



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



SuperSevak

Virtual Concierge Assistant for Your Employees

powered by



Does your employees lack time to complete their personal tasks or to-do-list?

Let our Personal Concierge Assistants help your employees complete the tasks



Does your employees worried about their work life balance?

Let our tailor made solution help employees , while they can enjoy the finer things in life.



Do you want to provide a world class employee benefit program to your employees ?

We can give you a technology enabled cost effective and most appreciated concierge solution



Concierge Services For Employees > Why SuperSevak?

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

SuperSevak services greatly reduces the employees Stress level

SuperSevak 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 SuperSevak

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

Your Employees Can Outsource

- Things they hate doing.
- Things they can't do themselves
- Things they shouldn't be doing.

“SuperSevak” can
handle more than 100
Services for your
employees



**Simplify busy life of your employees
with the advantages of
“SuperSevak” at a fraction of the cost.**



SuperSevak ? > Dedicated Virtual Assistant for Employees



- **“SuperSevak“ is a Virtual Concierge Assistant dedicated to serve your employees**
- **“SuperSevak“ will take care of all personal services requirements of your employees while they focus more on professional work**
- **“SuperSevak“ can be reached over app, call centre and email support**
- **“SuperSevak“ make sure your employee’s requirements are fulfilled by coordinating with supporting team**

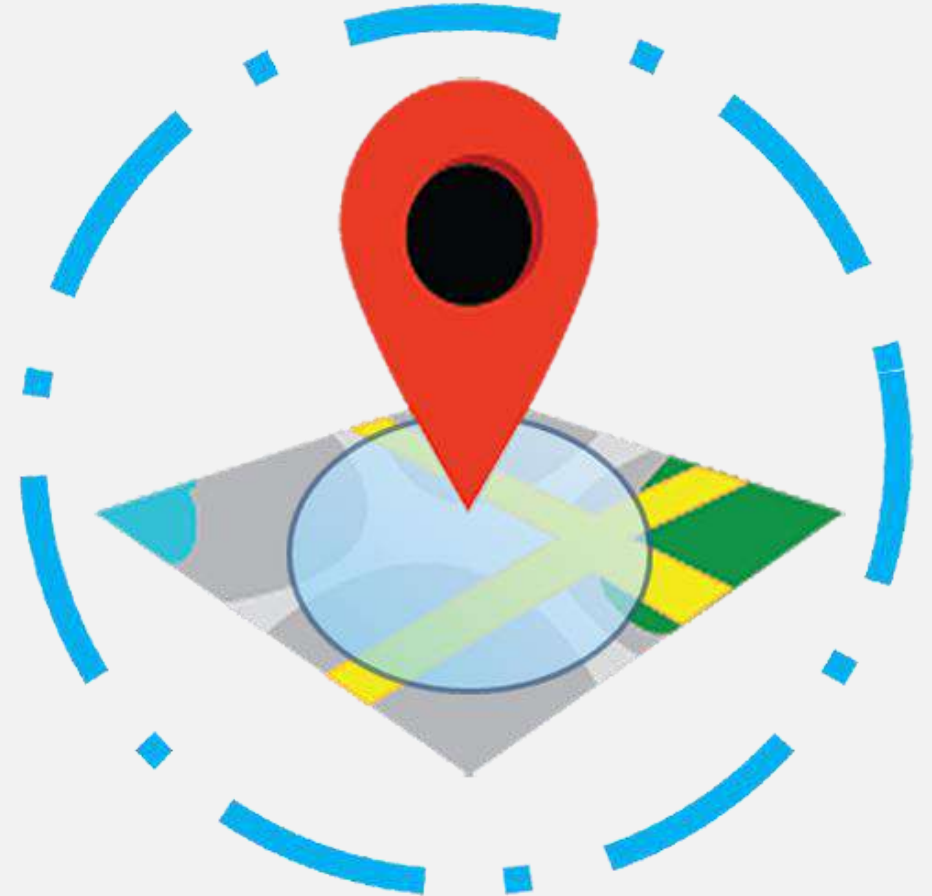
“SuperSevak” is a customized concierge solution > What are the benefits

- **Customize services as per your employee’s requirement**
- **No need of physical help desk as all request managed by dedicated virtual concierge executive**
- **Can be extended to employees working remotely or PAN India**
- **Create exclusive offers, deals and discount for your employees**
- **Integrate your employee rewards, gifting , team outing etc**
- **We can also create a dedicated login for Admins/ HRs for corporate purchases**



PAN India Services > Employees can get assistance when working from home/ travelling

- Our presence across PAN India will ensure services are delivered without any hassles
- We have wide network of field representatives and vendor network
- Employee can avail any services on the go

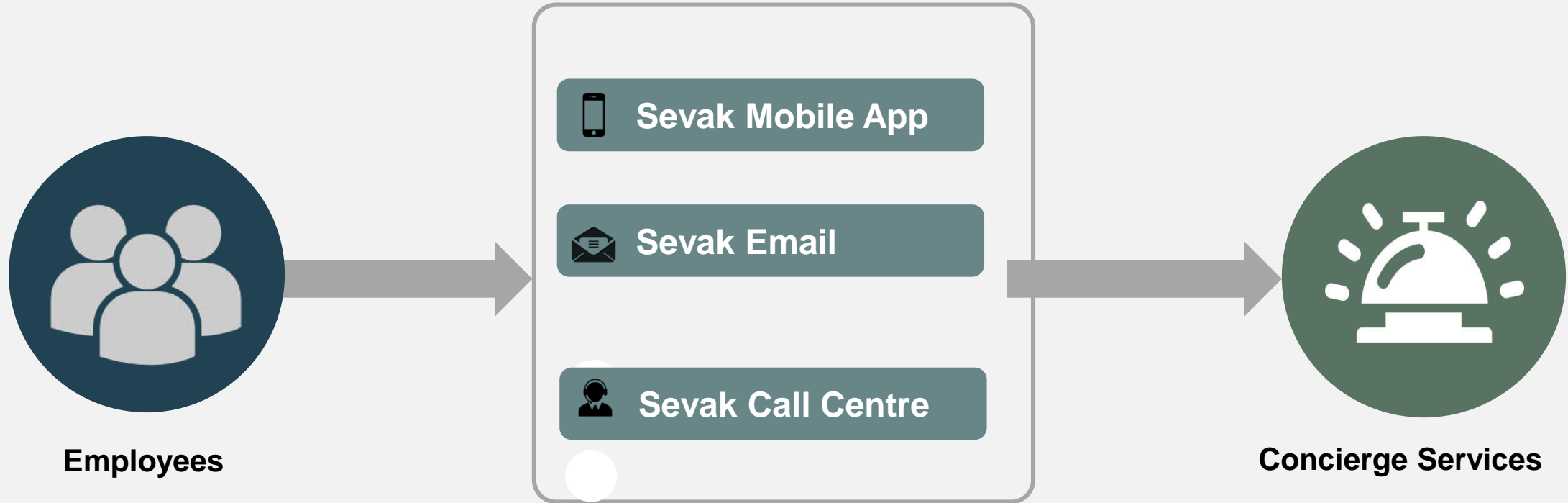


Services at glance > Complete customizable regular and value added services



- **We can enable or disable services based on corporate guidelines**
- **This will ensure that services are most customized to your employees**
- **We can introduce seasonal services or on demand services based on employee survey**
- **Create exclusive offers, deals and discount for your employees**

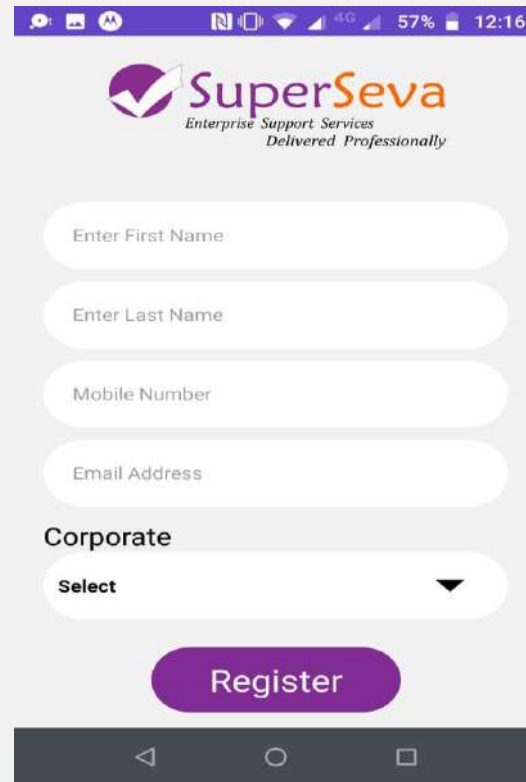
To Avail Services > Ways to Connect with “SuperSevak”



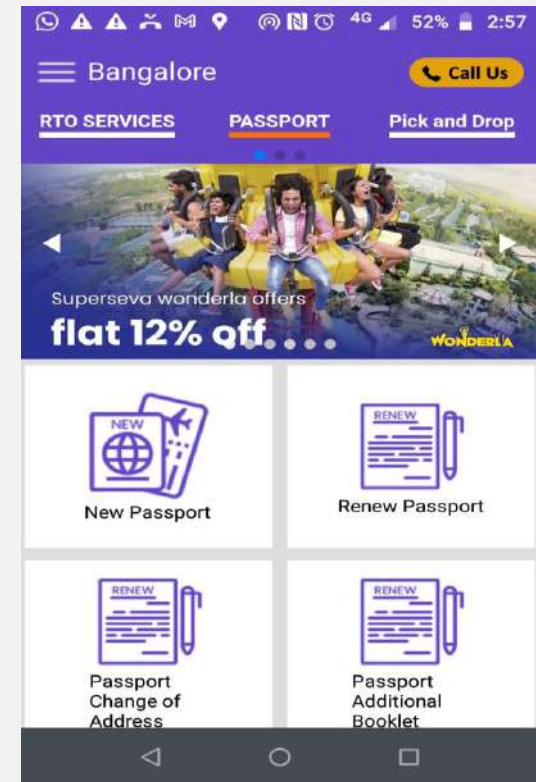
Sevak App > Download , Register and Avail All Services at your fingertip



Download App



Register and Login



Start Availing Services

Overview of Services > Essential Services



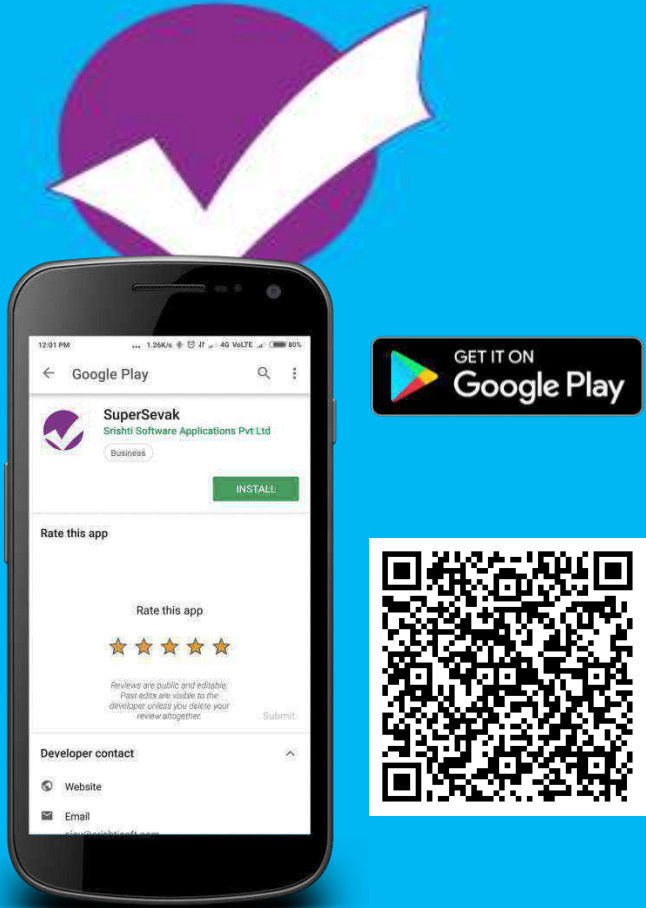
**Bill Payments
(150 Plus Biller)**

**Pick and Delivery
(Documents/ Parcels etc)**



**Flower and Cake
Delivery**

Overview of Services > All Government Related Works



12:01 PM 100% 4G LTE

← Google Play

SuperSevak
Srishti Software Applications Pvt Ltd
Business

INSTALL

Rate this app

Rate this app

★★★★★

Reviews are public and editable. Past edits are visible to the developer unless you delete your review altogether. Submit

Developer contact

- Website
- Email



Overview of Services > All Government Related Works



**Gift Vouchers
(Offline and Online Brands)**

Discount Offers & Cash Back Card

Superseva wonderla offers **flat 12% off**

SUPER SEVA CASH BACK CARD

UPTO 15% CASHBACK AND SHOPPING POINTS

Collect Your Cash Back Card at SuperSeva Help Desk

cashback world

SUPER CITY BENGALURU

SuperSeva
Enterprise Support Services
Delivered Professionally

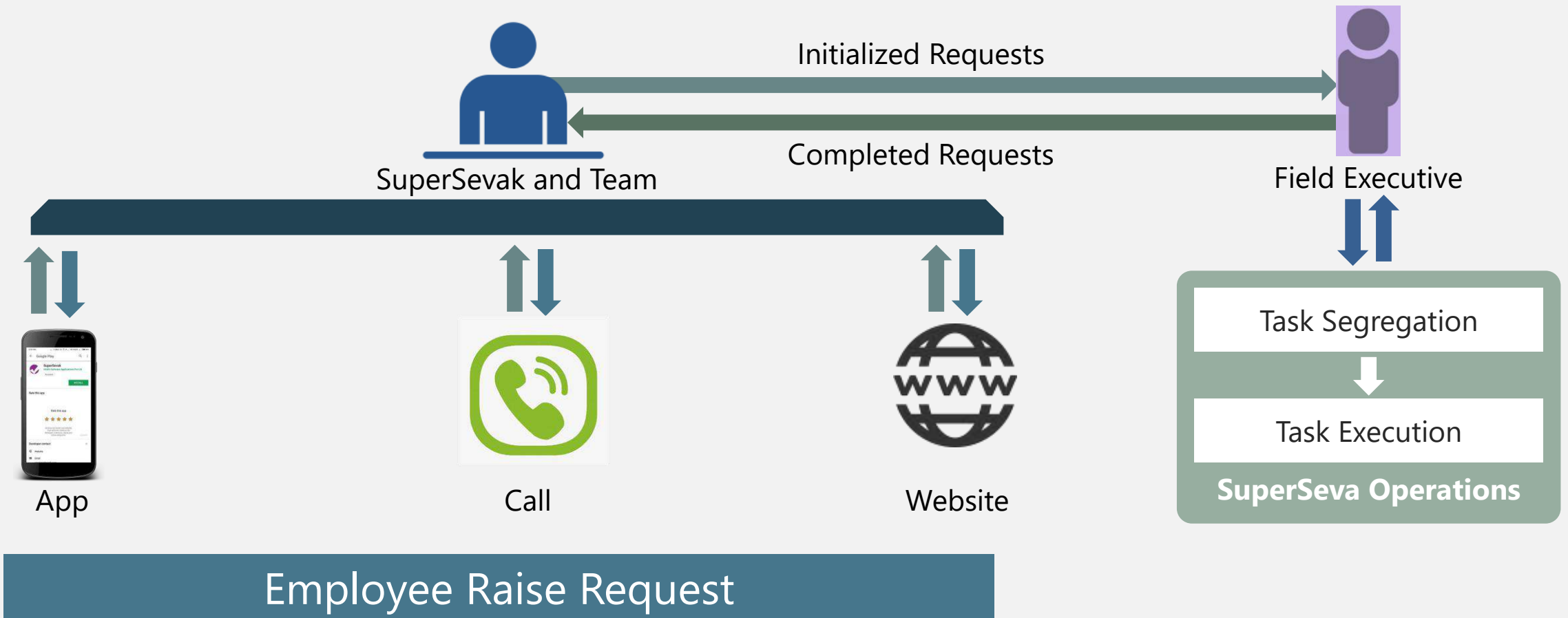
www.superseva.com | info@superseva.com
+91 9590 901 901 | MON-FRI(09:00AM to 08:00PM) & SAT(09:00AM to 03:00PM)

World Tourism Day

27th Sep Week: 26th - 02nd Oct

SuperCity City Specific Events and Webinars

Operation Overview > Multi-channel Delivery Framework



Operation Overview > Multi-channel Delivery Framework

Operational Excellence



Robust, Diligent Operations Team focussed on delivering Client Delight

- › **Near-zero error rate:** 0.005 %
- › **Multiple check points**
- › **Dedicated SPOC:** Account Managers for each corporate client
- › **Recruitment:** Stringent process with background verifications



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Thank You!