

Field Survey Report

Name: Sharon Sam S

Roll No.: 215229137

Company Visited: TRAYEE

Company Details:

- Company Name: TRAYEE
- Address:
Trayee Business Solutions Private Limited,
Karur Bypass Road, Trichy – 620 018
- Phone: +91 86105 86476

Company Overview:

Trayee is a global BPO based Business Solutions which was started in March 2003 and they specialize in Business Process Acceleration. They are partner with leading multinational banks, insurance and telecom companies in accelerating their Customer Acquisition, Customer Service, Operations and Revenue generation processes. Their parent company which is MMC Infotech Services, is a pioneer in the Banking and Financial support services vertical and they also have a rich legacy of experience spanning over twenty two years in the specialized area of retail credit card and banking operations.

The company also gained its experience and capabilities which are valued very highly by its' clients and the company's name in the industry today is a testament to the commitment to exceed their client's requirements.

Company's goals and vision:

The main goal of the company is fulfill the customer needs and satisfying them. To maintain long-term relationships with customers to identify segment, communicate and build long-term relationships with customers on individual basis. The company is trying to improving the CRM (customer relationship management).

Their vision is given as follows, "To be the Preferred Global Partner in Business and Knowledge Process Acceleration through Unmatched Quality and Innovative Technology ". This is their main goal of the company as their employee tries to fulfill and satisfy.

Details about hardware and software they use in their company:

The team develops some software by software team in the company which is confidential. They use every systems, CPUs and ICU processors under Lenova products. The hardware with minimum i3 core processers are used.

Microsoft excel is one of the basic and essential tool used by the company workers and they also use their own software which is Hub (own software). They are also creating own software for their need to satisfy the customer needs and efficiency.

Sources of data the company uses:

This company uses various data or information which are collected from the end customers which includes customers working place, monthly income, how much they can pay tax, did customer take any loan, whether they repay the loan at time or not, risks of customer (eg. low risk, high risk), whether the customer is politician or not, details of identity proofs such as aadhar card and pan card, etc. These are some of the details collected from the company. These data is further used by the employee to develop or produce services.

What are the different services/products the company provides?

Services provided by the company includes Advancements of loans, Cheque payments, Discounting on bills of exchange, Collecting and paying the credit instruments, Credit cards, Funds remittance, Debit cards

Company Clients:

The clients include the world's largest and most successful banks, insurance and telecom companies, with whom we've forged long standing partnerships over 20 years. They are partner with the banking sectors which includes the HDFC bank. Their clients trust us for the company's Integrity, Reliability and their absolute commitment to Quality.

Main activity of the company:

If the customer did not pay the previous loan correctly interest rate will be depend upon their activity. This company mostly checks political background of the customer to give loans. This company mainly offers the customers to pay the loan at debit card and credit card without GST charges.

Is the company provides any automation services?

No Not at all. They don't have any direct connections with customers. They are all work for bank staff queries. They are all working for HDFC Bank. This company uses HUB services for backend processes. It is one of the most accessible and affordable way to simplify backend processes such as document processing.
