbound - Intialized V		
Search					<u> </u>		
Report	OEast08051420 08-0	5-2014 Speed			Outbound - Intialized V		
Generic Report					<u>=</u>		
Critical Report	OEast08051422 08-0	5-2014 Speed Post			Outbound - Intialized V		
nbound Pending Mail					<u> </u>		
Outbound Returned mail	OEast09051426 09-0	5-2014 Speed Post			Outbound - Intialized V		
					<u> </u>		
	OSouth09051428 09-0	5-2014 FedEX			Outbound - Intialized V		
					<u> </u>		
	OEast09051429 09-0	5-2014 Speed Post			Outbound - Intialized V		
	OEast280514612 28-0	5-2014 Registere	d	-	Outbound - Intialized V		



SuperSeva TrakMail: Process Flow > Outbound Mail Management





SuperSeva TrakMail: Automated Mails > Regarding Mails being despatched

Inbox Wormai despatched through K File Edit View Go Message Tools Help Get Mail Write Chat Address Book Tag Quick Filter Search <ctrl+k> Form mailroom Subject Your mail despatched through blue dat To Mere Drder: 112-12 Order: 112-12 Corder: 112-12 Dear Customer, Your mail has been despatched from central mail room.</ctrl+k>	Edit <u>V</u> iew <u>G</u> o <u>M</u> essage <u>T</u> ools <u>H</u> elp	
Get Mail		
From mail room ubject. Your mail despatched through blue dat To Me Drder: 112-12 Order: 112-12 Order Thursday, 20 December 2012, 10 AM Dear Customer,	Get Mail 🔻 🖉 Write 🔳 Chat 🙎 Address Book 🛛 🗞 Tag 👻 🔍 Quick Filter	
write Chat Address Book Tag< Quick Filter m mail room	Search <ctrl+k></ctrl+k>	
To Merrore Merrore Support Sevant Sev	rom mail room	
Order: 112-12 Order Date: Thursday, 20 December 2012, 10 AM Dear Customer,		
Order: 112-12 Order Date: Thursday, 20 December 2012, 10 AM Dear Customer,	To Me	
Order: 112-12 Order Date: Thursday, 20 December 2012, 10 AM Dear Customer,		
Order: 112-12 Order Date: Thursday, 20 December 2012, 10 AM Dear Customer,		
Order Date: Thursday, 20 December 2012, 10 AM Dear Customer,		
Order Date: Thursday, 20 December 2012, 10 AM Dear Customer,		
Order Date: Thursday, 20 December 2012, 10 AM Dear Customer,	Order: 112-12	
Dear Customer,		
Your mail has been despatched from central mail room.	Dear Customer,	
Order details:	Your mail has been despatched from central mail room.	
Courier agency.blue dart		
	Order details:	
Courier Tracking No: 872012	Order details: Courier agency.blue dart	
	Order details: Courier agency.blue dart Courier Tracking No: 872012	
	Order details: Courier agency.blue dart Courier Tracking No: 872012 SuperSeva Tracking No: 112-12	
Courier Tracking No: 872012	Order details: Courier agency.blue dart	
	Order details: Courier agency.blue dart Courier Tracking No: 872012	



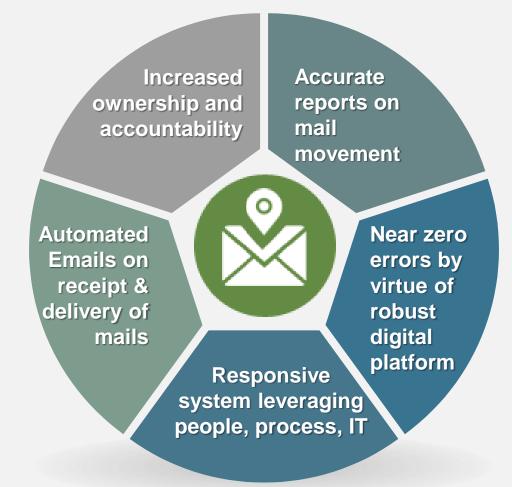
SuperSeva TrakMail: Outward Mail Report

	om/mailroom/outbound	· =	our An Sur I mur c		☆▼	C Soog	le	
LSS* [🚪 Forms* 🔛 Images* 🕕 Into	mation* 🧧 Miscellaneous* 🥖	Outline 🥓 Resize 💥 Tools 🔳 View So SuperSeva Customer Suppor					
		Report of Requ	ests from 2013-01-01 00:00:00 to 2	013-01-08 00:00:0	00			EXPO
S No	Date Request I	Customer Name	Customer Emailid	Service Level	Service Charge	Status	Cash/Bank	Location
	01-01-2013/15:02 497357	gaurav	gaurav.pandey12@iimb.ernet.in	Normal	15.0	Completed	Cash	Bangalore
	01-01-2013/16:40 497387	sridevi	sridevee@dc.ibm.com	Normal	15.0	Completed	Cash	Bangalore
	01-01-2013/16:45 497389	Karthikeya	karthikeya.009@gmail.com	Normal	15.0	Completed	Cash	Hyderaba
	01-01-2013/17:22 497397	Madhusudana	madhusudana.eppeti@jda.com	Normal	15.0	Completed	Cash	Hyderaba
	02-01-2013/09:52 497403	Ali	ali.nasir.rizvl@accenture.com	Normal	15.0	Completed	Cash	Bangalore
	02-01-2013/10:59 497405	Manohar	manohar.shinde@db.com	Normal	0.0	Closed	Cash	Mumbai
	02-01-2013/11:00 497406	Saurabh	saurabh.m.pandey@accenture.com	Normal	15.0	Completed	Cash	Pune
	02-01-2013/11:30 497414	Savio	savio.thomas@rcap.co.in	Normal	10.0	Completed	Cash	Mumbai
	02-01-2013/11:46 497427	Sekhar	smuddana@google.com	Normal	0.0	Completed	Cash	Hyderaba
0	02-01-2013/12:13 497442	rollvin	rollvin.maridas@lodhagroup.com	Normal	0.0	Completed	Cash	Mumbai
1	02-01-2013/12:19 497445	Ekanta	pekanta@techmahindra.com	Normal	0.0	Completed	Cash	Kolkata
2	02-01-2013/12:20 497446	Ranjith Guda	ranjith.guda@aricent.com	Normal	0.0	Closed	Cash	Bangalor
3	02-01-2013/12:25 497449	rollvin	rollvin.maridas@lodhagroup.com	Normal	0.0	Completed	Cash	Mumbai
4	02-01-2013/12:28 497451	rollvin	rollvin.maridas@lodhagroup.com	Normal	0.0	Completed	Cash	Mumbai
5	02-01-2013/12:40 497458	sualeha	sualekar@dc.ibm.com	Normal	15.0	Completed	Cash	Gurgaon
6	02-01-2013/12:59 497465	subramaniam	subramaniam.h@aricent.com	Normal	0.0	Completed	Cash	Bangalor
7	02-01-2013/13:03 497470	Prafulla Rawal	prafulla@google.com	Normal	0.0	Completed	Cash	Hyderaba
8	02-01-2013/13:04 497472	sunilkumar	sunilram@dc.ibm.com	Normal	15.0	Completed	Cash	Bangalor
9	02-01-2013/13:24 497490	PAVAN	panayak@deloitte.com	Normal	15.0	Closed	Cash	Bangalore
0	02-01-2013/13:45 497506	Arvind	arvindkmty@yahoo.com	Normal	15.0	Completed	Cash	Bangalor
1	02-01-2013/14:05 497519	lavanya	lavanya.natarajan@accenture.com	Normal	15.0	Completed	Cash	Bangalor
2	02-01-2013/14:20 497531	srikanth	srikanth.pc@accenture.com	Normal	15.0	Completed	Cash	Bangalor
3	02-01-2013/14:26 497535	RAJITH	rajith@amazon.com	Normal	15.0	Completed	Cash	Bangalor
4	02-01-2013/14:27 497536	Aruna	aruna@google.com	Normal	0.0	Completed	Cash	Hyderaba
5	02-01-2013/14:34 497538	srikanth	srikanth.pc@accenture.com	Normal	15.0	Completed	Cash	Bangalor
6	02-01-2013/14:34 497538	Vijav	vijay.mesthri@anz.com	Normal	15.0	Completed	Cash	Bangalor
7	02-01-2013/15:07 497569	prerna	prerna.v.nagpal@gmail.com	Normal	15.0	Closed	Cash	Bangalor
8	02-01-2013/15:08 497572	Aldrin	aldrin.prasad@db.com	Normal	0.0	Closed	Cash	Mumbai
9	02-01-2013/15:08 497573	Nagendra Subbarayappa	nagendra.subbarayappa@anz.com	Normal	15.0	Completed	Cash	Bangalor
0	02-01-2013/15:13 497577	Taher	taher.ali@gmail.com	Normal	15.0	Completed	Cash	Hyderaba
1	02-01-2013/15:13 497579	MANI		Normal	15.0	Completed	Cash	Noida
2	02-01-2013/15:16 497582		mani.agarwal@accenture.com		15.0			
2 3		Subhasish	raths@anz.com	Normal	15.0	Completed	Cash	Bangalor
3 4	02-01-2013/15:24 497596 02-01-2013/15:25 497597	RAHUL nitin gupta	rahul.t.jain@accenture.com gnitin@juniper.net	Normal Normal	15.0	Completed Closed	Cash Cash	Noida Bangalor
4 5					15.0			
5 6	02-01-2013/15:26 497598 02-01-2013/15:38 497617	g v praveen	praveen.gorrela@accenture.com	Normal	0.0	Completed	Cash	Hyderaba
ь 7		alok	ak00109426@techmahindra.com	Normal	0.0	Completed	Cash	Bangalor
	02-01-2013/15:40 497620	koushik	koushik.bhattacharjee@db.com	Normal		Closed	Cash	Mumbai
8	02-01-2013/15:41 497621	Vinod	vk0093898.@techmahindra.com	Normal	0.0	Completed	Cash	Bangalor
9	02-01-2013/15:43 497625	Thriveni	thriveni.m@gmail.com	Normal	0.0	Completed	Cash	Bangalor
0	02-01-2013/15:44 497629	dayanand	transportdesk@aricent.com	Normal	0.0	Completed	Cash	Bangalor
1	02-01-2013/15:50 497639	suresh	g-suresh@emc.com	Normal	15.0	Closed	Cash	Bangalor
2	02-01-2013/16:03 497655	ranjit	ranjits@google.com	Normal	0.0	Completed	Cash	Gurgaon
3 4	02-01-2013/16:08 497665	singh	bhargav.singh@accenture.com	Normal	15.0	Completed	Cash	Bangalor
	02-01-2013/16:10 497667	Amit	amatta@cadence.com	Normal	10.0	Completed	Cash	Noida



SuperSeva TrakMail

TECHNOLOGY-POWERED TRANSFORMATION OF TRADITIONAL MAIL ROOM



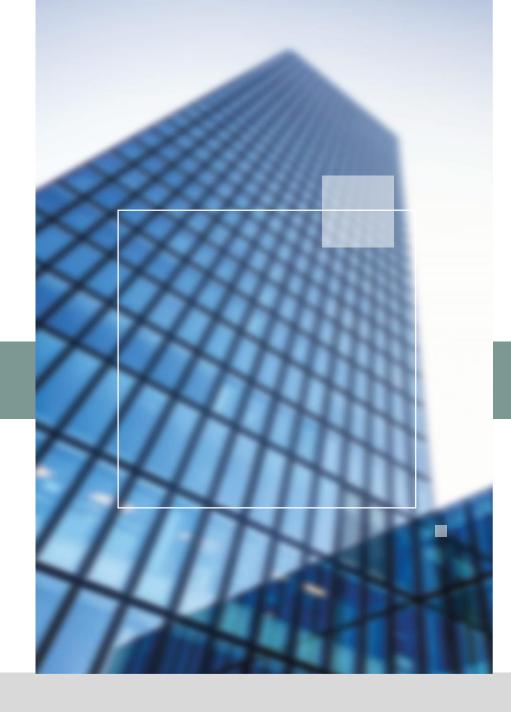




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