

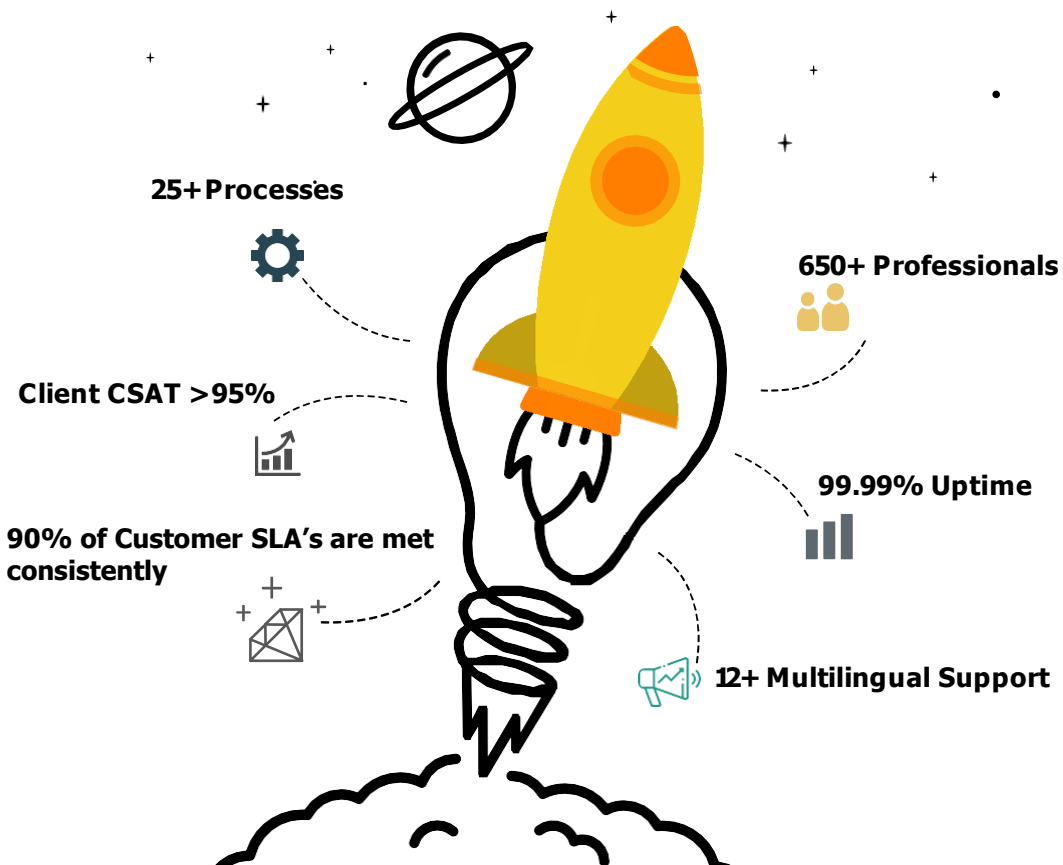
HELLO!



G7 Teleservices Private Limited

CONSULTING | BUSINESS PROCESS OUTSOURCING | HR SERVICES

Bangalore | Hyderabad | Chennai | Mumbai



G7 Experience Journey



15+ successful years in BPM

- 25+ Clients across Geographies
- Clients in Ecommerce, in Banking , in Healthcare, in Bio tech



Design and Innovation Lab @ Bangalore

- Explore Pilots, Dry run, Prototype experiment and Proof of concept in Design and Innovative Lab at Bangalore
- Assured results before scaling to the Increased FTE/Business model.



Multiple Hyperlocal centers & Metro Centers

- Diversified Centres in Tier 2/3 and Metro cities
- Multiple Indian Languages addressed - Hindi, Marathi, Tamil, Telugu, Malayalam, Kannada, Bengali,



Customer SLA and Value adds

- G7 own the Key Performance indicators (KPI) and Process Performance Indicators (PPI) with Short Term ,Midterms and long term strategies —in line with your business goals



G7 Offerings

Customer Experience

Team G7 has strong experience delivering agile CX Management across our client portfolios. Our experience spans several industries from ECommerce, Healthcare and Non Financial —to financial services..



Back offices

We are at G7 one of the leading back office outsourcing and data management companies in India.

- operational costs optimization while focusing on core competencies
- improving your business's productivity



Data enrichment Services for ML/AL

We are at G7 offering a Data annotation and Labeling services for tomorrow's AI/ML revolution

- Computer Vision (CV), Natural Language Processing (NLP), Structured and Semi-Structured Data (SSSD)



OUR CLIENTLE

The management team consists more than 100 plus man years of experience in various domains offering you the best customer experience.



OUR CLIENTLE



OUR UPCOMING CLIENTLE



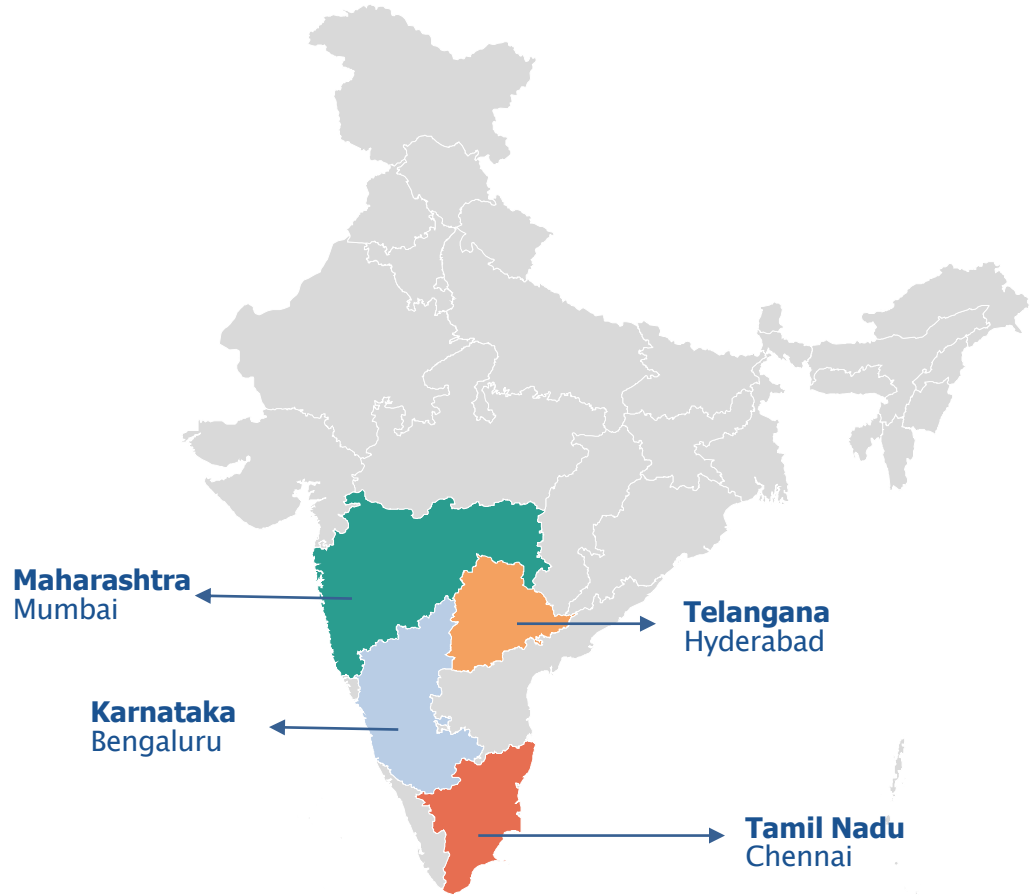
Fact Sheet

650+
Diverse Workforce
Across 4 locations

Handling over
25+
Clientele in **4 centers**

12+
Multi **Language**

15+
Years in **BPO Industry**



G7 Employee Lifecycle.



Recruitment

- Vast talent pool
- Crowd sourcing
- Rigorous Scouting process
- Network Colleges
- Job fairs
- Referrals



Training

- Employee Induction
- Process training with OJT and Certifications
- Continuous monitoring till stabilization
- Coaching & Feedback



Engagement

- Long-term career development plan
- Individual development program
- Fun at work
- R & R



Retention

- Onboarding and orientation
- Mentorship programs
- Performance evaluation through annual appraisal process
- Promotion thru IJP

Operations Delivery

Coverage & Visibility

- 24/7/365 days
- Multilingual coverage
- Debriefing and Daily Huddle
- Client Realtime dashboards



Quality Audits

- 4 calls/week/advisors
- Randomizers
- Coaching and feedbacks



Ratio's

- Agent to Team Leader – 20:1
- Agent to QA – 50:1
- Team Leader to Operations Manager – 6:1
- Agent to Trainer Ratio – 100:1
could vary depending on the Client/Internal requirement



KPI/PPI's

- Key Process related metrics depending on the project
- Hygiene metrics – AHT, Service Levels, Abandon Rate, volume, etc



Staffing

- Buffer of 10-15% people on the floor for absenteeism, volume variations
- Process maps, SOPs, Checklists, FAQs to be provided to agents
- Higher QC in the beginning with a gradual ramp down as we ramp





Process Audit

- Issues which will affect performance of the account
- Internal process adherence
 - Identify areas for process improvement

Transaction Audit

- Important fields of each file is validated against the data entered
- Rules against each account is checked
- Checklist is given to the agents based on errors found

Client Compliant analysis

- Record client complaints
- Ensure response to client within 4 to 6 hours
 - Analyse, Improve and avoid recurrence
- Dashboard to track on Client Complaints

Continuous Improvement

- Built on the Six Sigma & Design thinking
- Managers are trained on Lean and follow the methodology.

Network & Technology

- Firewall management
 - Anti virus setup
- Media and Device Controls
 - Storage and Backup controls

User Policies

- Non Disclosure Agreement to ensure confidentiality and security of Customer Information and associated privacy and security regulations
- New User Registration/De-registration/ Access Control Policies
- Restricted email and internet usage
- Password administration
- Mobile Phone restrictions

Risk and Compliance

Physical Security

- Restricted Area access management
- Background Verifications

Process Security

- Updated and Approved SOP, Check List, Process Maps
- Manpower Planning to ensure adequate back up for attrition, absenteeism etc.
- Planning for Volume Fluctuation and Seasonality's

Infra & Technology Standards

Infrastructure @ Bangalore

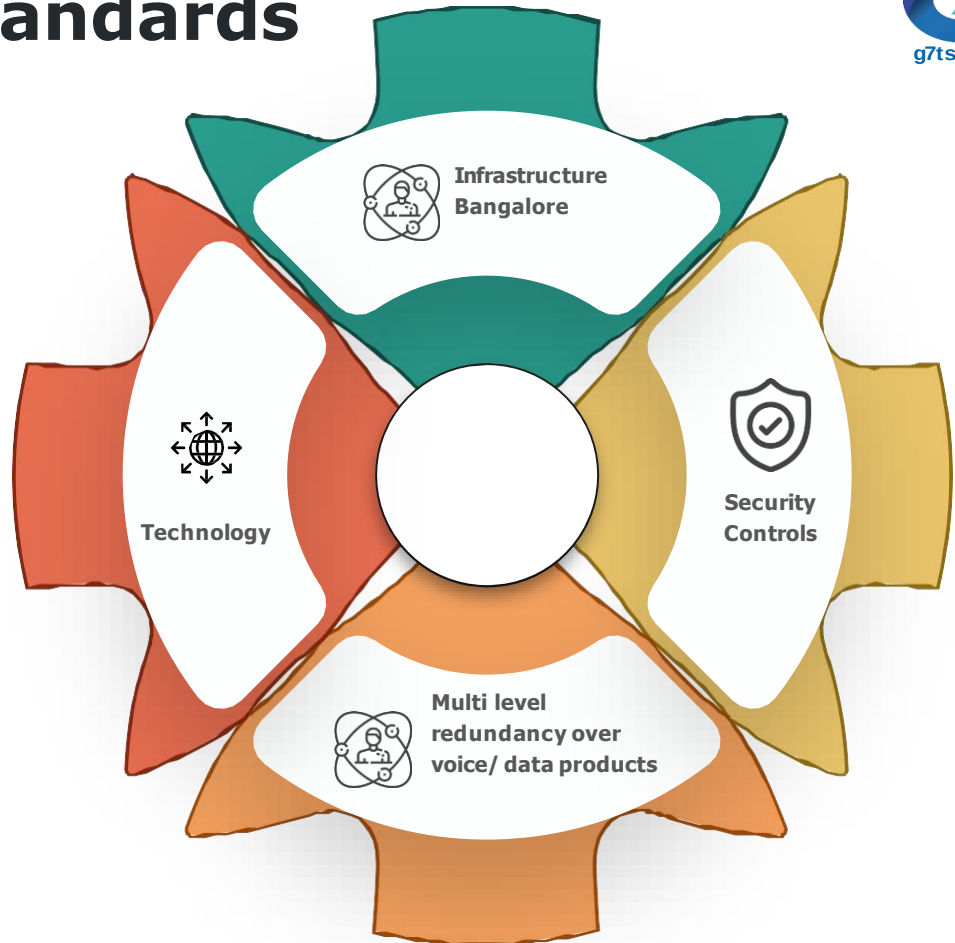
- Office space at prime location
- 9000 sq ft International facility
- 100% power back
- Advanced contact center solution – Omni channel
- Multi level redundancy built over Voice / Data products

Technology

- Redundant network and communication devices
- Scalable network architecture & systems
- Dedicated Data center
- Secured solutions to support work from home platform

Security Controls

- Defined policies and procedures adhering to ISO 27001:2005,
- Certified on ISO 9001:2015
- Physical security controls
- Access control environment
- Closed circuit security cameras



Services Offered



EXPERT IN PROVIDING
VOICE SERVICES
IN 12
REGIONAL LANGUAGES

Services Offered - Elaborative



Financial Services

- Welcome / Onboarding
- Data Verification
- Loan Disbursement
- Digital Journey Assistance
- "Crack the Not Eligible" Calling
- Payment Reminder
- Bucket X to NPA Collection



Healthcare Services

- Appointment booking
- Appointment re-schedule
- Scan appointment
- Lab tests
- Doctor availability
- Lab reports
- Birthing packages
- Delay in video consultation



Telecom Services

- Welcome/ Onboarding
- Customer Support
- Product/ Offer Selling
- Payment Reminder
- Customer Retention
- Customer Win-back



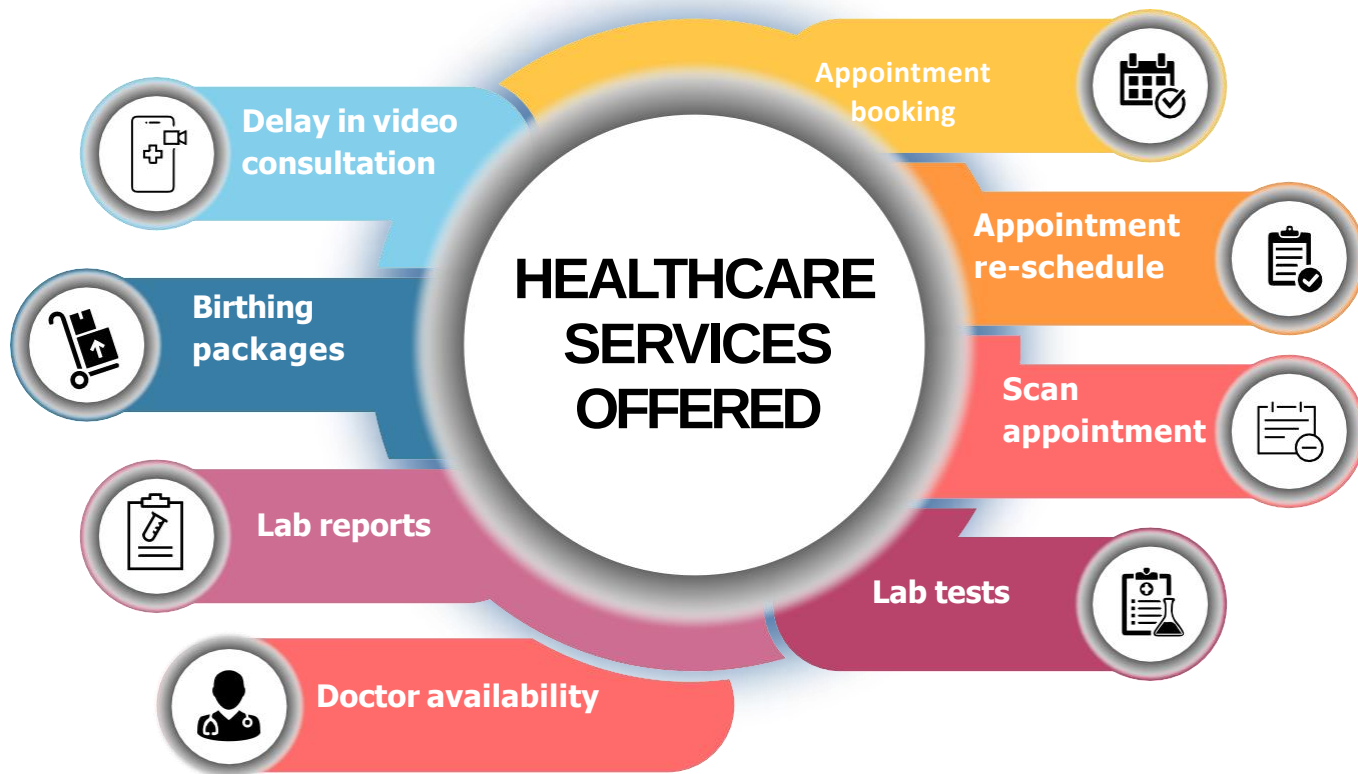
Real Estate - related

- Workers onboarding
- Contractors onboarding
- Registration Facilitation
- Job Mapping

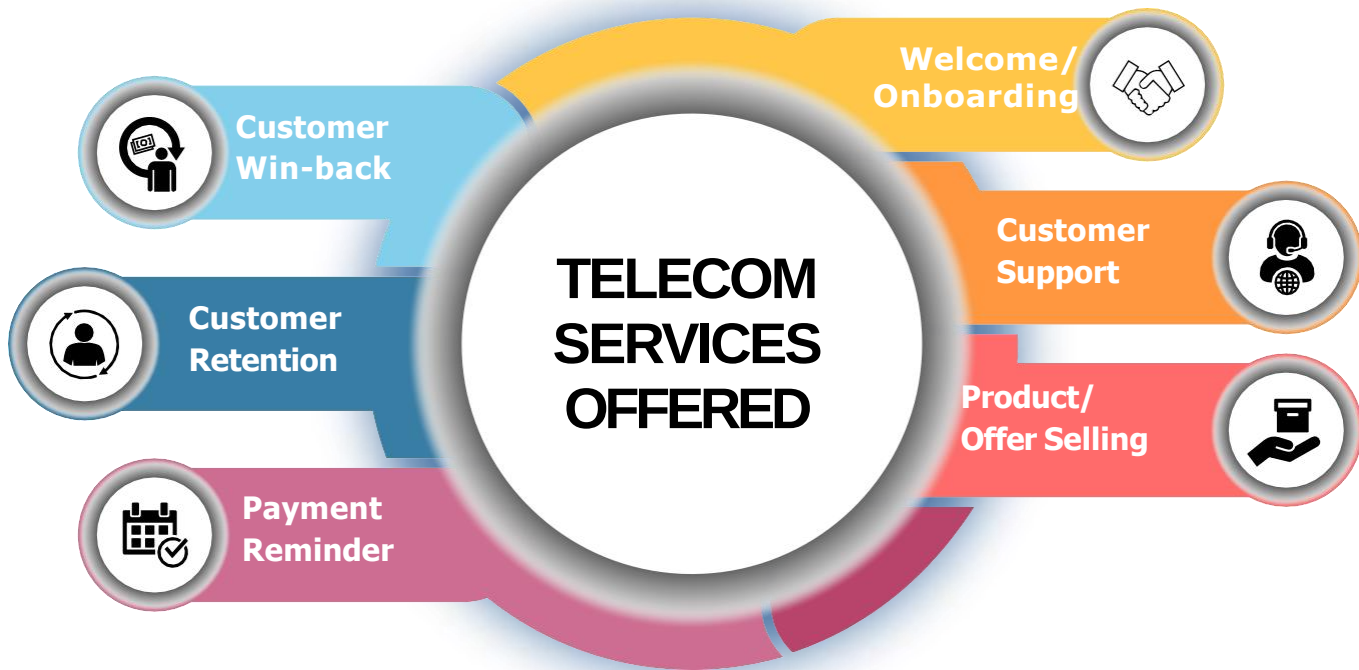
Services Offered



Services Offered



Services Offered

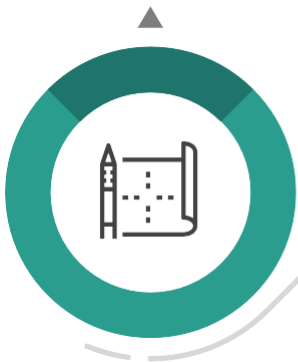


Case Study

One of India largest Ecommerce in India.

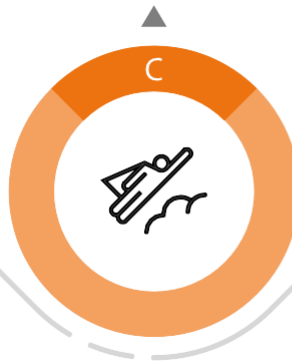
Problem

CSAT consistently overing at between 83 to 85%



Scalability

Tech driven solve through OTP based closure for CSAT and Manual closure for DSAT



Operational Solve

Instrumented operational solve to ensure the every incident gets closed instantly after speaking to customer care advisor



Results outcome

- Improvement of CSAT by 12%
- TAT improved by 7% in 24 hours
- Enabled visibility of DSAT reasons for 2 to 3%



Transition and Timelines



**takes anywhere between 3 to 5 weeks to ramp and achieve 100% productivity. Quality is given priority over quantity from day 1
**Plan may change based on Training Man-days

Office Infra G7TS



Proposal for Hathway

Work from Office

- Work location would be Bangalore
- 90 FTE + 10% buffer
- 100% work from office

**INR
28,500/-**

Exclusive of taxes

Work from Home

- 100% remote login
- 90 FTE + 10% buffer
- Laptops will be given to all the agents
- Broadband connection would be mandate for all the employees.

**INR
25,500/-**

Exclusive of taxes

Hybrid

- Work Location would be Bangalore and remote
- 70% of the work force will be working from office and 30% would be working from home

**Based on
the ratio**



THANKS!

www.g7ts.com