



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



 **SuperSeva**
Integrated Facilities
Management
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

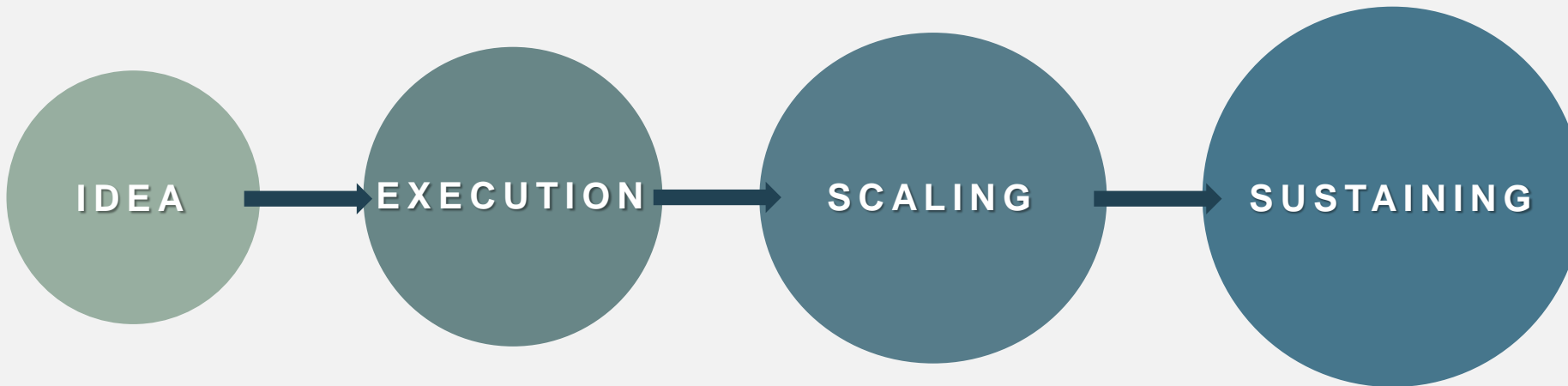


Finance Support

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

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 Facilities Management > **Managed Front Office Services**



- > Managing front office, driven by SLA
- > Identification of right resource
- > Induction and process training
- > Ongoing training
- > Grooming
- > Performance monitoring and appraisal
- > Career progression
- > Attrition management

SuperSeva Facilities Management > Automated Mail Room Management



- > User friendly data entry interfaces to manage inward & outward mails
- > Auto emails to recipient upon mail receipt
- > Periodic reminder auto emails for pending mails
- > Interface to update delivery status
- > Search & review details interface on handheld device
- > Electronic signature capture upon mail receipt by recipient
- > Reports on the delivery efficiency & pending mails
- > Manage carrier details & contact information
- > Quick link from application to logistics vendors' tracking site
- > Interface to update outward mails status

SuperSeva Facilities Management > Housekeeping Services



Services Coverage:

- > Comprehensive Cleaning Solutions
- > Janitorial Services
- > General Cleaning Services
- > Specialized Cleaning Solutions



- > Interiors Cleansing
- > Vacuum Cleaning
- > Waste Management
- > Floor Maintenance
- > Restroom Services
- > Interior Glass Cleaning



SuperSeva Facilities Management > **Comprehensive Workplace Upkeep Services**



Coverage

- > Reception
- > Conference Rooms
- > Employee Workstations
- > Restroom Sanitization / Disinfection
- > Floor Maintenance
- > Upholstery Maintenance
- > Carpet Maintenance
- > Health Centers / Gyms
- > Parking / Driveways
- > External Windows
- > Waste Management
- > Furniture, Steel and Metal Polishing

Value Added Services

- > Kitchen Stewards
- > Table Clearance
- > Pantry Services
- > Landscaping
- > Gardening

Pest Control Services

- > Anti Cockroach Treatment
- > Anti Termite Treatment
- > Mosquito Control
- > Fly Control
- > Rodent Control

SuperSeva Facilities Management > Executive **Chauffeur Services**



- > Chauffeur and Valet Services for Special Occasions (Exhibitions, Official Functions, High Profile Events)
- > Specialist Chauffeurs
- > Lady Chauffeurs
- > Fleet Management Solutions
- > Parking Management Solutions

SuperSeva Facilities Management > **Guest House Management Services**



- > Guest Relationship Management
- > Food & Beverage Services
- > Pantry Management
- > Laundry Management
- > Housekeeping Services
- > Administration & Maintenance
- > Repair Works
- > Pest Control

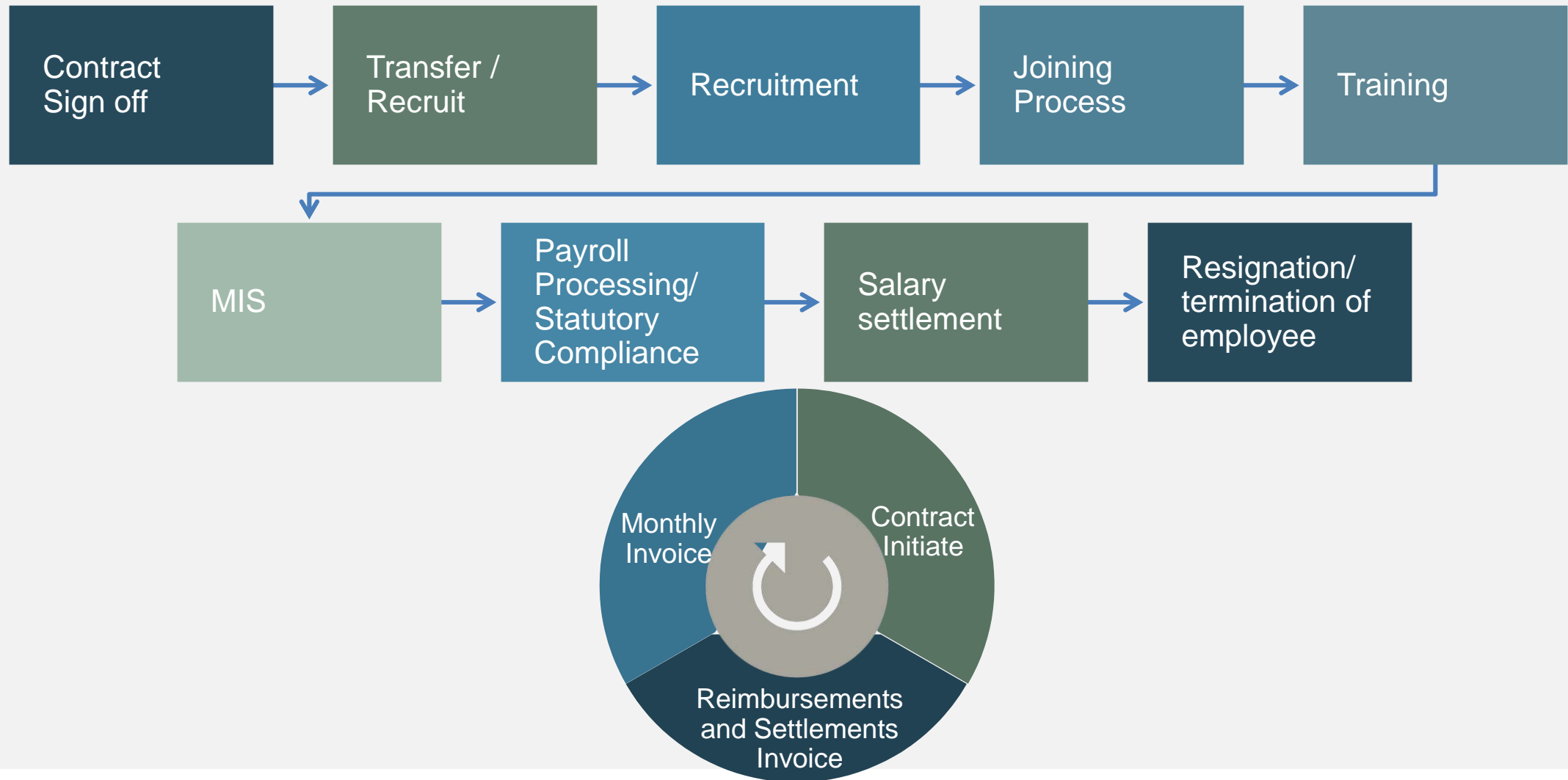
SuperSeva Facilities Management > Contractual Staff Solutions



- > Well trained, groomed and experienced personnel for corporate offices, factories and other industrial setups
- > General assistance services such Front Desk management to electronic communication operations

- > Computer Operators
- > Data Entry Operators
- > Telephone Operators
- > Receptionists
- > Secretaries
- > Office Assistants
- > Store Managers
- > Peons
- > Courier Boys

SuperSeva Facilities Management > Staffing Methodology



SuperSeva Facilities Management > Facilities Maintenance Services



- > Provides maintenance services to commercial and domestic establishments
- > Maintenance operatives controlled by on-premise controllers to ensure call outs are addressed within stipulated time
- > Each operative attired in professional uniform for easy identification

Services:

- > Preventive Maintenance
- > Heating / Ventilation / Air Conditioning (HVAC) Management
- > Moves & Rearrangements
- > Infrastructure Services
- > Plumbing & Carpentry
- > Electrical Service

SuperSeva Facilities Management > Operating Procedures



- > SOP for technical services and controlled documents for technical services

- > Job Responsibilities of Supervisors

- > Draft of Service Levels and Key Performance Indicators

- > Job Responsibilities of Housekeeping Boys, Receptionists and Pantry Boys

- > Site Instructions

- > Job Card

- > Planning Manual

- > Daily Supervisor Report

- > Material Requisition Report

- > Machine Maintenance Calendar

- > Quarterly Machine Inventory Report

- > CAPA Report

- > Weekly Cleaning Schedule

- > Washroom Checklist

- > Static supervisor's daily Checklist

SuperSeva Facilities Management > Technical Formats And Documentation



- > Shift Handover Log Book
- > AC Floor Temperature Log Book
- > Fire Pump Log Book

- > Log Book
- > Equipment History Card
- > UPS Log Book

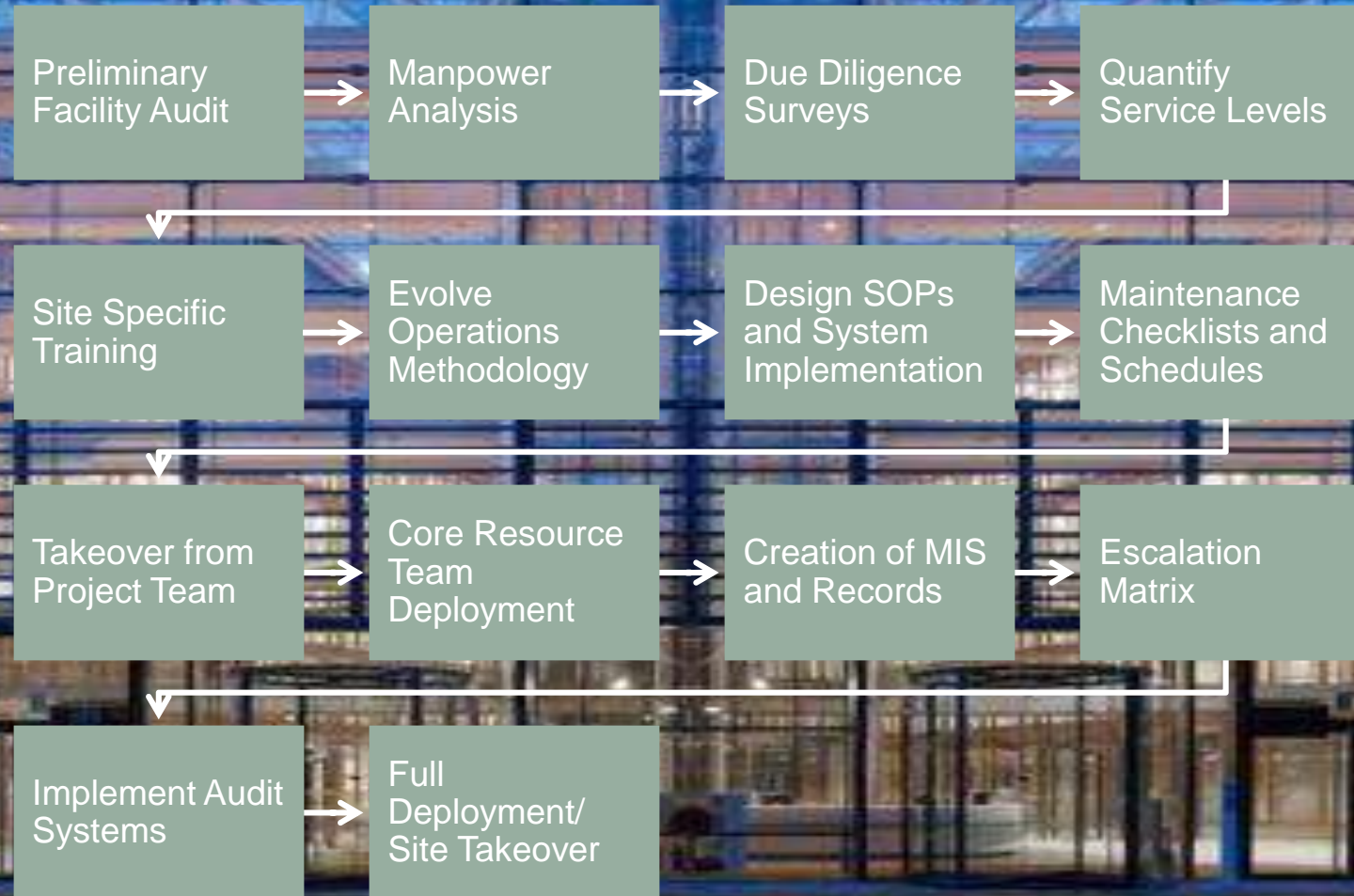
- > Diesel Engine Maintenance Log Book
- > DG Log Book
- > P&AC Log Book

- > AC Plant Log Book
- > Daily Technical Report
- > Weekly Technical Report

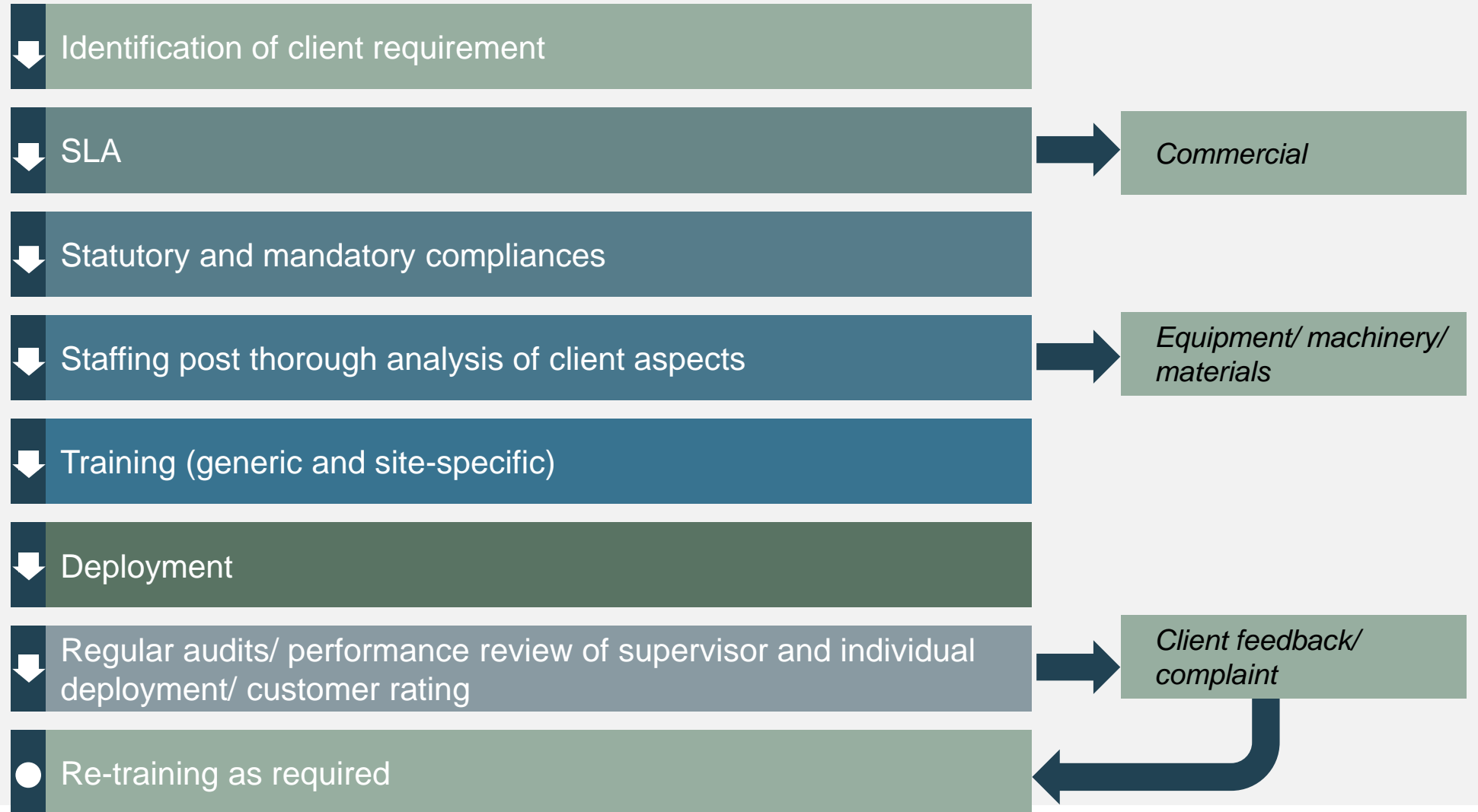
SuperSeva Facilities Management > Escalation Matrix



SuperSeva Facilities Management > Transition Process



SuperSeva Facilities Management > Operating Process





SuperSeva

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Thank You!