



Managed Front Office Services

SuperSeva: About Us

India's leading Enterprise Support Services provider leveraging end-to-end usage of technology

- **Established in 2000**
- **HQ-ed in Bangalore with offices in Mumbai, Delhi, Chennai, Hyderabad & Pune**

Clients:

100+ enterprises
pan-India
across 39 cities

Vision:

To be the partner of choice for exemplary Support Services and Solutions to progressive enterprises.

Service Quality Assurance:

- ISO 9001:2015 certified
- WEConnect Certified
- Enabled via state-of-the-art, comprehensive technology platform

Team:

- Management: 17
- Supervisory & Backend: 180
- On-ground: 1250+

Operational Presence:


Bangalore, Mumbai, Delhi, Pune, Hyderabad, Chennai, Gurugram, Noida, Ludhiana, Ajmer, Amritsar, Lucknow, Jamshedpur, Aurangabad, Faridabad, Ghaziabad, Kolkata, Ahmedabad, Surat, Bhubaneswar, Chandigarh, Ranchi, Jaipur, Udaipur, Dehradun, Karnal, Rohtak, Sonapat, Indore, Kanpur, Nagpur, Coimbatore, Kochi, Visakhapatnam, Vijayawada, Mangalore, Mysore, Tumkur, Bellary

A blurred office reception area with a counter and windows. The scene is dimly lit, with light coming from the windows. A person is visible in the background near the counter.

Phone lines ringing, co-workers crowding around the reception, high volume levels and a key visitor arrives

How does the front desk executive handle multiple people adroitly with professionalism and poise?

How would we want our visitors to perceive our organisation? Chaotic or professional?

A blurred office scene with a blue text box overlay. The background shows a reception desk and a person working behind it, but the focus is on the text.

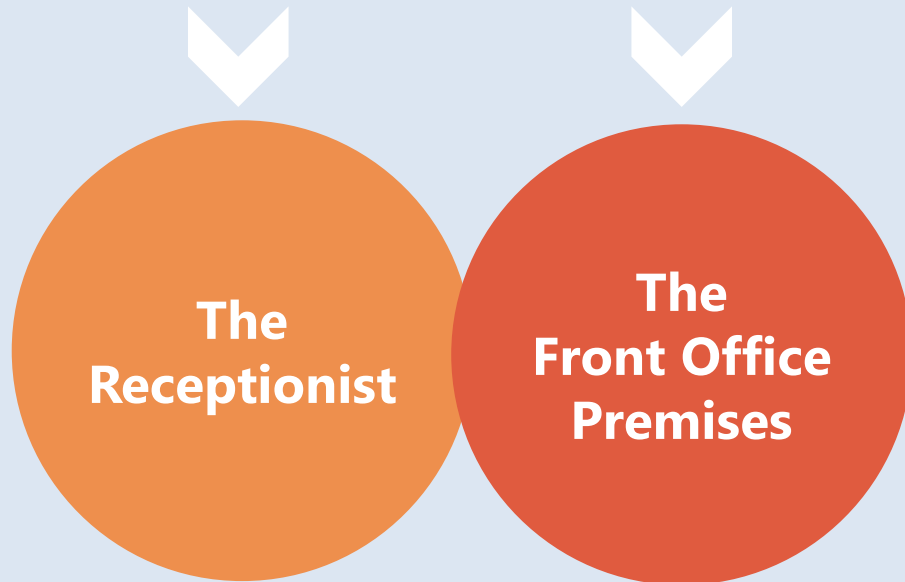
We are judged and evaluated within
the 1st 3 seconds of a new encounter,
even if it's only a glimpse

The Front Office Professional: **Essential Characteristics**



Why is the Front Office Vital?

**Front Office:
The 2 primary entry points**

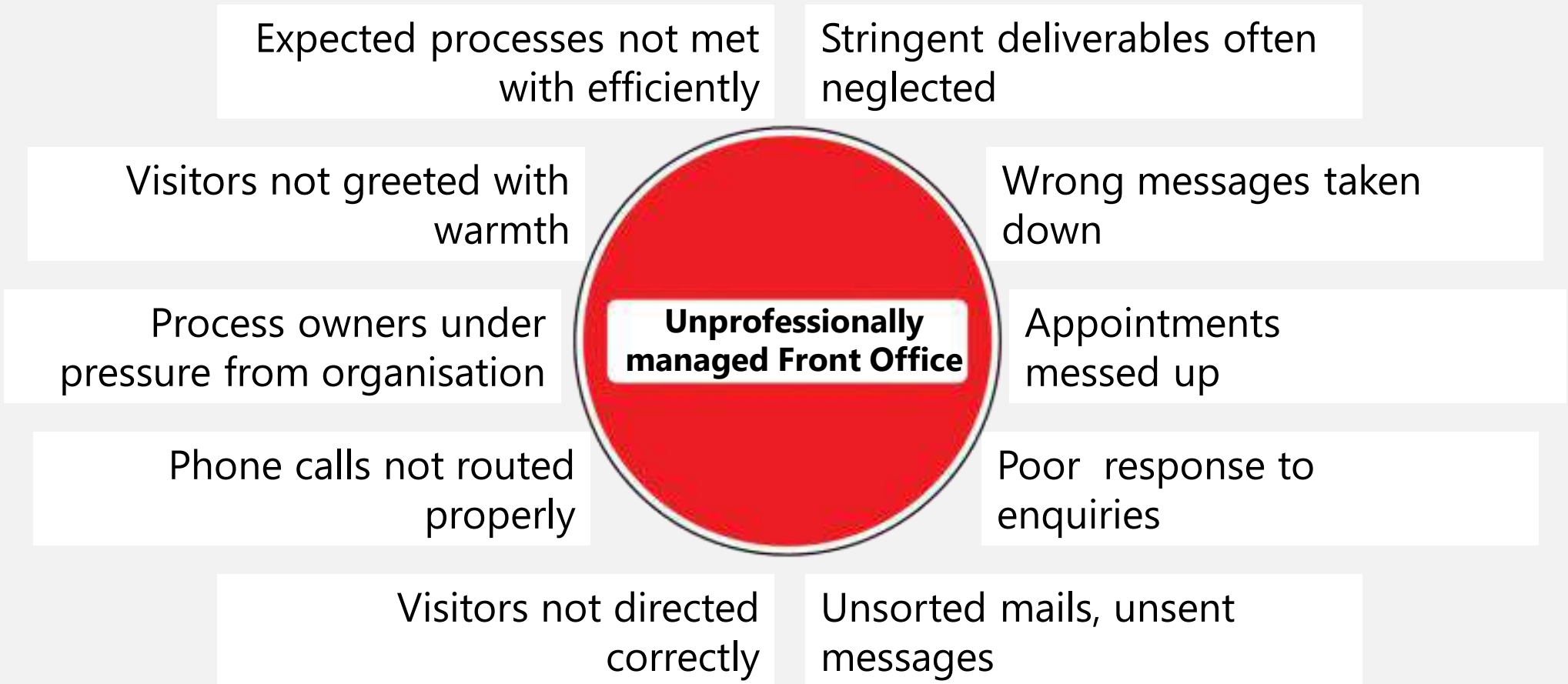



Each provides the opportunity to:

Impact customer / visitor perception positively

Project the organization's image and culture

Why is the Front Office Vital?



A blurred photograph of an office reception desk. The desk is a light-colored, possibly white or light grey, counter. In the background, there are office chairs and some equipment, but they are out of focus. A blue rectangular box is overlaid on the right side of the image, containing white text.

An unprofessional Front Office
unknowingly conveys an undesirable
impression of the company's values

Front Office Management: **Conventional Approaches**



Recruit own Receptionists

Issues:

- › **Cannot be sure of seamless performance**
- › **Absenteeism and resignation will be a regular challenge**
- › **Career progression has to be planned and implemented**



Handle through Security Agency

Issue:

- › **Negates the very principle of a warm, and inviting reception being the first face of your organization**

Front Office Management: **Challenges**

Front Office being a non-core function, organizations...

**...simply do not
have the
bandwidth to
monitor the
function 9/5**

**...do not have
in-house
expertise for
training &
grooming**

**...are unable to
offer a career
progression
path to Front
Office staff**

**Let
SuperSeva's legacy
expertise
completely handle
this critical function
for your
organization!**

SuperSeva Managed Front Office: **Key Differentiators**

**Accountable
for smooth,
flawless front
office
functioning
at all times**

**Skilled
professional
service**
*(unlike manpower
outsourcing with
sub-optimal QoS)*

**Ensures
constant
Quality of
Service**

**SLA-driven
front office
management**



SuperSeva Front Office Executive



SuperSeva Front Office Executive: **Key Traits**

Customer Service / Satisfaction Mindset

Admirable Telephone Etiquette

Welcomes Visitors Courteously

Radiates Self Confidence

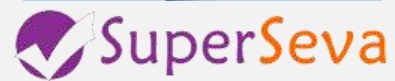
Attired in Business Formals

Professional Demeanor



Personable and Caring

Well-groomed, Refined



**No more
Screening,
Recruiting, Training,
Pay rolling,
Motivating,
Retaining,
Rewarding &
Appraising.
Just leave it to
SuperSeva!**

SuperSeva Managed Front Office Services: **Advantages**

Frequent, periodic skills-based training from best in industry

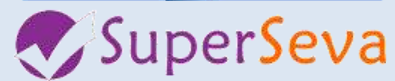
Providing a superlative front office experience by imbibing your cultural values

Complete responsibility of managing your front office. Commitment to a defined service level

Equally skilled back-up resource pool ensures process continuity in case of any absenteeism or attrition

Micro-managing the granular details in the front office processes

Continuous, professional front office management with near-zero downtime



**Front Office
Management is much
more than a
SuperSeva core
competency.
We have an unfair
advantage over the
others!**

SuperSeva Managed Front Office Services: **Getting Started**

1

SuperSeva shares Service Level Agreement and Escalation Matrix

2

Bipartite Signing of Contract

3

2-week Lead Time for Service Commencement / Transition



Managed
Front Office
Services

Thank You!

www.superseva.com | info@superseva.com



Other Enterprise Support Services

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



Premium Concierge Services



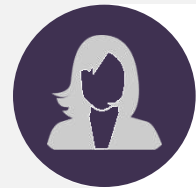
Facilities Management



Automated Mail Room



Hospital Concierge & Travel Desk



Executive Assistant



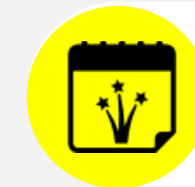
Managed Front Office



Procurement Services



Petty Cash Management

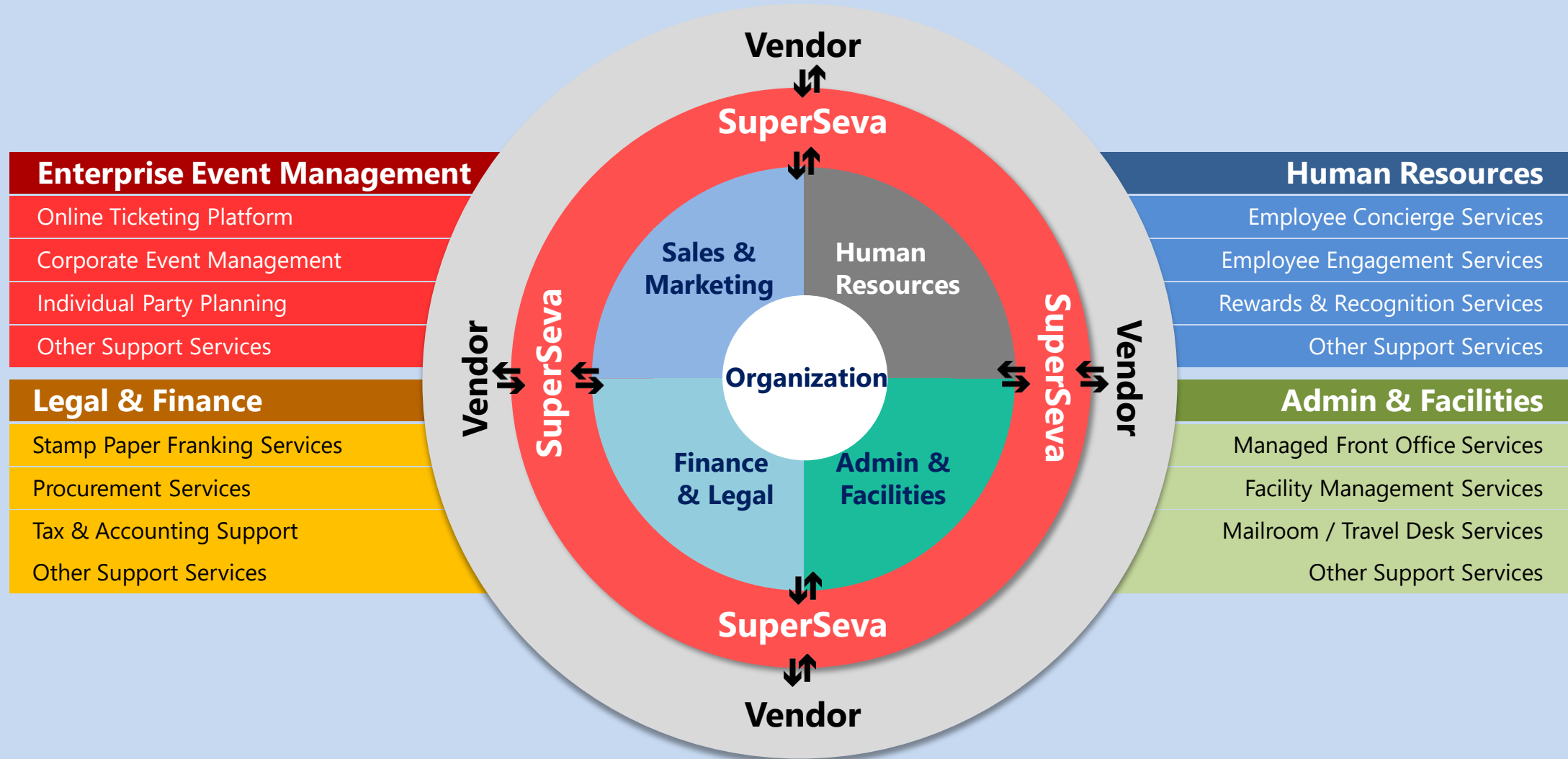


Corporate Events



Stamp Paper & Franking

SuperSeva Enterprise Support Services Framework



SuperSeva: Client Portfolio

Delivering
Delight as
the
Extended
Support
Services
arm of
Leading
Enterprises

Adobe | ADP | Amarchand&Mangaldas | Aditya Birla | ANZ | Barclays |
Cadbury India | Cadence | Caterpillar | Citrix | Concentrix | Coca Cola |
Cognizant | Daimler | Deloitte | Deutsche Bank | DLF | Eon (Panchshil)
| Ebay | EFI | Fab India | GE | Google | Hexagon | IBM | Indegene |
IndusInd Bank | Infinera | JLL | JDA | Juniper Networks | Lets Services
| Life Style | Lodha | McCain | N V Realty | PPD | Prione | High Street
Phoenix mall | Mfar | RR Donnelly | Target | Technicolor | Tesco | Texas
| Tyco | Xilinx | Amarchand | kronos | Godrej | Hyatt | Manhattan
Associates | Century Real Estate | Cvent | Startup Hut | Helion | The
Leela | Nimbus | ITC | Yamaha | Aristocrat | Mercer | Hike | Sarvodaya
| Agilent Technology | Ameriprise | Sony | Stryker | Unitedlex | ZA
Associates | NIIT | Midland | Relaxo | Canara HSBC OBC | Escorts | JW
Marriott | Genpact | Gulshan | StudyPad | Hcentive | Equinox | PayPal
| ICM | Candor | Viacom 18 | Dana | Knight Frank | Zak Sports | HCL
| Cars24 | CarDekho | Hiveloop Capital | Tyco | BARD | Condeco | Colt
| JP Morgan | Wells Fargo | ISS | CBRE |