



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

Striving for excellence in enterprise support services through AI and ML-driven process innovation on our technology platforms.

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+

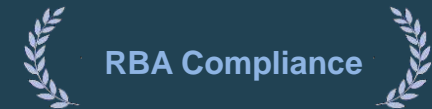
CLIENTS

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



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

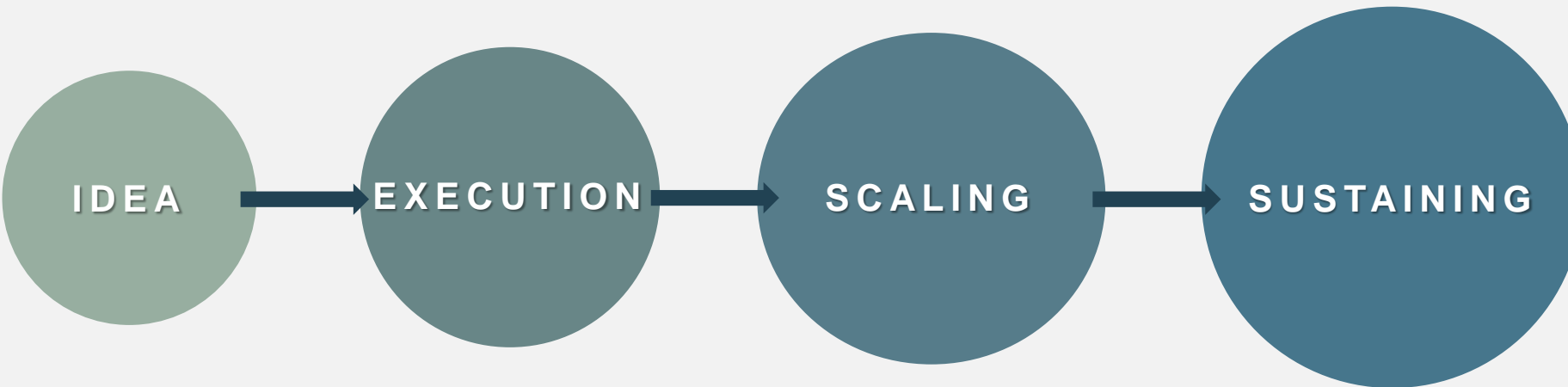


Managed Services
Unmatched Value
Tailored Experiences

Your partner of choice for all enterprise support needs.

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

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 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.

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**

**Vendor
Rating**

**Database
Management
of Vendors**

**Ethical
Business
Practices**

**Converting
Vendors to
Collaborative
Partners**

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

SuperSeva Global : Front Office Challenges

Phone lines ringing, co-workers crowding around the reception, high volume levels and a key visitor arrives

How does the front desk executive handle multiple people adroitly with professionalism and poise?

How would we want our visitors to perceive our organisation? Chaotic or professional?



SuperSeva Global : Front Office Challenges



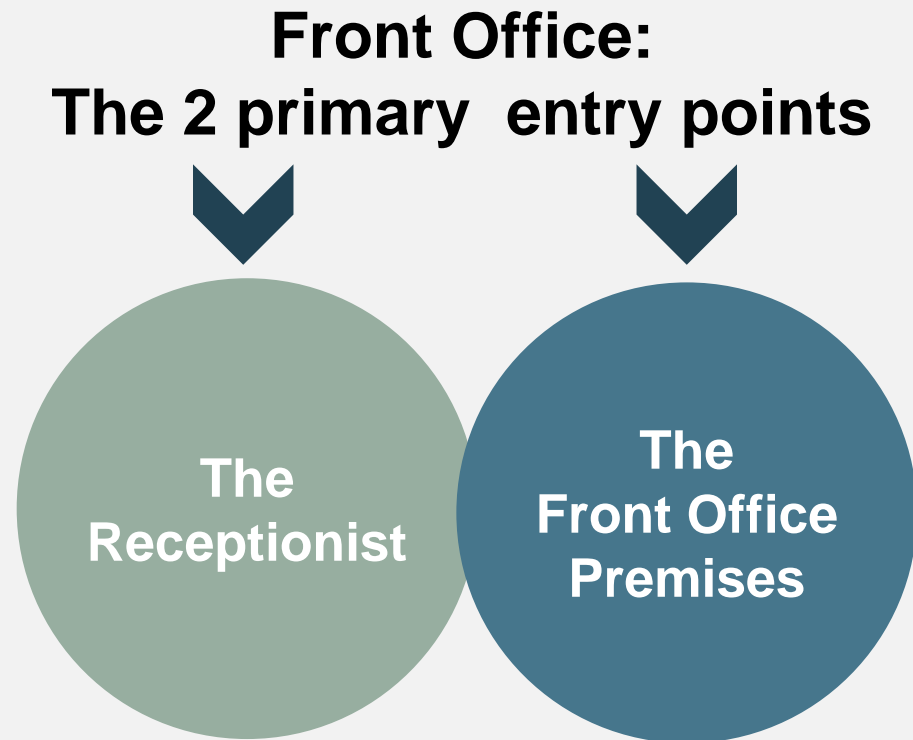
We are judged and evaluated within the 1st 3 seconds of a new encounter, even if it's only a glimpse

An unprofessional Front Office unknowingly conveys an undesirable impression of the company's values

SuperSeva Global : The Front Office Professional: Essential Characteristics



SuperSeva Global : **Why is the Front Office Vital?**



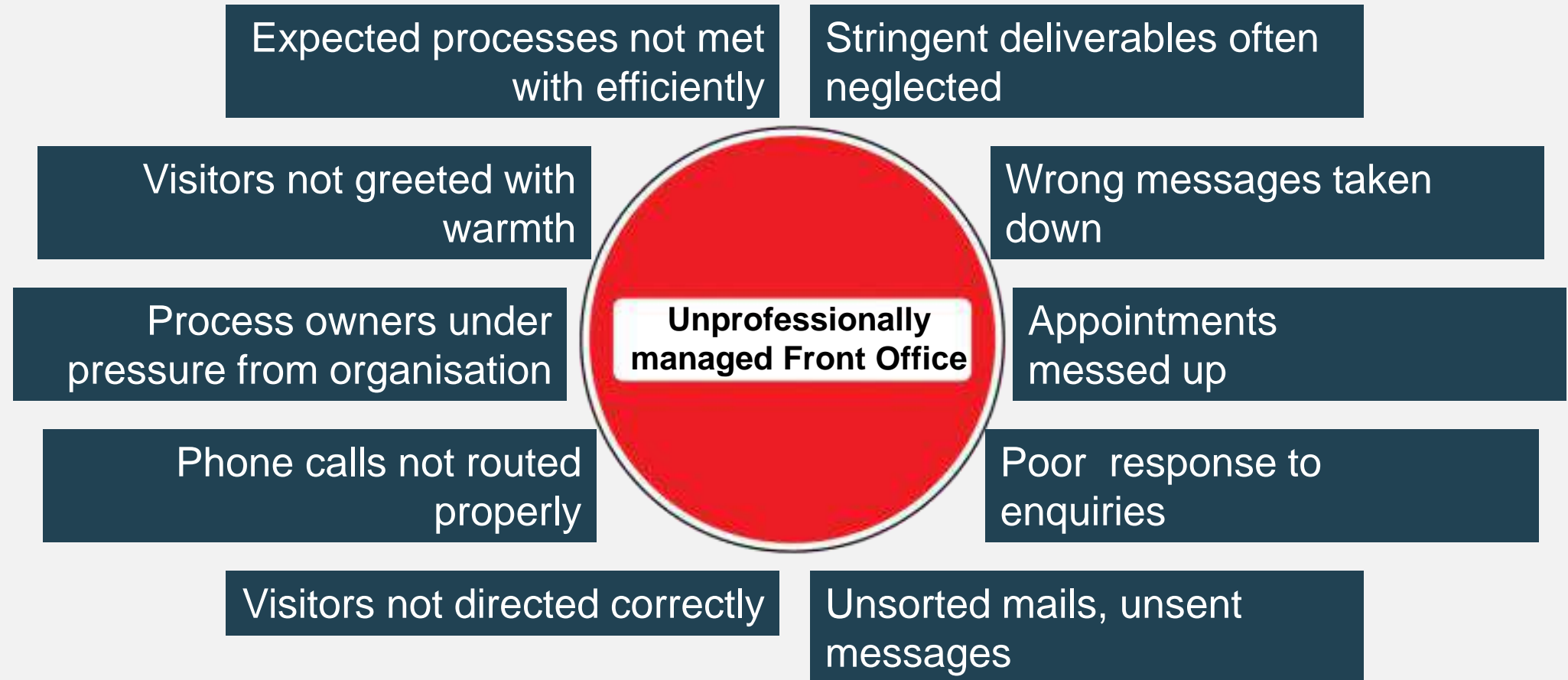
Each provides the opportunity to:

Impact customer / visitor perception positively



Project the organization's image and culture

SuperSeva Global : Why is the Front Office Vital?



SuperSeva Global : Front Office Management - Conventional Approaches

A Recruit own Receptionists

Issues:

- › **Cannot be sure of seamless performance**
- › **Absenteeism and resignation will be a regular challenge**
- › **Career progression has to be planned and implemented**

B Handle through Security Agency

Issue:

- › **Negates the very principle of a warm, and inviting reception being the first face of your organization**

SuperSeva Global : Front Office Management - Challenges

Front Office being a non-core function, organizations...

...simply do not have the bandwidth to monitor the function 9/5

...do not have in-house expertise for training & grooming

...are unable to offer a career progression path to Front Office staff

**Let
SuperSeva's legacy
expertise
completely handle
this critical function
for your
organization!**

SuperSeva Managed Front Office: **Key Differentiators**

**Accountable
for smooth,
flawless front
office
functioning
at all times**

**Skilled
professional
service**
*(unlike manpower
outsourcing with
sub-optimal QoS)*

**Ensures
constant
Quality of
Service**

**SLA-driven
front office
management**



SuperSeva Front Office Executive



SuperSeva Front Office Executive: **Key Traits**

**Customer
Service /
Satisfaction
Mindset**

**Admirable
Telephone
Etiquette**

**Welcomes
Visitors
Courteously**

**Radiates Self
Confidence**

**Attired in
Business
Formals**

**Professional
Demeanor**



**Personable
and Caring**

**Well-
groomed,
Refined**



**No more
Screening,
Recruiting,
Training, Pay
rolling, Motivating,
Retaining,
Rewarding &
Appraising.
Just leave it to
SuperSeva!**

SuperSeva Managed Front Office Services: **Advantages**

Frequent, periodic skills-based training from best in industry

Providing a superlative front office experience by imbibing your cultural values

Complete responsibility of managing your front office. Commitment to a defined service level

Equally skilled back-up resource pool ensures process continuity in case of any absenteeism or attrition

Micro-managing the granular details in the front office processes

Continuous, professional front office management with near-zero downtime



**Front Office
Management is much
more than a
SuperSeva core
competency.
We have an unfair
advantage over the
others!**



Managed Services for Global Enterprises

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Thank You!