**SuperSeva**

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**

Dun and Bradstreet Verified

ISO 900001:2015

RBA Compliance

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# 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

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# Delivering Delight as the Extended Managed Services Arm
# of Leading Enterprises

# SuperSeva

# IT Asset
# Management

# Introduction to SuperSeva IT Asset Management

IT assets, such as hardware, software, and data, play a critical role in the productivity and efficiency of your business. Therefore, it is essential to manage them effectively to maximize your return on investment (ROI).

SuperSeva Global's IT asset management ensures best practices and maximize ROI with effective IT asset management services.

We manage IT assets, including hardware, software, and data, throughout their life cycle. We offer comprehensive approach that includes procurement,

deployment, maintenance, and disposal of IT assets. The goal of SuperSeva is to optimize asset usage, reduce costs, and ensure compliance with regulations.
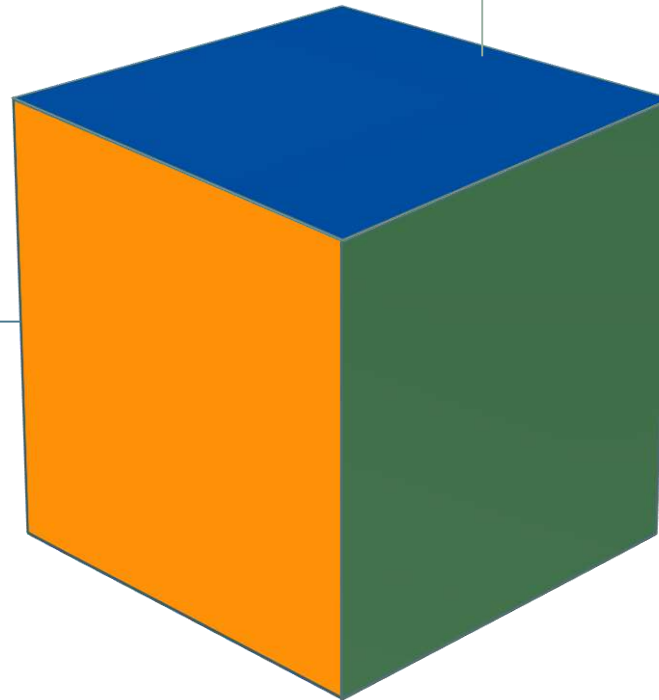
We take care of tracking and managing IT assets from the moment they are acquired until they are retired. It includes monitoring the performance of IT assets, identifying potential issues, and resolving them before they become major problems. ITAM also involves managing the risks associated with IT assets, such as security threats and compliance issues.

# Benefits of SuperSeva IT Asset Management Services



- We help p businesses to optimize their IT investments by ensuring that they are using their IT assets efficiently. We help businesses to identify and mitigate risks associated with IT assets, such as security threats and compliance issues.

- Finally, we help businesses to make informed decisions about their IT investments. By tracking the usage and performance of IT assets, businesses can identify areas where they need to invest more and areas where they can reduce costs.

- We help businesses to comply with regulations and standards. Many industries have specific regulations that govern the use and management of IT assets, and failure to comply with these regulations can result in significant penalties. Our services ensure that businesses are aware of these regulations and are compliant with them.

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# IT Asset Warehouse and Logistic Management

No matter how large or small your organization, keeping track of the technology hardware assets can get complicated. Our IT Asset Management and Logistic services are designed specifically to give organizations a snapshot of your computers and network components company-wide – from acquisition through to disposal or recycling.

With an accurate inventory of all the assets an organization own or lease, you'll have the information you need to make smart decisions about purchasing or reusing assets.

Plus, SuperSeva's logistics experts are specially trained to help you move assets in and out or redeploy them to another area of the organization to minimize waste with:

Inventory management to simple transportation to full recycling and recovery logistics support

End-to-end project and inventory management with complete project planning, hands-on coordination and execution

Complete reverse logistics including end-of-lease retrievals, refresh projects, swap outs, redeployments, recycling, storage and consolidation

Full service redeployment capabilities including de-installation, packing, crating and shipping as well as assembly and reinstallation at new location

# What do you get from us ?



A trusted partner (SuperSeva) on best practices and security protocols when procuring, deploying, redeploying, or recycling assets

A dedicated account manager for asset moves who acts as a single point-of-contact for internal IT and security departments as well as all vendors, building managers, leasing companies, recyclers and warehouse facilities

An unmatched chain of custody, moving technology assets in sealed vans or trucks and monitoring shipments throughout transit to ensure security

Capabilities that track and monitor the movement of your shipments in real time,
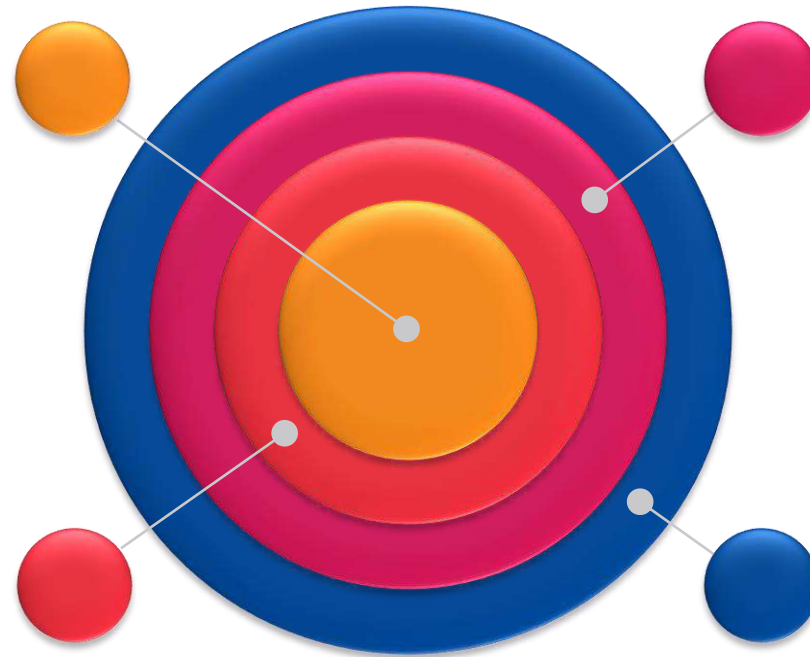
# Key Components of IT Asset Management Services

Our service includes asset discovery, which involves identifying all IT assets in an organization. Asset discovery helps businesses to keep track of their IT assets and ensure that they are using them efficiently.

Secondly, it includes asset tracking, which involves monitoring the usage and performance of IT assets. Asset tracking helps businesses to identify areas where they can reduce costs and increase productivity.

Our service also includes asset maintenance, which involves keeping IT assets in good condition. Asset maintenance helps businesses to avoid costly repairs and downtime

Finally, we also take care of asset disposal, which involves disposing of IT assets when they are no longer needed. Asset disposal helps businesses to avoid the risks associated with outdated and unused IT assets

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# Process Flow

Rate card finalization for IT assets, accessories, logistic management between client and SuperSeva

→

Client Orders IT assets and accessories as per the need for a quarter through a PO

→

SuperSeva procures the order as per the PO, Tag the assets and manage the inventory in warehouse

→

Client to raise the ticket for delivery of assets from the available stocks for individual employee or to a designated office location

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Asset picked up through reverse logistic will be added to existing inventory

←

Any reverse pick up request means picking up asset from an employee or a designated office place also be possible

←

SuperSeva will share the MIS on weekly basis on inventories and deliveries

←

SuperSeva to process requests as per the instruction from client and deliver assets as per TAT