



Now, A Service That Takes On Your Load Of Non-core Tasks!

What if some one could relieve you of non-core tasks, such as paying electricity bills, booking tickets or planning the travel itineraries for you or your employees? Read on to learn about an online service that does precisely this, and more.

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Business organisations often waste time performing non-core tasks like the background verification of employees, housekeeping, booking of hotels, planning outstation trips, organising annual get-togethers, paying monthly bills, bank work, etc, which in turn affect the growth of the business. But, by using SuperSeva, a concierge service provider, businesses can now be rid of these chores and focus more on other important business issues.

Services at your doorstep

SuperSeva is a combination of both offline and online services that allow organisations to outsource their non-core support functions, like business hospitality management, employee on-boarding services, travel desk services, event management, billing and other value-added services. "The service is aimed at helping employers and employees to save time, reduce costs and focus more on core

deliverables”, says Kumud Sharma, CEO, SuperSeva.com.

Multiple benefits

The concierge services can benefit an organisation in the following ways:

Enhanced productivity: Talking about the need for this kind of a service portal, Sharma says: “Many a time, employees are seen working on completing non core functions. People in the US spend 5-6 hours per week doing their personal work during office hours – tasks like holiday booking, bill payments, etc. If they have some government work, they tend to take a full day off to complete it and productivity comes down. In India, these figures are even higher. But after signing on for concierge services in their offices, the productivity gains have ranged from 70-75 per cent. Firms just need to place their requests and get the work done.”

Cost cutting: There are other benefits of using a service like SuperSeva, says Sharma. “SuperSeva can do the work of 10 people (hired to perform different tasks), leading to cutting costs. A single office assistant/office boy can’t go out to perform 10 different tasks all at one time but by using SuperSeva services, firms can outsource all their work to us. They get a virtual admin person who can take care of various non-core tasks. The service renders an extra hand to an organisation and its workforce.”

Saving time: By getting access to all services from one place, an organisation can save the time of its employees thereby getting more core-business related output from them. Employees, in turn, get less distracted and can focus more on work. Ganesh Prashantha, an employee of TCS, who uses the service, affirms: “I have been using concierge services since



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the last two and a half years. They are good and have made my life easy. As a result, I can concentrate better on my work, which in turn is benefiting my company.”

Sharing his experience of the service, Sharad Bhargav, an employee of IBM, says, “I am quite satisfied with the services provided by SuperSeva, which I frequently use. This helps me to concentrate entirely on my work.”

The cost of the service

As regards the cost of the services, Sharma says: “Organisations have to pay a lump sum per month to have access to the services (depending on the duration of the day that services will be accessed) followed by a nominal fee that is charged per service. If you access the services for a full day (8 hours) then the monthly fee will range from a minimum Rs 15,000 to a maximum of Rs 25,000; depending on the size of the organisation and number of services used. Similarly, for 4 hours of service per day, the monthly fee will range from Rs 8,000 to 15,000. Regarding the per-service fee, they range from Rs 33 for booking and cancelling train

tickets, and Rs 10 to pay electricity and telephone bills, to Rs 25 for postal and courier services,” says Sharma. The portal also allows users to choose from a list of vendors for their different service requirements.

Signing on

SuperSeva uses an IT-enabled delivery model to offer these services to businesses. How SuperSeva functions is to set up a help desk at the premises of the organisations so employees can access the concierge services easily. SuperSeva offers four different methods of making a request for a particular task to be done—to place a request at the help desk, log in to the website, send an e-mail or make a phone. Once an organisation signs up for SuperSeva services, an account is created for its employees, who are provided with the login ID and password to forward service requests to SuperSeva. All requests captured are accessed by the respective SuperSeva team members, online. Once the jobs are completed by the SuperSeva executives, the details are uploaded onto the users’ account.

Subscription and renewal

An organisation can subscribe to the service for the period of a month, a quarter or a full year. Before the subscription expires, SuperSeva executives talk to the admin in charge of the organisation for the renewal of the contract. Organisations generally renew their contract based on their employees’ feedback. They may however ask the SuperSeva for a new quotation and a new list of vendors.

Though it is difficult to precisely quantify the extent to which these services help an organisation, it does seem to be an effective solution for those entangled by myriad non-core functions. ■