

“OPTIMIZING” the resources

“Rising competition and inflated salaries are mandating the ITES industry to become extremely cost and process efficient”

IT Enabled Services – Need to become efficient!

ITES industry today is passing through one of the most exciting times. At one end, there is a pressure on these companies to become cost and process efficient and on the other end there are tremendous growth opportunities for leaders in the industry.

BPOs which will adopt best people and technology practices will race head of others and will define the industry leadership. Some BPOs have already taken a lead in using emerging communication technologies to make their processes more cost effective and efficient.

Why Mobile Messaging has become crucial in IT Enabled Services?

Improving Process Efficiency

Stringent SLAs of the business processes necessitates BPOs addressing problems as soon as they occur. Mobile messaging services can be deployed by the BPOs to achieve a high process RTO (Return time Objective).

Managing Employee Attrition

Frequent changes in incentive schemes are common in BPOs to retain and motivate the best talent. Often employees are unable to know about these changes as they have limited access to emails. Mobile messaging can be deployed to increase employee involvement in such incentive schemes and hence reduce the attrition.

Optimizing Employee Logistics

Once the cab timing is decided, it is flashed at key places in the office which the employees miss to notice frequently. This results in a sub-optimum utilization of the cab, fuel wastage and low employee attendance. Mobile messaging can be deployed to increase the capacity utilization of these cabs and reduce their operating costs.

MESSAGING FOR IT ENABLED SERVICES

Bouquet of mobile messaging services

Process Management

- Automatic critical failure alerts based on the pre-configurable business rules.
- Alerts/updates on process recovery.
- Periodic MIS to stakeholders on process performance.
- Escalation to higher level if problem not attended by the assigned resources.

Human Resource Management

- Intimating employees about the referral schemes, account transfers and incentives.
- Schedule interviews and sending offers to prospective employees.

Employee Logistics

- Alerts on change/delay of cab timings to the employees.
- Employees can query cab timings.
- Employees can register pick-up/drop of cabs.

How our clients have m-powered the IT Enabled Services?

Convergys

- PUSH alerts on change of incentive plan to the employees.
- PUSH change/delay in cab timings to the employees.
- Employees can register cab pick-up/drop down requests.

Vertex

- PUSH interview schedule to the prospective candidates.
- Candidates can PULL status of their interview.
- PUSH critical failure alerts to the service engineers.

HCL BPO

- PUSH critical failure alerts to all the process stakeholders.
- PUSH updates on recovery of the process to the stakeholders.
- Escalate to higher level if the service engineer does not confirm the receipt of service request.
- Periodic MIS on key process parameters to the stakeholders.

ValueFirst's USP

24 * 7 support
Least time to market – deployment typically is done in one day
The most scalable solution in the industry in terms of architecture
Highly configurable products - processes can be configured on-the-fly
Redundancy of servers with load balancing, failover mechanism and least cost routing
Provider of Carrier-Class Value Added Services such as delivery reports and queuing in case of server breakdown
Redundancy of operators by virtue of being connected to more than a dozen operators and aggregators international

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