



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+

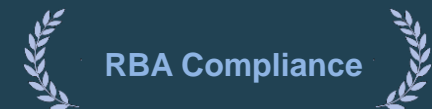
CLIENTS

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

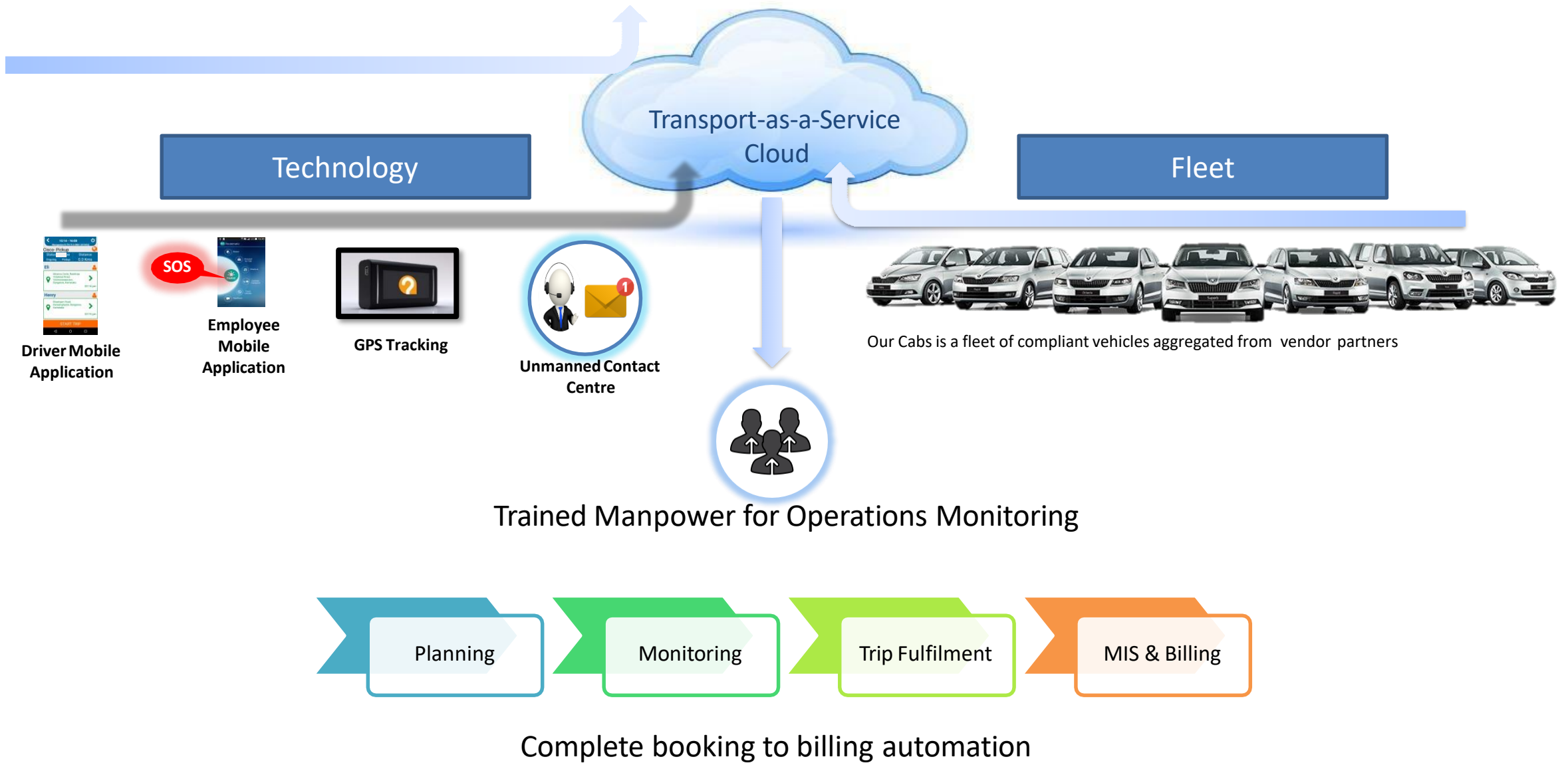


Contract Work Force Management

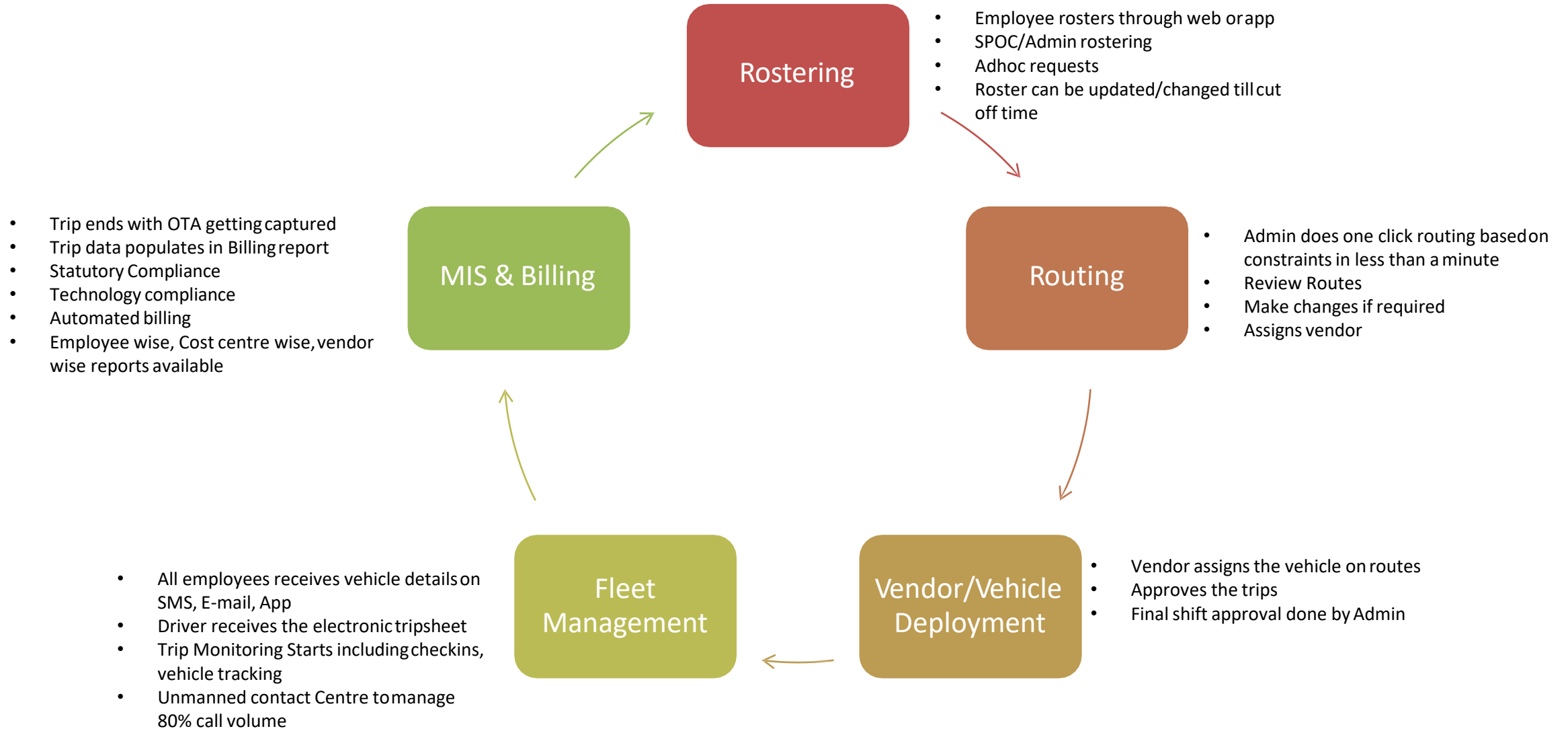


Transport Desk

Integrated Offering



DIGITIZING TRANSPORT MANAGEMENT PROCESS



TECHNOLOGY

1-TRANSPORT-NUMBER



IVR



SMS

Unmanned Contact Centre

- Emp. Number masking
- Unmanned Contact Centre
- IVR based tracking
- IVR based Panic workflow
- SMS based ETA & Vehicle Information
- SMS based travel alerts



- Transport Policy Configuration
- Route Optimization
- Real Time Tracking
- Occupancy Monitoring
- MIS & Billing
- Compliance

Vehicle Tracking Options



Driver Mobile Application
(BYOD)

and



GPS Device
Integration with 3rd party
device through
IoT Platform

Fleet Dispatch Platform

- Automated Fleet Deployment & Despatch
- City level operations monitoring for efficient fleet tracking and incident management
- Use of technology ensures manpower is on monitoring mode



Vehicle Occupancy Monitoring Options

Employees can check in/out from the vehicle using any of these options

Check
In/Out



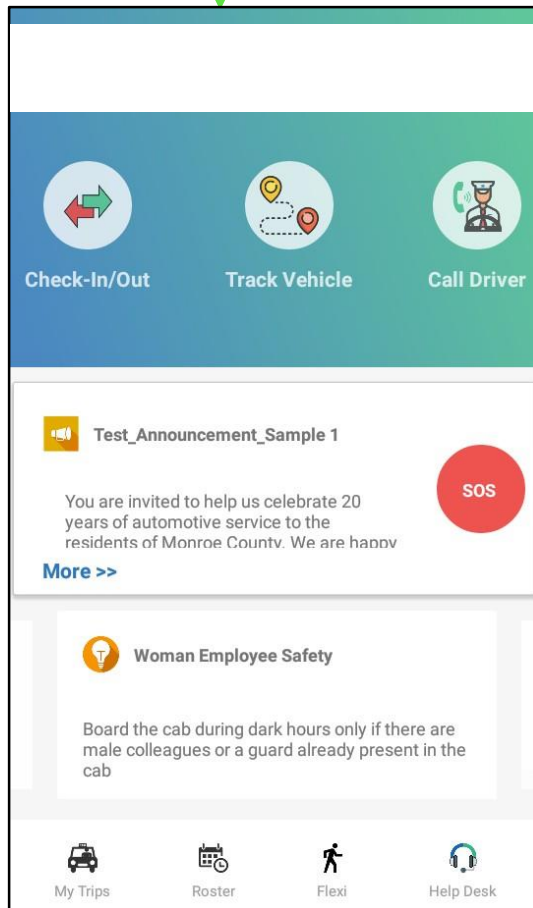
Employee Mobile
Application



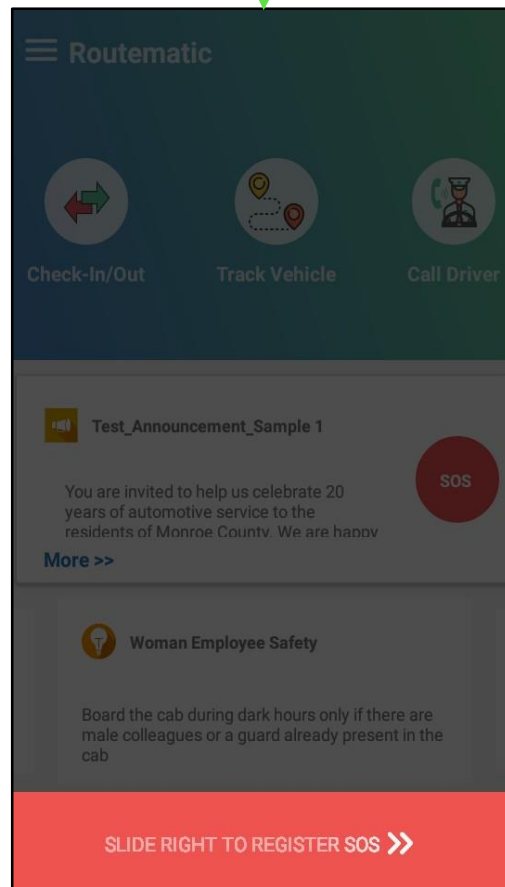
Driver Mobile
Application

EMPLOYEE APP

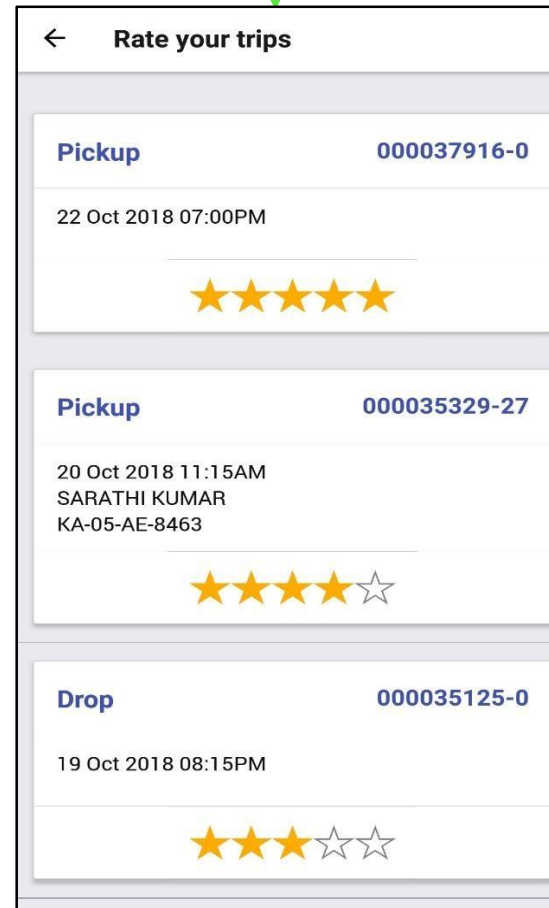
Home Screen



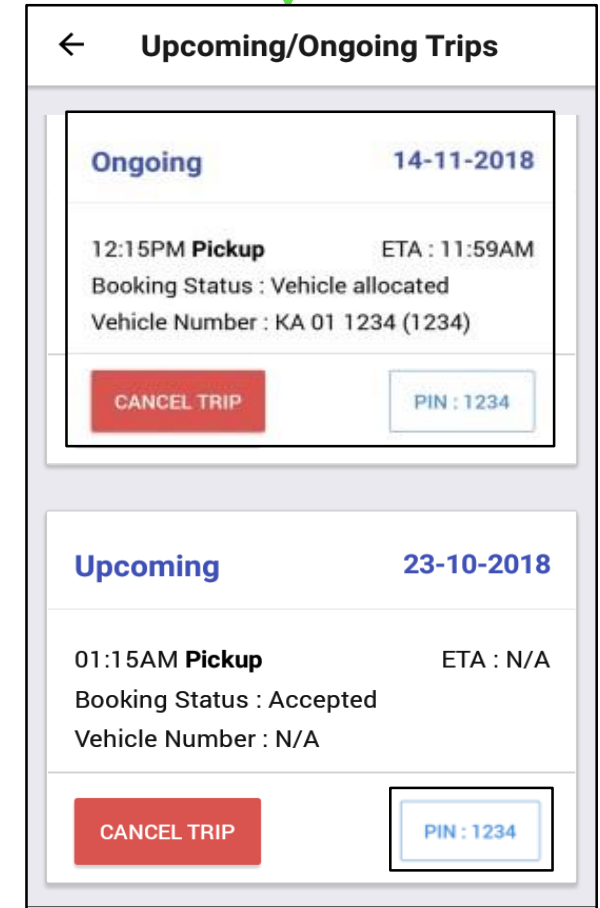
Panic Alarm



Feedback

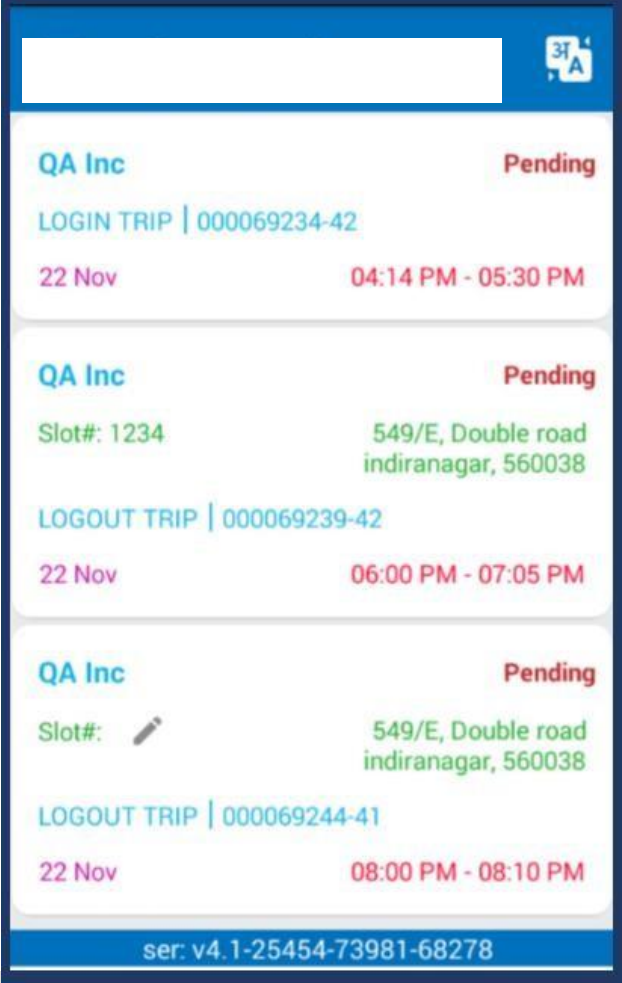


Upcoming trips

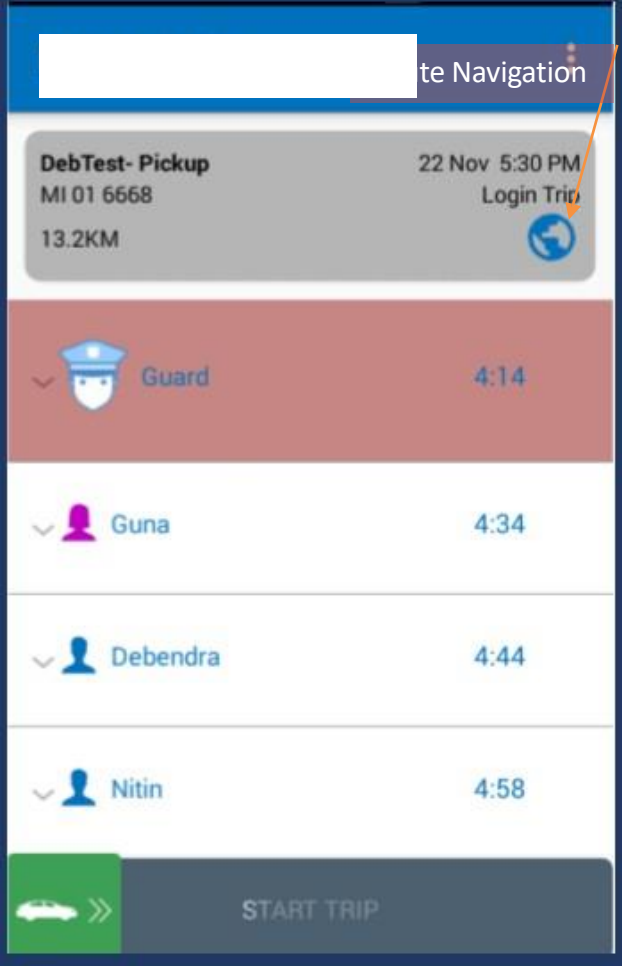


DRIVER APP

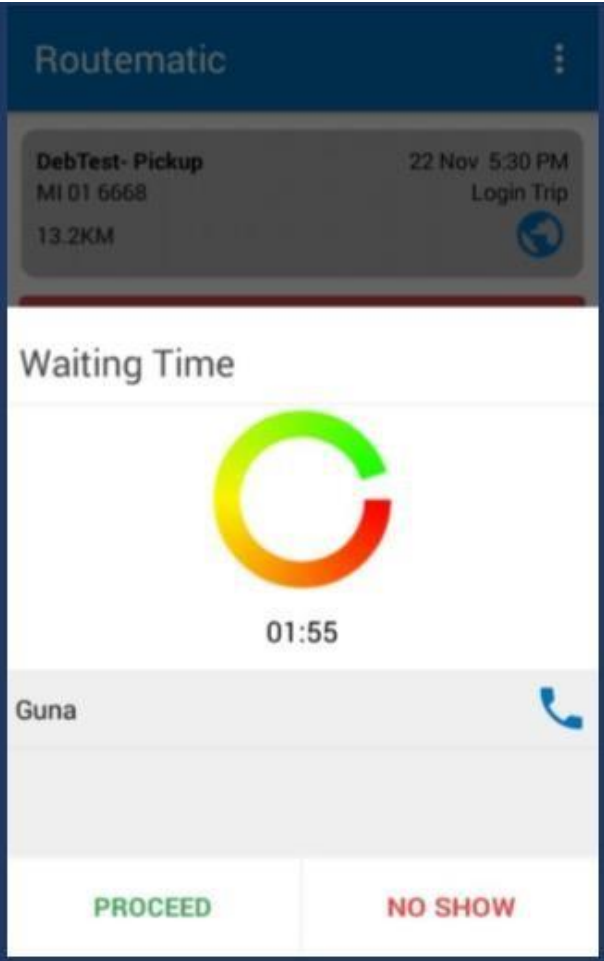
Trip Display



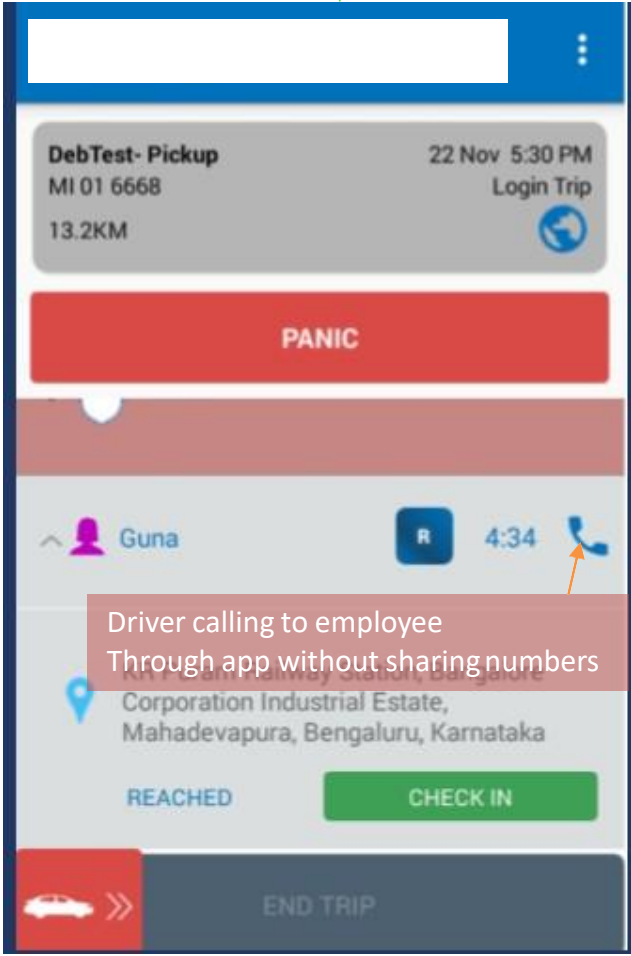
Guard Login



Wait time indicator



Employee Check-in

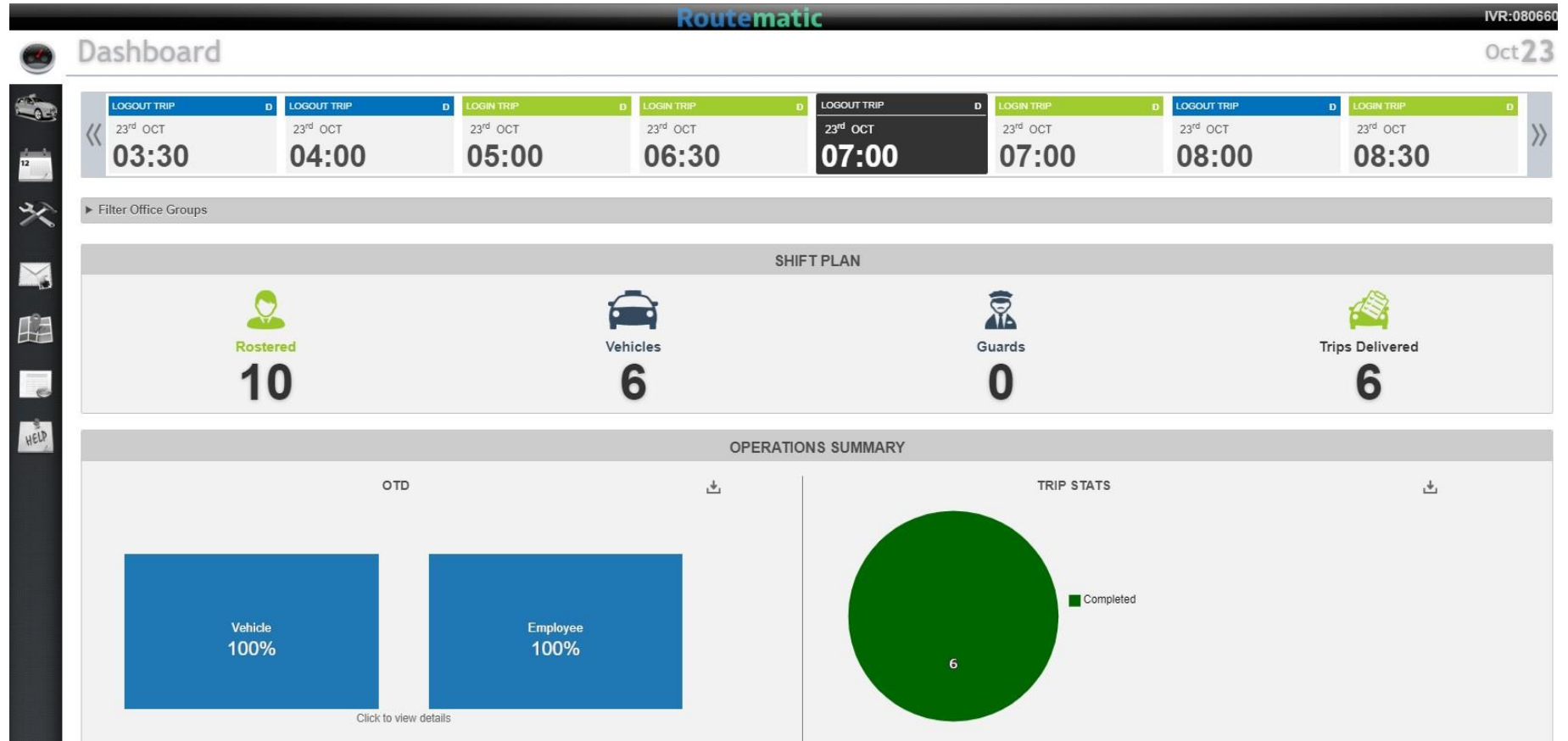


Driver calling to employee
Through app without sharing numbers

MONITORING – OFFICE ONTIME AND SHIFT STATS (1/2)

Provides you a bird-eye view on the shift operation:

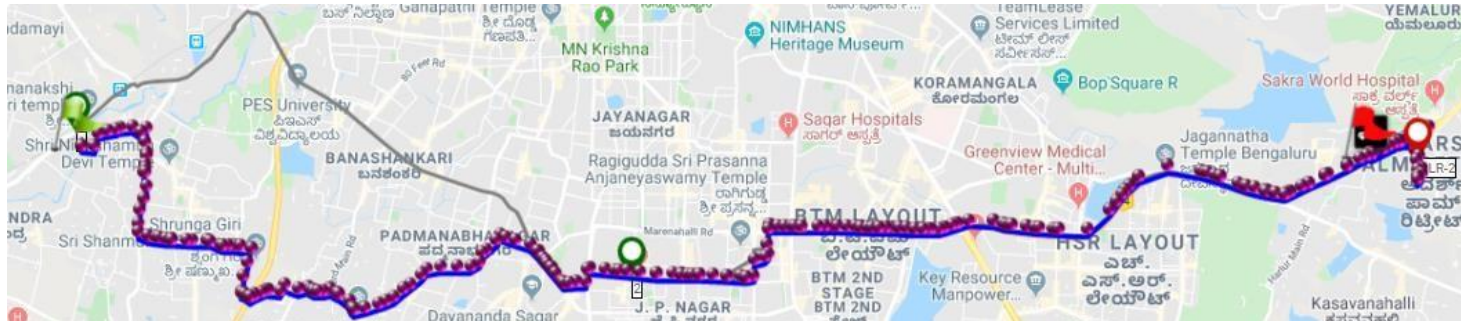
1. Total Employee in the Shift
2. Vehicle Require/Deployed
3. Guard Required
4. E-Tripsheet Delivery Status
5. OTA/OTD
6. Trip Status Completed, Started/Not Started
7. Fleet Mix
8. Employee Boarding and Deboarding Status



MONITORING – ONTIME EMP PICKUP & LIVE TRACKING (2/2)



S.No	Comments
1	Blue icon – Male Employee
2	Pink Icon – Female Employee
3	Blue with Blue Background – Male Employee Checked-in
4	Pink with Pink Background – Female Employee Checked-in
5	Blue with Green Background – Male Employee Checked-in and Checked-out
6	Pink with Green Background – Female Employee Checked-in and Checked-out
7	Blue with Red Background – Male employee marked NO-SHOW
8	Pink with Red Background – Female employee marked NO-SHOW
9	Blue or Pink with Red Tick Mark below – Driver has clicked on Reach button from TS mobile app.
10	Grey icon - Escort



- ATH-7128 (4) – Is the route number unique to vehicle
- (4) – Routed Employee in the route
- Icon “i” – Give you information like Trip Id, trip start and end time along with the office arrival time
- Map View (On Left): Clicking on the Route Number gives you the travelled path of the vehicle along with the live location of the cab

SAFETY AND SECURITY

Best in Industry
Safety Metrics



100% female employee safe drop confirmation



<1 min SOS response time



100% Marshall Compliance



> 93% trips adhere to speed limits. 100% violations identified.

SOS Button – Hardware SOS button in vehicle, soft SOS button on app, IVR based SOS', call hunting, easy access to ERT and nearby vehicles

Safe Drop Confirmation – 97% **automated** safe drop confirmation and 3% manual

Marshal Compliance – Trips where Marshal required but not boarded are highlighted to operations and perimeter security. Both preventive and reactive measures in place.

Hot tracking panel for female only vehicles – Preventive as well as reactive

Real time voice feedback to over speeding drivers

Driving pattern analysis – Safe driving & Incentives

FLEET SERVICES



Cabs

*fleet of compliant **air conditioned** hatchbacks, sedans, SUV/MUVs aggregated from Vendor Partners*

- ➔ **Large Network:** We select and onboards vehicles from over 25 reputed vendor partners to aggregate compliant fleet
- ➔ **100% Quality assurance:** All vehicles are air conditioned with vintage 3 years or less for 4 Seaters and 4 years or less for TTs and 7 Seaters
- ➔ **100% Compliance:** Statutory and technology compliance for fleet is assured by the automated vehicle deployment workflow – if the vehicle is not trackable or is non-compliant in any way it is not assigned a trip
- ➔ **100% Predictability:** Fleet shortage is eliminated since sources dedicated fleet on monthly lease model

Compliant Fleet

- Every vehicle is fitted with a GPS, SOS button and a driver tripsheet phone
- Real time tracking enabled and compliant with Software – Automated vehicle dispatch workflow ensures that a non-trackable or non-compliant vehicle will not get a trip
- 100% statutory compliance maintained during on-boarding as well as on an ongoing basis

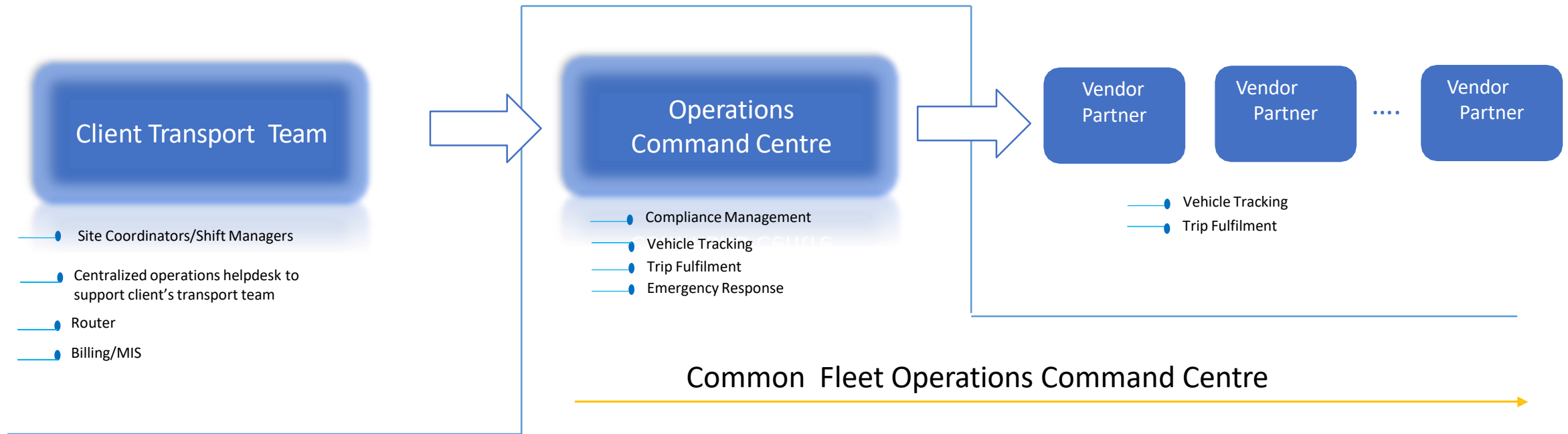
Verified & Compliant Drivers

- 100% statutory compliance maintained by the system
- Background verified drivers
- Continuous driver rating through employee feedback
- Regular trainings based on employee feedback, driving pattern

Lower Cost

- Optimized run through deployment planning for the entire day to reduce dead kms
- Electronic trip sheets and complete paperless system
- Automated billing

3 LAYER MONITORING



- ☐ 3 layer transport operations
 - ✓ First layer is the physical presence of staff in client offices – These will be mainly client specific tasks
 - ✓ Second layer will be staff operating out of Command centre, present in every city
 - ✓ Third layer fleet vendor staff that will either operate out of office or their respective offices
- ☐ Transport team dedicated for client monitors transport operations on the portal
- ☐ Trips served by fleet are also monitored by the Centralized City Command Centres
- ☐ These trips are also monitored by vendor partners
- ☐ City Operations Centres also provide a ready BCP site for client operations
 - ✓ In case of failure in Bangalore site, all helpdesk calls can be routed to Pune office as a BCP

Advantages

Mitigate Operational Risk

- *Limited fleet Delays*
- *No Fleet Shortages*
- *Ensure Female Employee Safety through robust tracking technology*

Financial Risk Mitigation

- *Automated Billing*
- *Pay as per system recorded Trips with proof of execution as all trips are GPS tracked*

Audit & Compliance Risk Mitigation

- *Enforce Policy at planning stage*
- *Prevent Policy Violation during execution*
- *Digital Trail for all changes to the system*

Process Automation & Efficiency Improvement

- *Booking to Billing Automation*
- *Transport team monitors only 5% of the trips rest on auto pilot due to advanced cab delay prediction system*

Cost Optimisation

- *Shift cost minimization guaranteed routing*
- *Manpower Reduction due to automation*
- *GPS Based Kms billing ensures you pay as much as you use*

Employee Experience

- *Self service with easy access to transport Info through app and IVR*
- *Use of AI to detect rash driving and over speeding*
- *Driver rating and incentive system*



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Thank You!