SuperSeva

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

Dun and Bradstreet Verified

ISO 900001:2015

RBA Compliance

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

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Delivering Delight as the Extended Managed Services Arm
of Leading Enterprises

Adobe · Agilent · Allergan an AbbVie company · BARCLAYS · BD · BCG Boston Consulting Group · Booking.com · Brookfield · BT

ByteDance · cadence · CBRE · CUSHMAN & WAKEFIELD · CATERPILLAR · CANDOR · cvent · CONCENTRIX · colt

COSTCO · CISCO · DAIMLER · Denali Engage · Experience · Evolve · DLF · ebay · efi · {embracent} · EÓN FREE ZONE · ERICSSON

ExxonMobil · GE · Godrej · HashiCorp · helion venture partners · hmd. · IBM · IndusInd Bank · ITC Limited · JICA

JLL · JW MARRIOTT · KRONOS · kyndryl · MCM Midland Credit Management · McCain · MFAR · Mercedes-Benz · Microsoft

OPTUM · Pikmykid · PUBLICIS GROUPE · Ratna Global · Shardul Amarchand Mangaldas · smarter homes · Spotify · stryker · suez

TABLE SPACE · TAJ · TARGET · TEXAS INSTRUMENTS · trueblue THE PEOPLE COMPANY · TOYOTA Connect · WEBTEC

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

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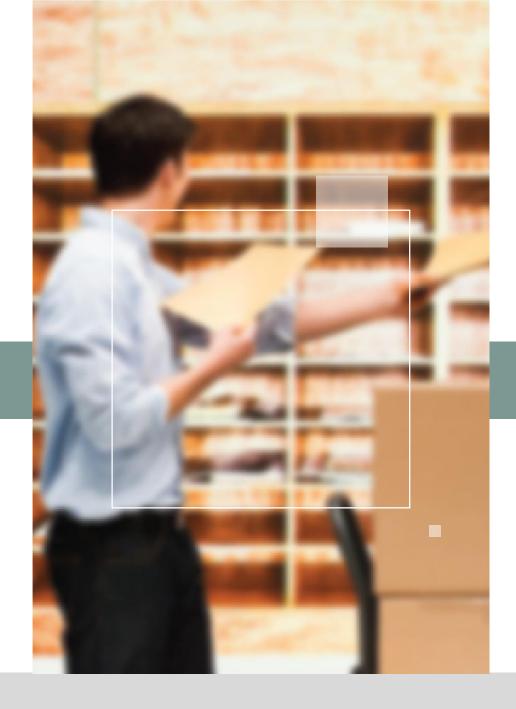
Sample Client Testimonials

"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

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SuperSeva **TrakMail**

Automated Mail Room Management Solution

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**

Professional support services framework

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

Improves operational efficacy

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

Productivity Boost

Total Automation

Efficiency Gains

Global Process Standards

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SuperSeva Trak**Mail** Mail Room Management Solution: **Overview**

INBOUND & OUTBOUND MAIL MANAGEMENT / VENDOR MANAGEMENT / 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

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SuperSeva Trak**Mail** Mail Room Management: **Unified Mail Processing Ecosystem**

People

Trak*People*

Process

Trak*Process*

Technology

Trak*IT*

Trak**Mail**
AUTOMATED MAILROOM MANAGEMENT SOLUTION

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SuperSeva Trak**Mail: People Dimension**

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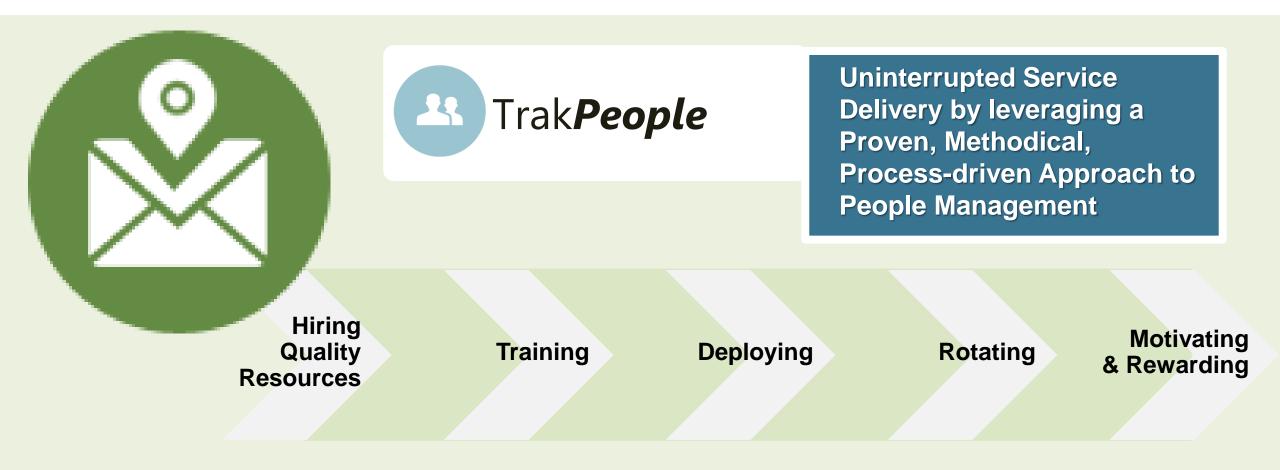
- › Driven by high performance mailroom experts
- › Well trained and groomed
- › Capability to handle exigencies, contingencies, process deviations
- › Responsible process owner-drivers
- › High motivation levels via rewards & recognition programs
- › Soft skills trained

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SuperSeva Trak**Mail:** People Dimension > **Hiring Process**

Trak***People***

Uninterrupted Service Delivery by leveraging a Proven, Methodical, Process-driven Approach to People Management

Hiring Quality Resources → Training → Deploying → Rotating → Motivating & Rewarding

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SuperSeva Trak**Mail: Process Dimension**

TrakProcess

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

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SuperSeva Trak**Mail**: **Technology Dimension**

Trak**IT**

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

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SuperSeva Trak**Mail**: **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:
Reduction in loss of corporate productivity due to mailroom queuing.

*Trak***Konnect**

> 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
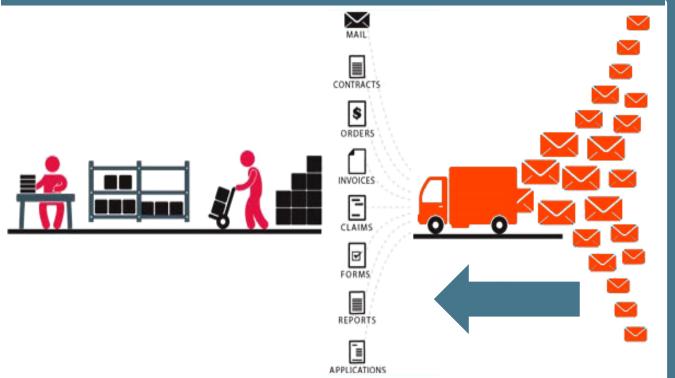
Benefit:
Minimizes TAT and misuse

SuperSeva Trak**Mail**: **Engagement Models**

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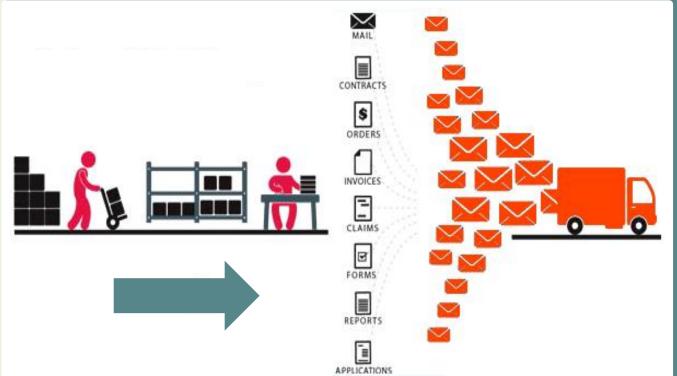
- › **Bespoke process designed specifically for the client**
- › **Digital Data Capture**
- › **IT enabled Systems for Control & Monitoring**
- › **Minimized TAT and misuse**
- › **Instant / Automatic Feedback to the senders regarding mail status**
- › **Instant Capture of Proof Of Delivery via PDAs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

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SuperSeva Trak**Mail**: **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

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SuperSeva Trak**Mail**: **Vendor Management**

Vendor Management

Your Organization

Trak*Mail* Vendor Management

Vendor Ecosystem

› **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**

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SuperSeva Trak**Mail**: **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
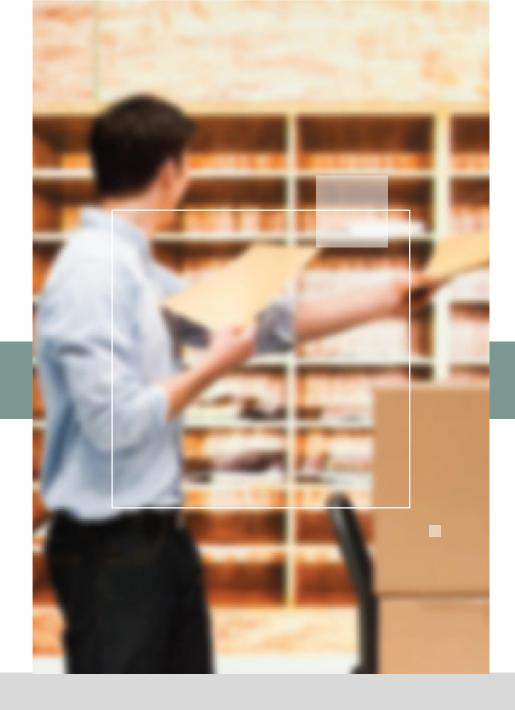
Corporate Gift Distribution

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*

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SuperSeva TrakMail

Automated Mail Room Management Solution
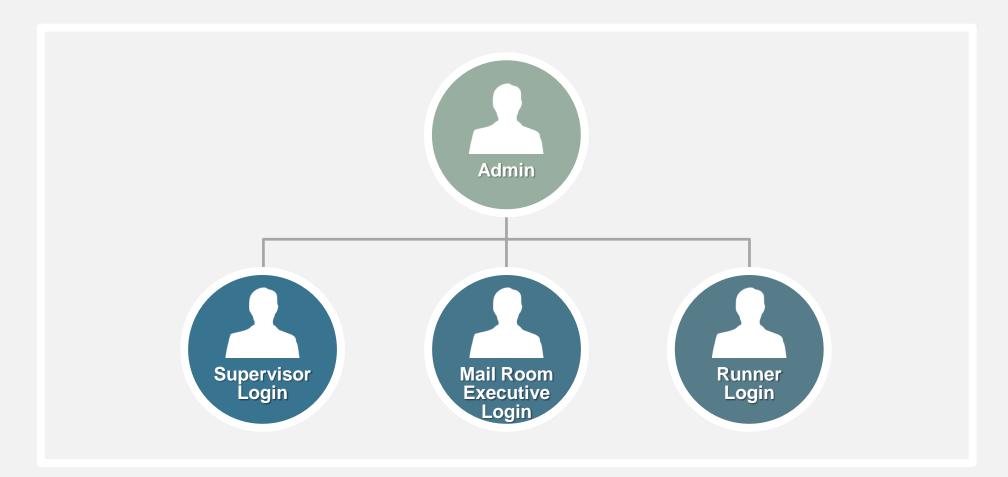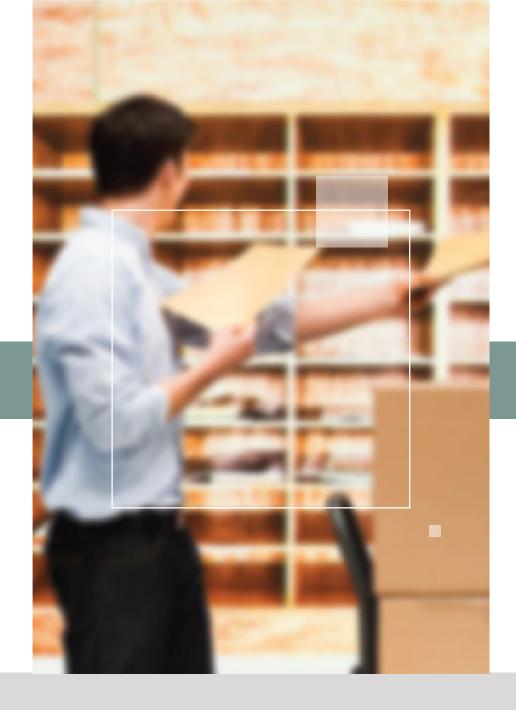
Process Flow / Screen Shots

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SuperSeva TrakMail

Automated Mail Room Management Solution

Process Flow / Screen Shots

Inward Mail Handling

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SuperSeva Trak**Mail**: **Supervisor Responsibilities**

- Dashboard Monitoring
- Manages Mail Room and Mail Room Executive
- Ensures SLA adherence
- Supervisor
- Registers all mail entering / leaving Mail Room
- Vendor Management
- Report Generation and MIS despatch to clients

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

SuperSeva Trak**Mail**: Supervisor Log In > Dashboard: **Outbound Mail Entry**

SuperSeva Trak**Mail**: Supervisor Log In > Dashboard: **Reports & MIS**

SuperSeva Trak**Mail**: Supervisor Log In > Dashboard: **Critical Reports**

SuperSeva Trak**Mail**: **Mail Room Executive Responsibilities**
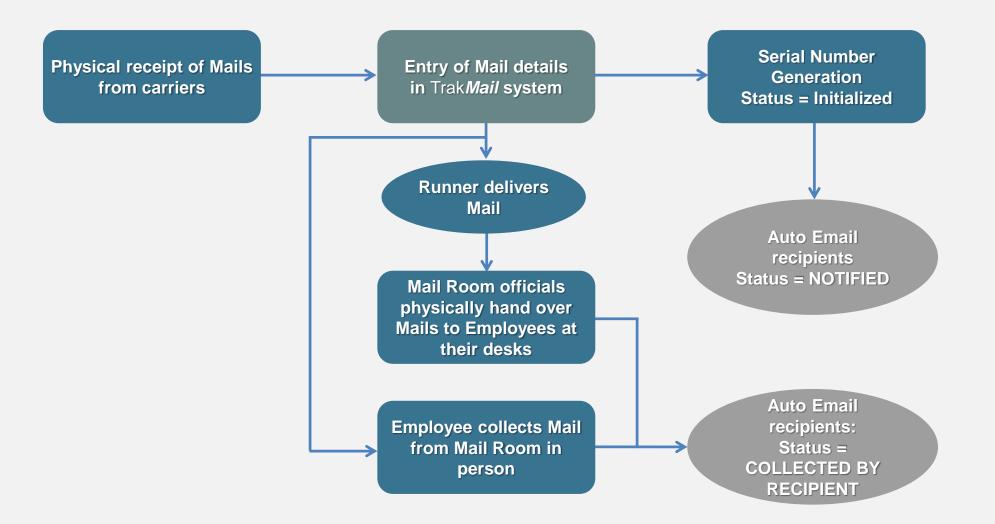
Customer Query Resolution

Inbound Mail management
- *Sorting Mails for Inbound*
- Building wise
- Runner wise
- *Status Updation*

Daily Mail Entry
- *Inbound*
- *Outbound*

Mail Room Executive

Outbound Mail Management
- *Sorting of Mails for Outbound (carrier wise)*
- *Updating Tracking Number*
- *Returned Mail Management*

Pending Mail Management

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SuperSeva Trak**Mail**: Process Flow > **Inbound Mail Management**

SuperSeva Trak**Mail**: Process Flow > **Inbound Mail Management**
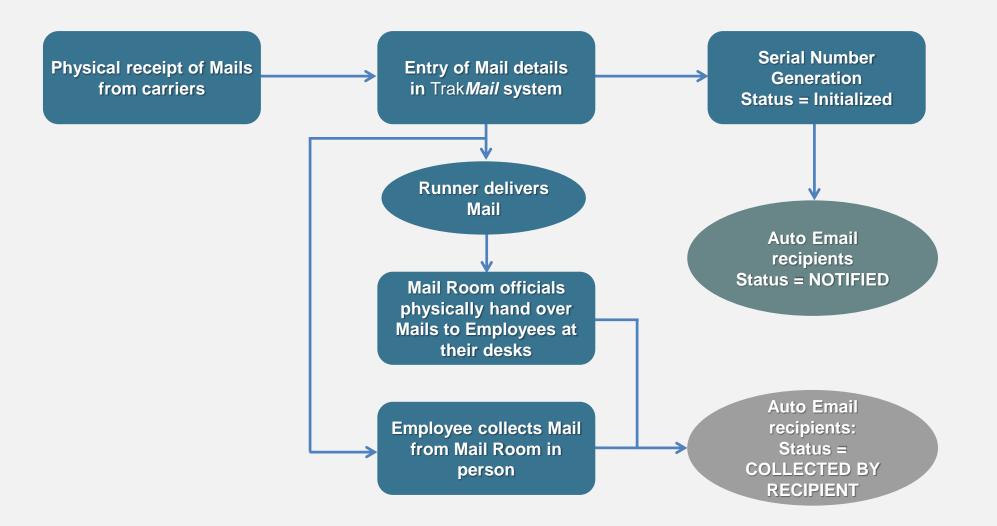
SuperSeva Trak**Mail**: Inbound Mail > **Details Entry**

Enter Mail details

SuperSeva Trak**Mail**: Process Flow > **Inbound Mail Management**
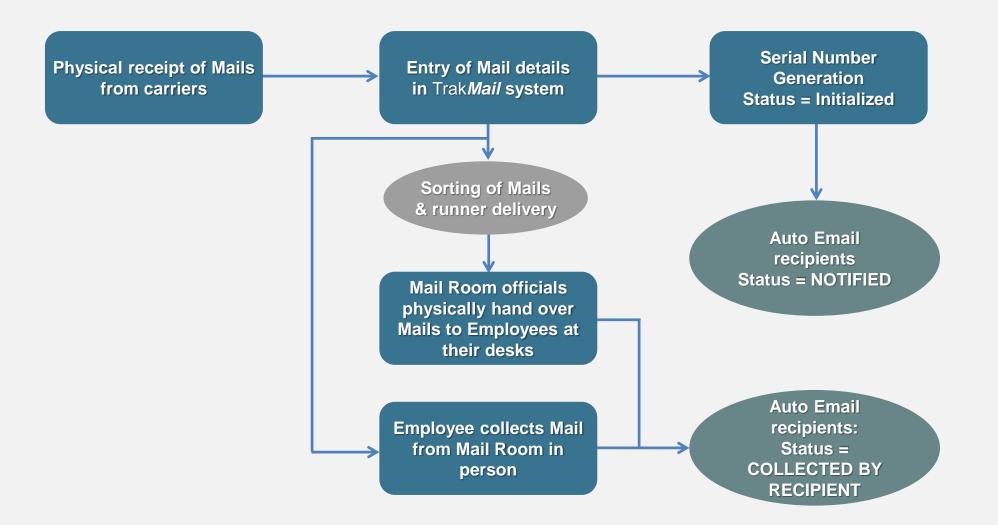
SuperSeva Trak**Mail**: Automated Email to Recipient

Request ID

Notification & SLA

SuperSeva Trak**Mail**: Process Flow > **Inbound Mail Management**

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

Delivery of Mails / Consignments

SuperSeva Trak**Mail**: Process Flow > **Inbound Mail Management**

SuperSeva Trak**Mail**: **Automated Mail / Consignment Delivery Notification**

SuperSeva Trak**Mail**: Process Flow > **Outbound Mail Management**

Physical receipt of Mails to be handed over to Runners → Hard copy of Acknowledgement

Physical receipt of Mails to be handed over to Runners → Mails / Consignments delivered back to Mail Room → Entry of Mail details in System → Serial Number Generation & Despatch → Auto Email Recipients: Transaction and Serial Number

SuperSeva Trak**Mail**: Outbound Mails > **Daily Mail Entry**

SuperSeva Trak**Mail**: Outbound Mails > **Delivery to Logistics Vendors**

SuperSeva Trak**Mail**: Process Flow > **Outbound Mail Management**

SuperSeva Trak**Mail**: Automated Mails > **Regarding Mails being despatched**

SuperSeva Trak**Mail**: **Outward Mail Report**

SuperSeva Trak**Mail**

TECHNOLOGY-POWERED TRANSFORMATION OF TRADITIONAL MAIL ROOM

- Increased ownership and accountability
- Accurate reports on mail movement
- Near zero errors by virtue of robust digital platform
- Responsive system leveraging people, process, IT
- Automated Emails on receipt & delivery of mails

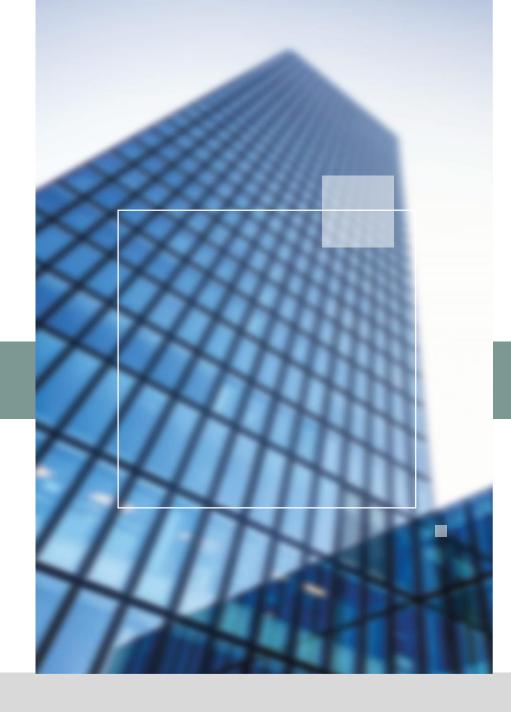**SuperSeva**
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Automated Mail Room Management Solution

THANK YOU

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SuperSeva

Other
Enterprise Support
Services

SuperSeva Managed Enterprise Support Services Suite

Human Resources

- Contract Staffing
- Employee Gifting Ideas & Events
- Employee Benefits Program
- Employee Premium Concierge
- HRMS

Office Administration

- Mailroom Management
- Managed Front Office
- Transport Desk Management
- Managed Parking Solutions
- Office & Asset Relocation

CRM

- Outbound Customer Support
- Inbound Customer Support
- Chat/Email Support
- Help Desk Support
- Application (Web/App) Mgmt.

Logistics Support

- Order Management
- Delivery Management
- Warehouse Management
- Reverse Logistics Management

Government & Liaison

- Corporate RTO / Passport / Visa
- Property Tax & Documentation
- Corporate Utility Bill Payments
- Import & Export Management
- EHS Certification

Procurement Services

- Sourcing & Procurement Management (Product & Services)
- Vendor Management
- Procure-to-Pay Management
- E-procurement

Operations & Project Support

- IT Asset Store Management
- Enterprise Asset Management
- Software License Management
- Outsourced Operations Management

Finance Support

- Receivable & Payable Management
- E-Contract / E-Signing Management
- Vendor Payment Management
- Stamp Paper & Franking Solutions

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