



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+

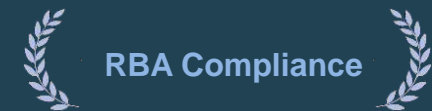
CLIENTS

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



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

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



Premium Concierge Services

What is Concierge?



Concierge *Services*

Concierge describes special, personal, and attentive service. The word 'concierge' evolved from the French 'comte des cierges' which means the 'keeper of the candles'. The keeper of the candles served visiting noble men at medieval castles.

Perhaps, it's one of the reasons why today concierge service is more popular among people who are top managers, VIP customers of banks, 5 stars' hotels, and rich corporations, who willingly outsource it to conserve time and energy effectively.

SuperSeva Premium Concierge Services > Why Concierge?

Problems

70% of the workers find it difficult to balance work and personal life contributing to 'Stress'

76% of the errands are done during an employee's work time

70% of workforce added will be woman in the next 10yrs and it will be quite difficult for them to balance both ends.

87% of workers are seeking companies which are flexible, Supportive and understanding of their personal needs.

Solutions

Concierge services greatly reduces the employees Stress level

Concierge services to employees is known to improve employee satisfaction, reduce absenteeism, and lower turnover

Employers are acknowledging the need and addressing the issues so that workbalance can be achieved by concierge

30% of the Top-Rated 100 Companies to Work For offer a concierge service to their employees for retention

SuperSeva Concierge Services



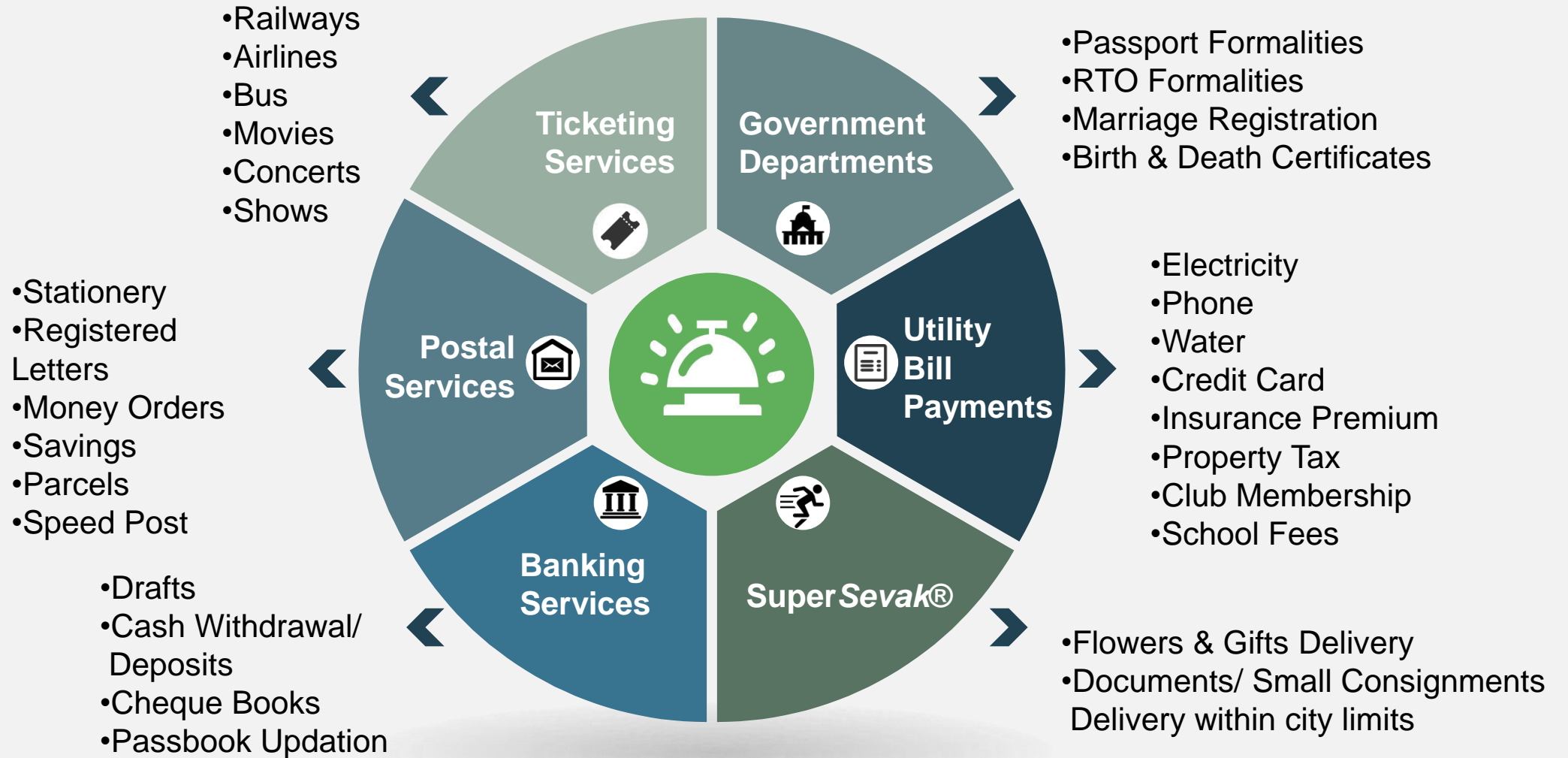
Concierge *Services*

With the unique perception of securing premier experiences that others cannot, SuperSeva offers its corporate members premium concierge services exclusive to our name alone. ***Inimitable experiences, blissful simplicity*** and ***timely delivery*** are just some qualities that you receive when you entrust your concierge needs to our company.

We operate on a highly personalized level which includes ***IT enabled delivery, Web based interface, Real time tracking*** etc to meet your needs until we are affirmed of your satisfaction. .

If perfection and transparency is what you seek from a service, settle for nothing less than the exquisite concierge services of SuperSeva.

What SuperSeva offers.



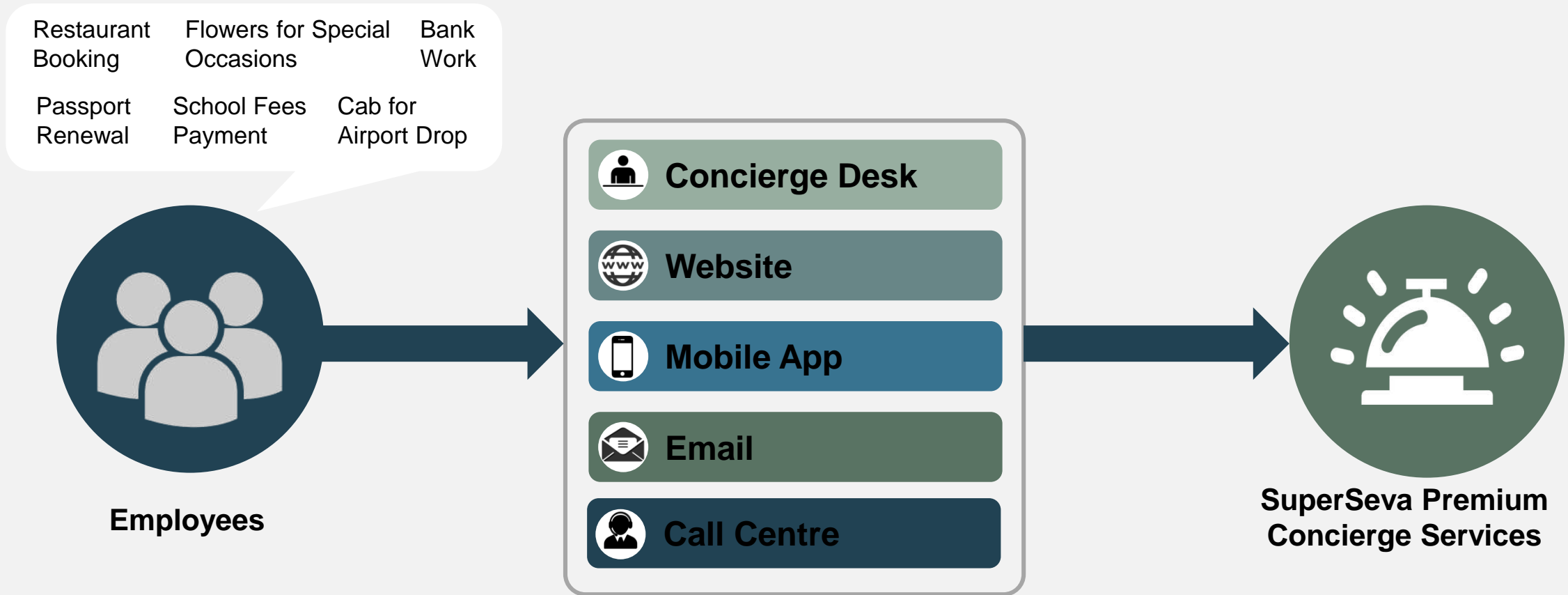
Why SuperSeva?





Premium Concierge Services Enterprises Service Portfolio

SuperSeva Premium Concierge Services > 5 Ways to Connect with Us

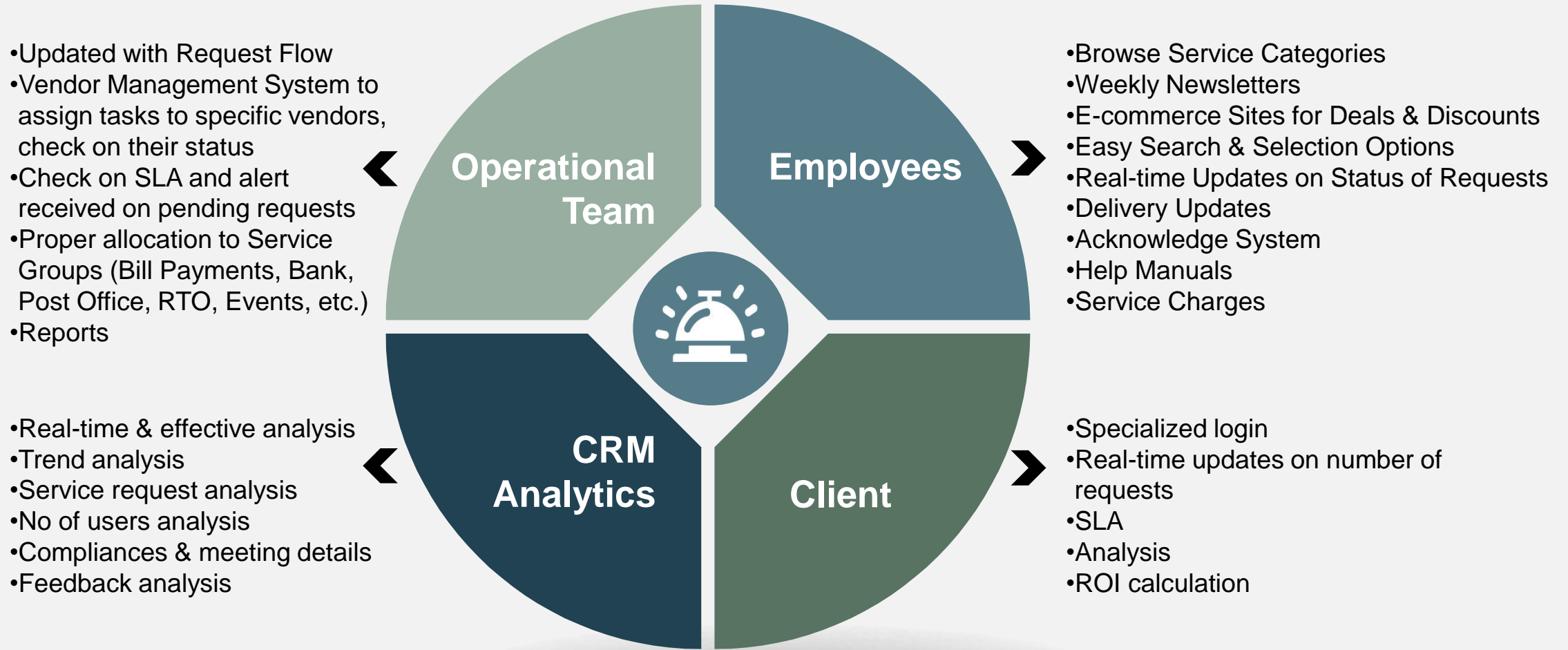


SuperSeva Premium Concierge Services

Status Check was Never this Simple!



SuperSeva Premium Concierge Services > Delivering Technology-driven Delight



SuperSeva Premium Concierge Services > **Technical Specifications**

Our Servers handle 13,000+ requests daily

2 Linux servers running 10 instances of Mongrel server in each

We have 2 separate Servers for QA and for UAT

Separate instances for handling requests which takes <1 second, especially for generating reports

Scheduled Server maintenance every 15 days

Backup taken daily, so no instance of lost data

Our Servers handle 40,000+ logins simultaneously and seamlessly

Consistent near-zero down time



Premium Concierge
Services Enterprises

Employee Account

Snapshots

SuperSeva Premium Concierge Services > SuperSeva Website

www.supersevaconcierge.com

The screenshot shows the SuperSeva website homepage. At the top, there is a navigation bar with links for Home, Services, Our Sectors, News & Blogs, Career, Learn More, About Us, and Contact Us. A search bar and user login fields are also present. The main banner features a pink background with the text "Delivery of Flowers" and "Arranged with care & hand-delivered right to the recipient's door." Below the banner, there are three columns of services: "Super Sevak Services" (listing RTO, Passport, Vehicle Insurance, etc.), "Passport" (listing Fresh Passport, Renewal, etc.), "RTO" (listing Fresh Driving License, Road Tax, etc.), and "Vehicle Insurance" (listing Two Wheeler, Four Wheeler). A "News & Events" section highlights a service camp at Hexagon, Hyderabad. The footer includes a Windows taskbar with the date 10-Apr-17 and time 2:21 PM.

SuperSeva Premium Concierge Services > SuperSeva Website

Home Page

Most popular services

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

Enter service name ... Search

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

- Credit Card Bill
- Electricity Bill
- Delivery to Courier Agents
- Enquiry for Vehicle Insurance
- Cheque Deposit
- Four wheeler Insurance
- DL - Two + Four wheeler
- Fresh Passport
- Loan Enquiry Form - Personal Loan
- Regd. letter, Parcel, SpeedPost
- IPL Tickets
- PAN Application
- Telephone Bill
- Loan Enquiry Form - Car Loan
- Life Insurance premium
- Train Ticket
- Loan Enquiry Form - Home Loan
- Two wheeler Insurance

Welcome Sreeram from SuperSeva Bangalore

You Have Reminder Set. [Click Here To See.](#)

Collection Agent : SuperSeva Office Visit Time: 09:00 AM - 06:00 PM Mobile No: 9686452450
Following are the requests for the last two months. For searching requests [click here](#)

REQUESTID	SERVICEAVALIED	STATUS	DETAILS	CANCEL
995782	Postpaid Mobile Bill	Cancelled	Details	N/A

Windows taskbar: Search the web and Windows, 2:22 PM 10-Apr-17

SuperSeva Premium Concierge Services > SuperSeva Website

Home Page

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

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- PAN Application
- Loan Enquiry Form - Car Loan
- Loan Enquiry Form - Home Loan
- Regd. letter, Parcel, SpeedPost
- Telephone Bill
- Life Insurance premium
- Train Ticket
- Two wheeler Insurance

Welcome Sreeram from SuperSeva Bangalore

You Have Reminder Set. [Click Here To See.](#)

Collection Agent : SuperSeva Office Visit Time:09:00 AM - 06:00 PM Mobile No:9686411450
Following are the requests for the last two months. For searching requests [click here](#)

REQUESTID	SERVICEAVALIED	STATUS	DETAILS	CANCEL
995782	Postpaid Mobile Bill	Cancelled	Details	N/A

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

2:22 PM 10-Apr-17

Details of services availed

SuperSeva Premium Concierge Services > SuperSeva Website

Home Page

The screenshot shows a web browser window displaying the SuperSeva website. The address bar shows the URL: https://support.superseva.com/customer/user_request_details. The page content includes a search bar, navigation links (HOME, LOGOUT), and a list of services. A table provides details for a specific request.

Request No.	995782	Request Date	27-03-2017	Services Status	Cancelled
Scheme Name	SuperSeva Bangalore	Mobile Bill Amount	0.0	Services Charge	0.0
Advance Payment		Total Bill payable to SuperSeva:	0.0		
Billing of Mobile Details					
Person Name	sree	Country Code	+91	Mobile Number	1234567890
Due Date	28-03-2017	Service Provider	AIRTEL	Any Other Information	
Bill Type	Postpaid Bill	Urgency	Normal		
Customer Details					
Name	Emailid	Contact Number			
Sreeram	sreeram@superseva.com	990208123			
Mobile Bill Payment Details					
Created By	maheshsupport	Support Remark	Test request		
Payment Option	Cash				

The background page shows a search bar with the text "Enter service name ...", a "Search" button, and a list of services including "DL - Two + Four wheeler", "Fresh Passport", "Life Insurance premium", and "Two wheeler Insurance". A table at the bottom shows the status of the request as "Cancelled" with a "Details" link.

Details of services availed

SuperSeva Premium Concierge Services > SuperSeva Website

Home Page

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

- Credit Card Bill
- Electricity Bill
- Delivery to Courier Agents
- Enquiry for Vehicle Insurance
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- PAN Application
- Loan Enquiry Form - Car Loan
- Life Insurance premium
- Loan Enquiry Form - Home Loan
- Regd. letter, Parcel, SpeedPost
- Telephone Bill
- Train Ticket
- Two wheeler Insurance

Welcome Sreeram from SuperSeva Bangalore

You Have Reminder Set. [Click Here To See.](#)

Collection Agent : SuperSeva Office Visit Time: 09:00 AM - 06:00 PM Mobile No: 9686452450
Following are the requests for the last two months. For searching requests [click here](#)

REQUESTID	SERVICEAVALIED	STATUS	DETAILS	CANCEL
995782	Postpaid Mobile Bill	Cancelled	Details	N/A

To-do List

April 2017

Su Mo Tu We Th Fr Sa

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

Search the web and Windows

2:26 PM 10-Apr-17

To-do List

Access to E-store and Newsletter

SuperSeva Website > Weekly Newsletter

New Tab x SuperCity/SuperSeva x +

File F:/July%20Newsletter/Blr%20-%20Chn/bangalore_d-ebay%20.html

SUPER CITY BENGALURU

SuperSeva
Enterprise Support Services
Delivered Professionally

www.superseva.com | info@superseva.com
+91 9590 901 901 | MON-FRI(09:00AM to 08:00PM) & SAT(09:00AM to 03:00PM)

f t in e

24th July
Love Parade Day
Week: 19th - 25th July

FEATURED SERVICE

Passport Services
New Passport, Renewal of passport, Minor Passport, Correction of passport, ECNR Update, Visa Assistance, etc.

Windows taskbar: Ps, Ai, X, S, Ps, Ae, ENG, 01:48 PM

SuperSeva Website > Service Request

The screenshot shows a web browser window with the URL https://support.superseva.com/bill_request/newelectricitybill/31282. The page features the SuperSeva logo and a call center number: +91-9590901901. A search bar is present with the text "Enter service name ...". The navigation menu includes: HOME, ABOUT US, CONTACT US, SERVICES CHARGES, and FAQ. A "Most Popular Services" section lists various services such as Credit Card Bill, Electricity Bill, Delivery to Courier Agents, Enquiry for Vehicle Insurance, IPL Tickets, PAN Application, Telephone Bill, Cheque Deposit, Four wheeler Insurance, Loan Enquiry Form - Car Loan, Life Insurance premium, Train Ticket, DL - Two + Four wheeler, Fresh Passport, Loan Enquiry Form - Home Loan, and Two wheeler Insurance. A personalized welcome message reads: "Welcome Sreeram from SuperSeva Bangalore". A "Todo List" sidebar shows a calendar for April 2017 with the 10th highlighted. The "Services" sidebar lists: Super Ticketing, Super Billing, Super Sevak, Super Post, and Super Bank. The main content area shows a form for "ELECTRICITY BILL" with a "Service Charge 0.0" and "Service Level Normal" dropdown. The form is divided into three steps: Step 1: Personal Details, Step 2: Service Details, and Step 3: Payment Information. The "Personal Details" section includes fields for Name (Sreeram), Email (sreeram@superseva.com), and Mobile Number (990208123). A "Continue" button is visible. A "Kindly Note" section contains two points: i. Fields marked with * are mandatory. ii. We do not accept post-dated cheques. We will accept cheques pertaining to the date of services being availed.

Easy 3-step process

SuperSeva Website > Service Request

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

- Credit Card Bill
- Electricity Bill
- Delivery to Courier Agents
- Enquiry for Vehicle Insurance
- Cheque Deposit
- Four wheeler Insurance
- DL - Two + Four wheeler
- Fresh Passport
- Loan Enquiry Form - Personal Loan
- PAN Application
- Loan Enquiry Form - Car Loan
- Life Insurance premium
- Regd. letter, Parcel, SpeedPost
- Telephone Bill
- Train Ticket
- Two wheeler Insurance

Welcome Sreeram from SuperSeva Bangalore

ELECTRICITY BILL

Service Charge 0.0 Service Level: Normal

Step 1: Personal Details Step 2: Service Details Step 3: Payment Information

Name: Sreeram
Email: sreeram@superseva.com
Mobile Number: 990208123

If you want to modify your personal details then [click here](#)

Continue >>

Kindly Note:
i. Fields marked with * are mandatory.
ii. We do not accept post - dated cheques. We will accept cheques pertaining to the date of services being availed .

Services:
Super Ticketing
Super Billing
Super Sevak
Super Post
Super Bank

Windows taskbar: Search the web and Windows, 2:32 PM 10-Apr-17

Personal details

SuperSeva Website > Service Request

SuperSeva
Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

Enter service name ... Search

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

Most Popular Services

- Credit Card Bill
- Electricity Bill
- Delivery to Courier Agents
- Enquiry for Vehicle Insurance
- IPL Tickets
- PAN Application
- Telephone Bill
- Cheque Deposit
- Four wheeler Insurance
- Loan Enquiry Form - Car Loan
- Life Insurance premium
- Train Ticket
- DL - Two + Four wheeler
- Fresh Passport
- Loan Enquiry Form - Home Loan
- Two wheeler Insurance

Loan Enquiry Form - Personal Loan
Regd. letter, Parcel, SpeedPost

Welcome Sreeram from SuperSeva Bangalore

Todo List

2017

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

ELECTRICITY BILL

Service Charge 0.0 Service Level Normal

Step 1 : Personal Details Step 2 : Service Details Step 3 : Payment Information

Customer Name* Sreeram (On whose name the electricity connection is registered, as appearing on the Electricity bill)

Sub-Divison* C3 Jalahally, Yeshwantpur RR Number* 123456

Bill Number* 123456 Due Date 10-04-2017

Account Number* 123456

Any Other Information

<< Back Continue >>

Service
Details

SuperSeva Website > Service Request

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

SuperSeva E-store | Newsletter | HOME | LOGOUT

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- Train Ticket
- Two wheeler Insurance

Welcome Sreeram from SuperSeva Bangalore

Todo List

Su Mo Tu We Th Fr Sa

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

ELECTRICITY BILL

Service Charge 0.0 Service Level Normal

Step 1 : Personal Details Step 2 : Service Details Step 3 : Payment Information

Electricity Bill Amount 1700

Total Amount Payable to Superseva 1700

VeriSign Secure Payment Gateway gives you complete satisfaction of us, your information is secure at our end. We will process your order.

Payment Option*

- Pay By Cash
- Pay By Cheque
- Pay by Bank Transfer
- Pay By Card

<< Back Submit

4 Payment Modes

payment transactions with details of your payment.

SuperSeva Website > SLA Levels

The screenshot shows the SuperSeva website interface. At the top, there is a navigation bar with links for HOME, ABOUT US, CONTACT US, SERVICES CHARGES, and FAQ. Below this is a search bar and a call center number: +91-9590901901. The main content area displays a welcome message for Sreeram from SuperSeva Bangalore. A sidebar on the left contains a 'Todo List' with a calendar for April 2017 and a 'Services' menu with options like Super Ticketing, Super Billing, Super Sevak, Super Post, and Super Bank. The main form is titled 'ELECTRICITY BILL' and includes a 'Service Level' dropdown menu. The dropdown menu is open, showing four options: Normal, Critical, Urgency, and SOS. The form also displays the Electricity Bill Amount (1700) and Total Amount Payable to Superseva (1700). Payment options include Pay By Cash, Pay By Cheque, Pay by Bank Transfer, and Pay By Card. A 'Submit' button is visible at the bottom right of the form.

Call Center no. +91-9590901901
If you would like to receive a call from our executive, then please fill in the form [Click Here](#)

SuperSeva E-store | Newsletter | HOME | LOGOUT

HOME ABOUT US CONTACT US SERVICES CHARGES FAQ

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- Loan Enquiry Form - Car Loan
- Life Insurance premium
- Telephone Bill
- Train Ticket
- Two wh

Welcome Sreeram from SuperSeva Bangalore

Todo List

April 2017

Su Mo Tu We Th Fr Sa

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30

Services

- Super Ticketing
- Super Billing
- Super Sevak
- Super Post
- Super Bank

ELECTRICITY BILL

Service Charge 0.0 Service Level Normal

Step 1 : Personal Details Step 2 : Service Details Step 3 : Payment Information

Electricity Bill Amount 1700

Total Amount Payable to Superseva 1700

VeriSign Secure Payment Gateway gives you complete satisfaction of your account information and payment transactions with us. your information is secure at our end. We will process your order once we receive confirmation details of your payment.

Payment Option*

- Pay By Cash
- Pay By Cheque
- Pay by Bank Transfer
- Pay By Card

<< Back Submit

• Normal
• Critical
• Urgency
• SOS



**Premium Concierge
Services Enterprises
Back-end Operations**

SuperSeva Premium Concierge Services > **Back-end Operations**



Support Login



Administrator Login



Super User Login



Desk Executive Login



Operations Group (OG) Login

Back-end Operations > Desk Executive Login

The screenshot shows a web browser window with the URL `support.superseva.com/login/login`. The browser's address bar includes navigation icons and a search engine (Google). Below the address bar, there are tabs for 'Most Visited', 'Getting Started', 'Suggested Sites', and 'Web Slice Gallery'. A search bar is visible with the text 'Web Search'. The main content area features the SuperSeva logo on the left, which includes a purple checkmark icon and the text 'SuperSeva Enterprise Support Services Delivered Professionally'. To the right of the logo is a login form with two input fields: 'User Name:' and 'Password:'. Below these fields are two buttons: 'Login' and 'Reset'. At the bottom of the page, there are two sidebars. The left sidebar is titled 'Find us on Facebook' and shows the SuperSeva Services Facebook page profile, including a 'Like' button and a notification that '7,599 people like SuperSeva Services.' Below this is a row of profile pictures. The right sidebar is titled 'SUPER CITY - Weekly Newsletter' and lists several cities: Bangalore, Mumbai, Chennai, Kolkata, Delhi, Pune, and Hyderabad.

Home Page with All Requests

support.superseva.com/process_request/help_land

Most Visited Getting Started Suggested Sites Web Slice Gallery

Web Search #204,218 #22,825

SuperSeva
Enterprise Support Services
Delivered Professionally

Enter service name ... Search Home | Logout

Supercity Newsletters Bangalore Hyderabad Chennai Mumbai Delhi Pune Kolkata

Please update the status of following requests. For searching request [CLICK HERE](#)
Note: Request Ids in red color exceeds the SLA Time.

Requests Listings

RequestId	Date	Request Name	edit	Status Remark	Status	Paid by NetBanking
553078	14-06-2013	Fresh Passport			Initialized	No
558027	27-06-2013	Online - Credit Card Payment	Edit		Initialized	No
558028	27-06-2013	Online - Electricity bill	Edit		Initialized	No
558029	27-06-2013	Online - Payment of Life Insurance Premium	Edit		Initialized	No

Talk to customers about e-commerce of SuperSeva and share the link given with all of them. [Click Here](#)

SuperSeva
Managed Services for Global Enterprises

Status Displays

support.superseva.com/process_request/help_land

Most Visited Getting Started Suggested Sites Web Slice Gallery

Web Search #204,218 #22,825

SuperSeva
Enterprise Support Services
Delivered Professionally

Enter service name... Search Home | Logout

Supercity Newsletters Bangalore Hyderabad Chennai Mumbai Delhi Pune Kolkata

Please update the status of following requests. For searching request [CLICK HERE](#)
Note: Request Ids in red color exceeds the SLA Time.

RequestId	Date	Request Name	edit	Status Remark	Status	Paid by NetBanking
553078	14-06-2013	Fresh Passport			Initialized	No
558027	27-06-2013	Online - Credit Card Payment	Edit		Work In Progress	No
558028	27-06-2013	Online - Electricity bill	Edit		Cancelled	No
558029	27-06-2013	Online - Payment of Life Insurance Premium	Edit		Completed	No

Initialized
Work In Progress
Completed
Cancelled
Closed
Cancelled & Closed
Pending
Completed With Delay
Initialized by Help Desk
Initialized

Status

Talk to customers about e-commerce of SuperSeva and share the link given with all of them. [Click Here](#)

Operations Group (OG) Owner Login

The screenshot shows a web browser window with the URL `support.superseva.com/admin`. The browser's address bar includes navigation icons, a search bar with the text "Web Search", and several utility icons. The browser's toolbar shows "Most Visited", "Getting Started", "Suggested Sites", and "Web Slice Gallery".

The main content area features the SuperSeva logo on the left, which includes a purple checkmark icon and the text "SuperSeva Enterprise Support Services Delivered Professionally". To the right of the logo is a "Logout" link. Below the logo is a vertical menu with the following items: "Get Requests", "Show Requests", "Vendor Assign", "Request Process", "Train Details", "Air Lines Details", "Bus Details", "Request Reports" (highlighted), "Requests Reports", "Search Request", and "Change Password".

The main content area also displays a "Welcome" message with the following details:

Welcome
Name: maheshkumar
Role: OG Member

Operations Group (OG) Billing

The screenshot shows a web browser window with the URL `support.superseva.com/process_request/ogrequest`. The page features the SuperSeva logo and a navigation menu on the left. The main content area displays a table titled "Requests Listings" with the following data:

RequestId	Date	Request Name	Status Remark	Status	Paid by NetBanking
<input type="checkbox"/> 557864	26-06-2013	Water Bill		Initialized	No
<input type="checkbox"/> 557837	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/> 557839	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/> 557841	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/> 557842	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/> 557849	26-06-2013	Mobile Bill		Initialized	No
<input type="checkbox"/> 557920	26-06-2013	Mobile Bill		Initialized	No

A callout box on the right side of the image contains the text: "All Bills Requests from all corporates in a specific city".



**SuperSeva deploys a proprietary
CRM Tool for every Client
for Real Time Analytics**

Customer Feedback Report Analysis

← → × https://support.superseva.com/process_request/feedback_report ☆


Enterprise Support Services
Delivered Professionally
Home | Logout

Contract

Cross Sales & NBO

Client Meeting

Desk Visit

Reports

Reports

Client Meeting

Desk Visit

KYC

Compliance Sheet

Marketing

New User Data

New User Report

Request Report

Service Charge Report

SnapShot to Category

Reference table for Slab,Category

Invoice

Customer Feedback Report

Customer Feedback Report

From Date:

To Date:

Select Scheme:

S No	Date	Request Id	Scheme Name	Responsiveness / Reliability / Dependability / Honesty	Knowledge level of our executive	Communication level of our executive	Time taken to complete the given task	Satisfaction with our service	Our service charges	Recommend our service to others	Improving your "Quality of Life"	Interested to know more details about the following products	Suggestions	Service Name	City
1	01-04-2013	528076	Texas C V Raman nagar Bangalore	Good	Good	Good	Good	Good	Nominal	Yes	Yes	--- - Holiday Packages	Keep up the good work!!	Delivery to Courier Agents	Bangalore
2	02-04-2013	528052	JDA Software Pvt Ltd Yemlur Bangalore	Excellent	Excellent	Excellent	Excellent	Excellent	Economic	Yes	Yes	--- - Holiday Packages	-	Stamp Paper	Bangalore
3	02-04-2013	528467	Logica Pvt Ltd Bangalore	Excellent	Excellent	Excellent	Excellent	Excellent	Nominal	Yes	Yes	--- - Not Required	-	Electricity bill	Bangalore
4	03-04-2013	528963	Logica Pvt Ltd Bangalore	Excellent	Excellent	Excellent	Excellent	Excellent	Nominal	Yes	Yes	--- - Not Required	-	Making of Demand Drafts	Bangalore
5	05-04-2013	522647	Infinite Computer EPIP Bangalore	Good	Good	Good	Average	Good	Economic	Yes	Yes	--- - Not Required	-	Renewal Of Passport	Bangalore

Compliance Desk: Audit Form

← → ↻ https://support.superseva.com/employee/create_desk

+ ▾ drop box Search ▾ Setup ▾ No client ready

Enterprise Support Services
Delivered Professionally

Contract

Cross Sales & NBO

Client Meeting

Desk Visit

Reports

Reports

Client Meeting

Desk Visit

KYC

Compliance Sheet

Marketing

New User Data

New User Report

Request Report

Service Charge Report

Facilities in Desk

Scheme Name

<input type="checkbox"/> Ack Slip	<input type="checkbox"/> Ledger Book
<input type="checkbox"/> Regular Posters	<input type="checkbox"/> Notice Posters
<input type="checkbox"/> Value Added Current	<input type="checkbox"/> Service Booklets
<input type="checkbox"/> Service Charge Sheet	<input type="checkbox"/> Vendor Charges Sheet
<input type="checkbox"/> Help Desk Manual	<input type="checkbox"/> System
<input type="checkbox"/> Internet	<input type="checkbox"/> Email Access
<input type="checkbox"/> Telephone Line	<input type="checkbox"/> Notice Board
<input type="checkbox"/> Locker Facilities	

Suggestion

Signature of Admin

[Back](#)

Weekly Analysis to Gauge/ Improve Client Service Utilization

Client identity has been masked for confidentiality reasons



Client Meeting Form



[Home](#) | [Logout](#)

- Contract
- Cross Sales & NBO
- Client Meeting
- Desk Visit
- Reports
- Reports
- Client Meeting
- Desk Visit
- KYC
- Compliance Sheet
- Marketing
- New User Data
- New User Report
- Request Report
- Service Charge Report
- SnapShot to Category
- Reference table for Slab, Catagory
- Invoice
- Customer Feedback Report

Client Meeting

Date	<input type="text" value="09-04-2013"/>		
Time	<input type="text"/>	Schemes	<input type="text" value="Please Select"/>
Location	<input type="text"/>	Contact Person	<input type="text"/>
MOM	<input type="text"/>	Action Point	<input type="text"/>

Feedback on Services

If any Escalations	<input type="text"/>
Feedback on Events & Camps	<input type="text"/>
Feedback on New Requirements	<input type="text"/>
	<input type="button" value="Submit"/>

SuperSeva Premium Concierge Services > Advantages

Transparency

- › Escalation Matrix available at every Concierge Desk
- › Special Login to Admin / HR for Real-time Report

**CRM
Executive**

**Country Head
CRM**

**Head
Concierge
Operations**

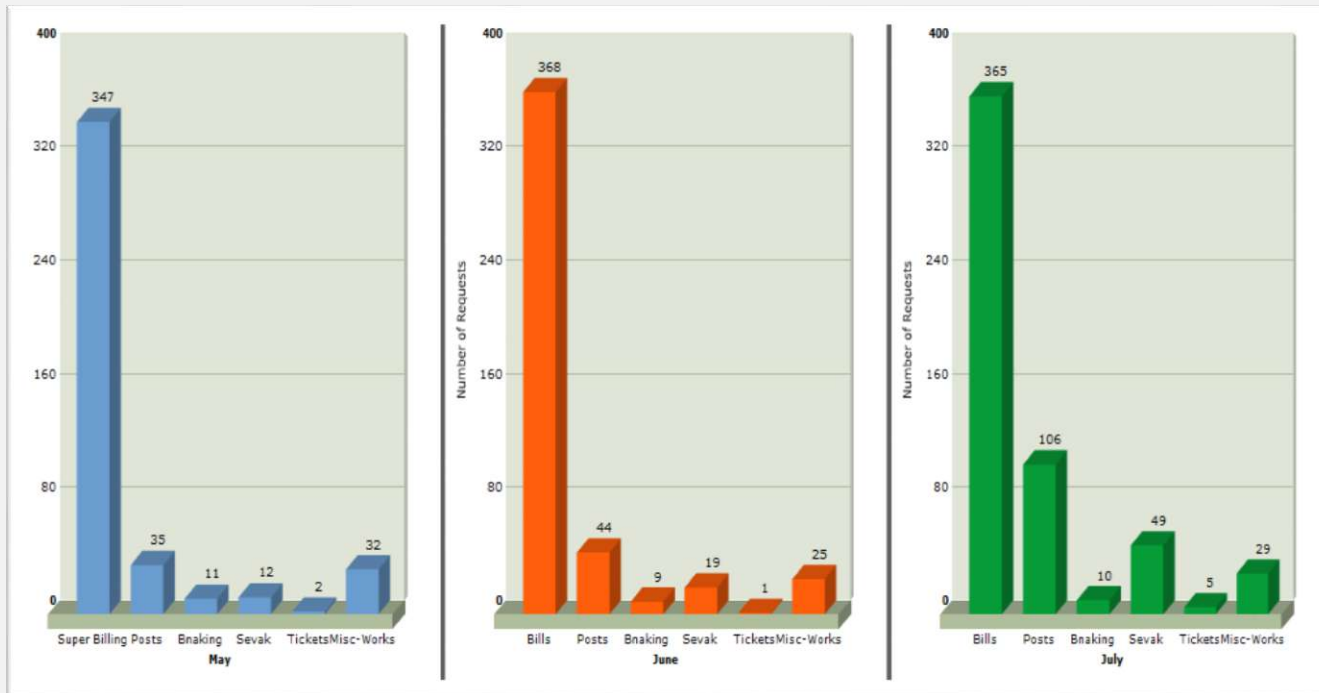
**Country Head
Operations**

CEO

SuperSeva Premium Concierge Services > Advantages

Management Information System

> Weekly/ Monthly / Quarterly MIS Reports: System Generated Visually Rich Graphical UI



SuperSeva Customer Support Center

Report of Requests from 2011-01-08 00:00:00 to 2013-01-09 00:00:00

S No	Date	Request Id	Customer Name	Customer Emailid	Scheme Name	Designation	Service Name	Service Level	Service Charge	Status	Cost Of Service(Cash)	Cost Of Service(Cheque)	Cash/Bank	Location
902	08-01-2013/15.36	499774	pankaj	pankaj@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Delivery to Courier, Agents	Normal	15.0	Initialized	0.0		Cash	Bangalore
901	08-01-2013/10.39	499486	manasa	manasa@srishitsoft.com	Srishi Software Bangalore	Others	Online - Schools Fee	Normal	0.0	Cancelled	0.0		Cash	Bangalore
900	04-01-2013/18.52	498819	manasa	manasa@srishitsoft.com	Srishi Software Bangalore	Others	Online - Gas Bill	Normal	0.0	Cancelled	0.0		Cash	Bangalore
899	02-01-2013/13.22	497486	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Air Ticket	Normal	0.0	Completed	8451.0		Cash	Bangalore
898	21-12-2012/10.08	494884	manasa	manasa@srishitsoft.com	Srishi Software Bangalore	Others	Online - Events Booking	Normal	300.0	Cancelled & Closed	0.0		Cash	Bangalore
897	20-12-2012/15.47	494675	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Closed	591.0		Cash	Bangalore
896	20-12-2012/15.24	494624	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Cancelled	559.0		Cash	Bangalore
895	20-12-2012/15.22	494617	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Cancelled	559.0		Cash	Bangalore
894	20-12-2012/15.13	494596	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Cancelled	559.0		Cash	Bangalore
893	20-12-2012/15.10	494587	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Cancelled	559.0		Cash	Bangalore
892	20-12-2012/15.07	494583	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Closed	0.0		Cash	Bangalore
891	20-12-2012/15.04	494578	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Closed	731.0		Cash	Bangalore
890	20-12-2012/14.59	494574	Abhijit	Abhijit@srishitsoft.com	Srishi Software Bangalore	Software Engineer	Payment of Internet Bill	Normal	0.0	Closed	1234.0		Cash	Bangalore

SuperSeva Premium Concierge Services > Advantages

Dedicated CRM for Every Client



*Weekly Analysis to Gauge/ Improve Client Service Utilization.
Client identity has been masked for confidentiality reasons.*

**CRM Analytical tool to Gauge/
Improve Client Service Utilization**

CRM KRAs

- › Increase Utilisation
- › Increase New Users
- › Enhance Awareness of Desk Executives
- › Mentor and Monitor Desk Executives
- › Audit Desks
- › Weekly or Monthly Client meeting
- › Conduct Value-added events

SuperSeva Premium Concierge Services > **Advantages**

Operational Excellence



Robust, Diligent Operations Team focussed on delivering Client Delight

- › **Near-zero error rate:** 0.05 %
- › **Multiple check points**
- › **Dedicated SPOC:** Account Managers for each corporate client
- › **Recruitment:** Stringent process with background verifications

SuperSeva Premium Concierge Services > Events Management



SuperSeva Premium Concierge Services > Events Management

- Personality Development Trainings
- Weekly activities at Work floor / Cafeteria/ Common area
- Fun Day at Work, e.g. *Thank God Its Monday, Fundoo Friday*
- Corporate Day Out
- Conference/ Seminar Organizing

- Customized travel to Resorts, Exotic Locations
- Lunch / Dinner Party
- Event/ Movie Tickets
- Special Concepts, e.g. *Moonlight Cycling, Adventure Trips*

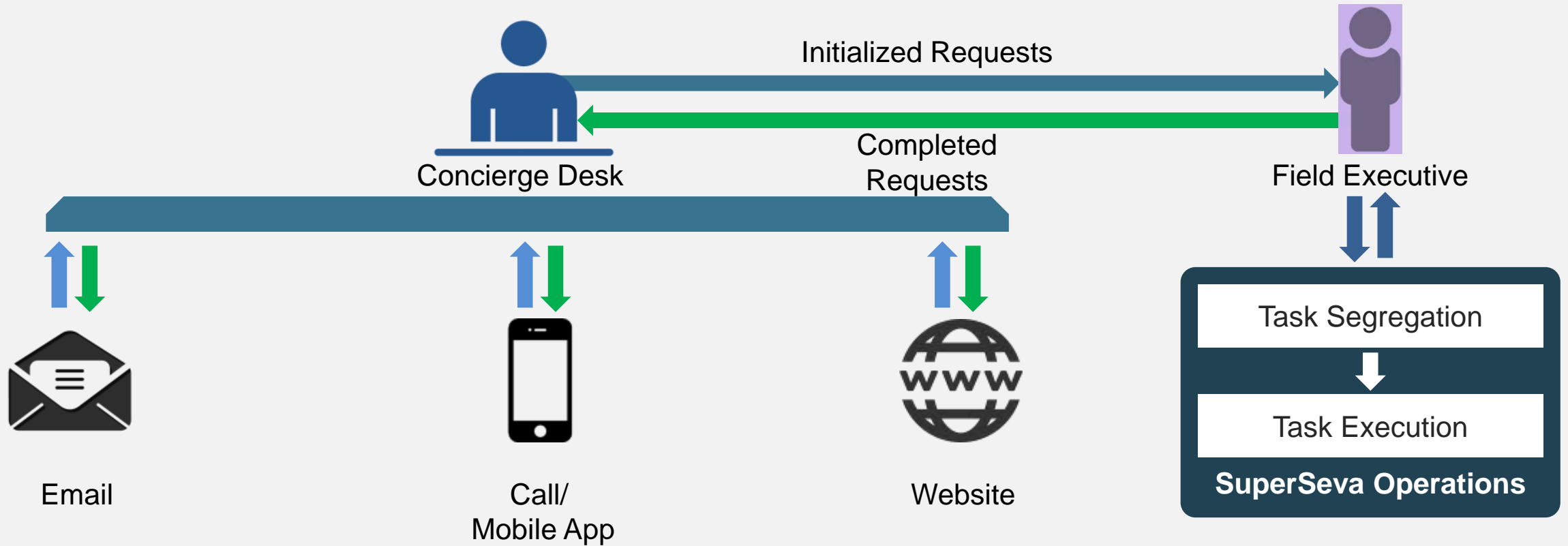


- Ideas and Suggestions
- Venue Selection
- F&B
- DJ/ Music
- Fashion Shows
- Theme-based Events
 - > *Red Carpet*
 - > *Back in the Days*
 - > *Casino Royale*
 - > *Angels & Demons*
 - > *Arabian Nights*
 - > *Masquerade*
 - > *Bollywood*
- Organic Food Festival
- Chat Stalls
- Festival Feast

SuperSeva Premium Concierge Services > Events Management > Snapshots



SuperSeva Premium Concierge Services > Multi-channel Delivery Framework



SuperSeva Premium Concierge Services > Exceptional Advantages

24x7 Availability via Multiple Service Request Channels



Concierge Desk



Email



Website



Mobile App



Call Centre

Agile Acknowledgement System



E –receipt



Acknowledgement
Slip



Premium Concierge Services Enterprises Comparative Analysis



Premium Concierge Services Enterprises

Images

SuperSeva Premium Concierge Services > Images



SuperSeva Premium Concierge Services > Images



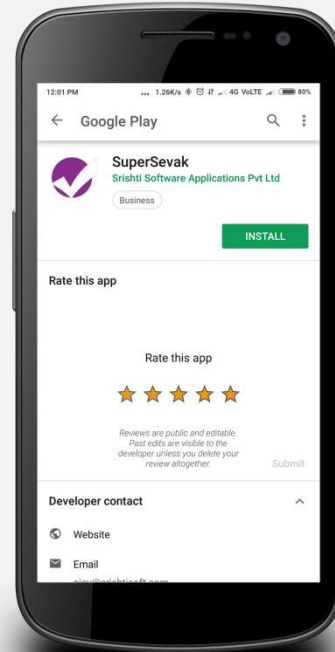
SuperSeva Premium Concierge Services > Images



SuperSeva Digital Kiosk & Mobile App > Images



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SuperSeva Premium Concierge Services > **Next Steps**

1

SuperSeva shares SLA and Escalation Matrix

2

Client signs SLA and issues PO.

3

2-week Lead Time for Service Commencement / Transition



Premium Concierge
Services Enterprises

THANK YOU



Other

Enterprise Support

Services

Delivering Comprehensive, End-to-end Support Services Across the Enterprise



**Premium Concierge
Services**



**Facilities
Management**



**Hospital & Mall
Concierge**



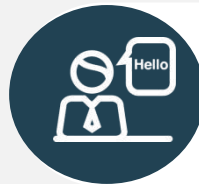
Managed Services



**Automated
Mail Room**



Asset Management



**Managed
Front Office**



**Petty Cash
Management**



**Stamping
& Franking**

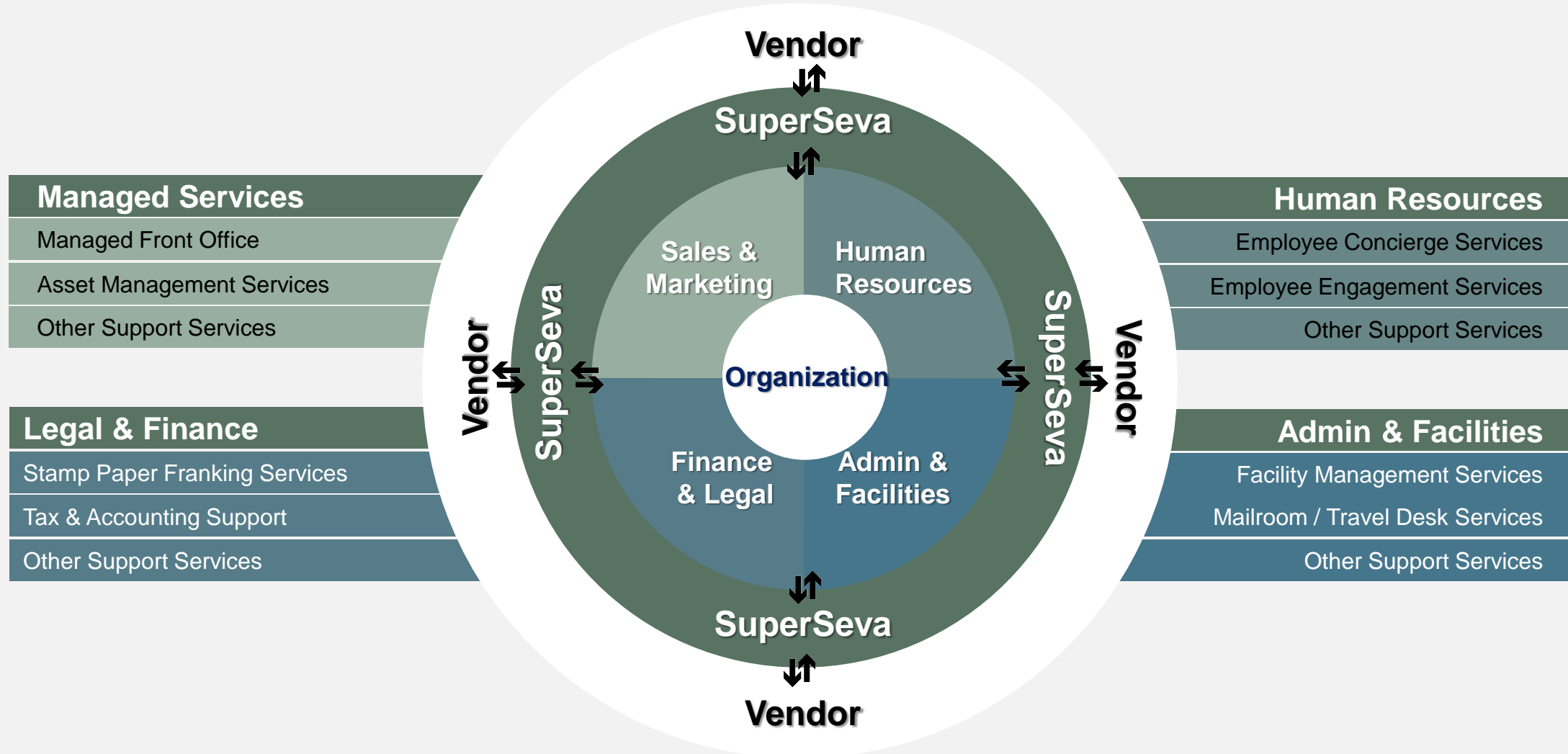


Staffing Services



**Enterprise Event
Management**

SuperSeva Enterprise Support Services: Framework





SuperSeva

Managed Services for Global Enterprises

**YOUR TRUSTED GLOBAL PARTNER
FOR COMPLETE ENTERPRISE SUPPORT**

Thank You!