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BPO - THE BUSINESS PROCESS OUTSOURCING ADVANTAGE

You are good at your core business. So, while you concentrate on your core competencies, let someone else do the supporting jobs for you at a cheaper cost and, probably, at a better quality and efficiency. If you believe in it, you are ready to take advantage of outsourcing.

Typical benefits of outsourcing are reduced operational costs, reduced administrative overheads, reduced human resource burdens, reduced turnaround times along with increased efficiencies, and there by increased market shares and improved growth. Instead of digging deeper into pros and cons of outsourcing, if we can interpret the fact that you are on our BPO page because you want to know what we have to offer, let us present the vComNet advantage for you.

Why vComNet?

The world looks at India for outsourcing because, besides having able resources, India is a cheaper destination. Extending this concept further, outsourcing to an able partner at an Indian Town would be cheaper than that of an Indian Metro. Typically, if a process can be automated, you should. And, if a process forms your core transaction, we suggest that, perhaps, you should retain with yourself. It is those supporting back office processes, which, by giving away to us, let you concentrate on your primary business. Such supporting processes are typically manual, tedious, and repetitive. Well, at our BPO center, we feel no little to execute such processes for you because that is the livelihood for a few people at our town. And, we are very proud about it.

Our operations are in tier-2/tier-3 towns. Rents, transportation, food, etc. come at less cost, which is passed on to you via low-cost billing. We have over 20 Engineering Colleges, more than 50 degree colleges and many junior colleges (for +2) within commutable reach. So, availing resources matching growth is not an issue. Besides, attrition rates are comparatively low for reasons like good governance, less aggressive social background, and limited alternative employable sources. This means uninterrupted services to the client, i.e., you.

How can we help your business?

Well, we believe in possibilities. Each business has a possibility to take advantage of outsourcing. Here are a few possibilities in which vComNet BPO can complement your operations.

Data Entry/Capture

Do you have bill collectors that go around your customer locations and come back with paper forms filled? Do you have outlets where in your customers or clients fill-in lots and lots of paper forms? Do you hope that you have more people to do timely data entry of these forms into your Information System so that you get correct reports for your management decisions? vComNet BPO can do it for you.

Data Cleansing

Many a time, when you ask your customers to enter data online, the data they enter does not look neat. The text may not be in proper case, address may not be filled correctly, phone number format may not be right, first name and last name may be jumbled, and so on. It is also the case with many tellers or data entry operators. Such data does not help much in management reporting or analysis. Cleansing of customer data, transactions data, and historical data is a common need for many. If you too have such a need, vComNet BPO has hands to do that for you efficiently along with cost effectiveness.

Data Conversion

If you have data in one format and want it in another format, say from MS Excel to some database like MySQL, Text to some Database like MS Access, vComNet BPO can help. You may be migrating from one software application to another. Not all data can be converted for the new application. vComNet agents can chip in for the manual component there.

Data Reconciliation

In organizations, data on same transactions is recorded in multiple locations for business reasons and such data is later reconciled against each other in a back office. Perhaps, some tools could help auto-matching such data, but still, manual actions are necessary in many a reconciliation exercise. Instead of hiring people for such task, ask vComNet BPO to do it for you.

Data Mining, Analysis, and Reporting

Organizations pile up huge volumes of data in today's competitive world. We keep enhancing our systems, but more and more data is gathered by marketing and other business units. Mining data, analyzing data, preparing reports, charts, and graphs, and publishing the same via email, newsletters, websites, and to the management is a tedious manual process in business intelligence. Instead of hiring more employees, you can conveniently outsource such tasks to vComNet BPO for periodic and timely reporting.

Content Research & Development

In many a context, companies need to gather data on a particular product, competitors, a concept, a market segment, or simply on some technology or a solution. At vComNet, we not only have good Internet infrastructure and experienced resources, we have been building huge knowledgebases for over 30 months on varied topics. We can do the content research for you and even develop reports, presentations, etc. for your perusal. What more one could ask for?

Document Conversion

Government bodies as well as private organizations are keenly securing the old records from their deteriorating paper format to digital format by scanning, data entry, formatting, and, probably, building databases. Libraries are digitizing content. Publishers and authors convert their books into latest digital formats with different kinds of tagging for presentation. Though techniques like OCR give a head start in such contexts, huge manual efforts are still necessary to complete these conversion projects. This is where vComNet BPO could extend a great assistance. Libraries are digitizing content. Publishers and authors convert their books into latest digital formats with different kinds of tagging for presentation. Though techniques like OCR give a head start in such contexts, huge manual efforts are still necessary to complete these conversion projects. This is where vComNet BPO could extend a great assistance.

Digitization (GIS)

Digitized map data is used by many companies like mobile companies, logistics companies, travel agencies, and security agencies. Once the process is set, plotting, marking different locations on a map, recording landmarks, and building searchable databases – all involves manual effort and needs quality result. vComNet BPO can not only deliver results, but also scale up operations for the volumes.

Document Management

Placement agencies and HR departments collect CVs that need to be formatted and, perhaps, entered into some private database. Insurance companies, telecom companies, banks, etc. gather customer forms which may have to be scanned and attached to customer profiles in respective information systems. Sometimes, old records like statements, customer interaction history including credit approvals and special requests, need to go into retrievable formats from different locations of the organization empowering people like relationship managers to achieve effective CRM as well as cross-selling. Implementing a sophisticated document management system is only the first step. Regular update of the data is the key to success of such an initiative. vComNet BPO is there to help you sustain document management success.

Claims Processing

One of the key processes in insurance companies as well as in HR departments is evaluating claims by clients or staff in areas of medical, travel, and other business expenses. Typically, the policies are clearly written, requestor classification is stated, limits and eligibility could be assessed, but, claims processing takes long durations because of lack of adequate human resources and there by lead to customer dissatisfaction. These tasks involve human involvement because the data is unstructured and someone has to interpret the business rules to the context. Working together, vComNet BPO could participate and speed up the process in your organization.

Bills Processing

Who does not collect bills? If you are into a service delivery like telecom or collect subscription premiums like in case of insurance, you build lots of paper receipts. Finance companies are engaged in monthly collections and so are the cable operators. The list could be really long. Sometimes, clients give mandates for direct debits and companies are obligated to generate informational bills and deliver to them on time before the actual debit happens in their accounts. Depending on the type of business you are in, vComNet could assist you in bills generation, collection, or processing. We could do follow-up via email or post. Update the databases for responses received from clients. Involvement and value addition could be creatively worked out, of course.

Mail (Post) Campaigns, Email Campaigns, SMS Campaigns, Newsletter Distribution

Your target for the market penetration is always challenging. Campaigns via post, email, and SMS are some of the common modes for direct marketing. And, they need to be done repetitively as well, for retention objectives. Human resources are the key to execute these strategies. vComNet BPO can deliver these services in a cost effective manner for you.

Email Surveys, Tele-surveys, Telesales/Telemarketing

Companies gather data on their products and services as well as on their competitors. Many a time, the activity is outsourced to specialists in surveys. Print and electronic media are engaged in various surveys and so are, perhaps, political organizations. Knowing the market pulse, trends, and client preferences is a need in every business. Agents at vComNet BPO can execute these surveys by email or over phone (in Telugu). For survey companies, our agents can assist in data entry, data cleansing, reporting kind of jobs.

Live Chat Support

Whether you are selling a product or delivering a service, having a website and giving a facility offering Live Chat Support has become common in today's competition. vComNet agents have experience in delivering Live Chat Support in English or Telugu, particularly to Indian customers.

Testing

You may be a software company doing projects for clients or developing products. You may be a client organization building your own websites and internal systems. You may be an R&D company, even in non-IT business. You need good number of hands to do thorough testing of the solution/product you built before it goes live or hits the market. It is always challenging to get users from different departments of your own organization to participate in testing because normally such an activity does not account for their Key Performance Indicators (KPI's) which drive their year-end bonus or a raise. Many times, it is helpful to have testing done by an independent party. vComNet can perform alpha/beta testing. vComNet could assist in building the test-bed (test data) or test cases. After all, it is not a bad idea to deliver a quality solution having adequate testing done on time at a reasonable expense!

E-Training, E-Publishing, Exams Processing

If you are into Training business, vComNet BPO can help you in preparing the online content, publishing the content, picking up online examination data and publishing results to students.

As mentioned earlier, we believe in possibilities. Listed here are just a few possibilities. Once you believe that outsourcing is helpful to you and vComNet BPO could help realize that benefit, we can certainly come up with creative ways and means of getting there. Give us a shout for a head start.

WEBSITES & WEB PORTALS

Each business needs Internet presence in today's networked world. Many leads and enquiries are generated because of a good company website. We have been helping our clients building static and dynamic websites for their organizations. We believe in high standards of quality and commitment. At the same time, we are very competitive in costs due to our location advantage.

Some of Our Clients

TeluguDukanam.co.in	Telugudanam.co.in	GETA.co.in
Thenegoodu.com	Sahay.co.uk	ATMAPrakasam.org.in
TimezoneJamaica.com	PyditalliTemple.org.in	MahilaMandaliChirala.org.in
PratapEducation.co.in	GreenSocietyOnline.org	GrameenaPragathi.org

We have good experience in building multi-lingual websites using Unicode. We built websites for e-commerce businesses, content portals, education scholarship providers, government agencies, online market places, temples, web directories, educational institutes, social service organizations, and so on. We are good at web design, user interface design, database design, and form design, i.e., we can help re-engineer your business processes and associated forms.

Here are some technologies and tools we use...

HTML, JavaScript, CSS, Linux, Apache, MySQL, PHP, MS Access Tomcat, JSP & Servlet, CGI Script Front page, Dream weaver, Photoshop, PageMaker

Here are some of the functions we provided to our clients...

Live Chat, Website Search, Blogs, Email Groups, Online Communities, Forums, Online Calendar, Web Counters, and so on.

Domain Registration & Web Hosting

We register domains at very competitive prices. We host websites in Windows as well as Linux platforms at a very competitive price.

ABOUT US

India is the world's IT destination, primarily because of the talent pool and cost advantage. As the IT industry grew in size and volumes, naturally, companies in Metropolitan cities strengthened their presence. And, slowly, due to higher costs of living and remuneration challenges, the Indian cost advantage is diminishing for corporates in cities. So, gearing up for future, vComNet Pvt. Ltd. takes IT to tier 2 and tier 3 towns for continued Indian advantage to the world.

vComNet is head-quartered at a coastal town of Chirala in Andhra Pradesh, India, with a business development center in Hyderabad to facilitate client interactions. Chirala has access to thousands of graduates from professional colleges within commutable reach. Good communications infrastructure, stable power supply with adequate UPS backup, excellent connectivity by road and rail, and pleasant coastal climate characterize our facility. Founded by a technocrat with over 17 years of international experience and managed by a professional team, we pride ourselves in coherence, commitment, and the value systems in place.

Launched in 2005, vComNet has been in to IT enabled Services (ITeS), Web Sites and Web Portals Development, E-Commerce, and Education & Training Services. We have done BPO projects for Indian Clients in data area and a Call Center project in voice area for a UK Client. We developed and hosted over 20 multi-lingual dynamic websites including ecommerce portals, web directories, and content portals. We have been delivering comprehensive counseling services to youth empowering them in molding bright futures.

At vComNet, we are committed to quality and service levels. We take challenges and enjoy achieving success for our clients. We believe in and practice a WIN-WIN approach with all stakeholders.