



BUSINESS SUPPORT CENTER YOUR QUESTIONS ANSWERED

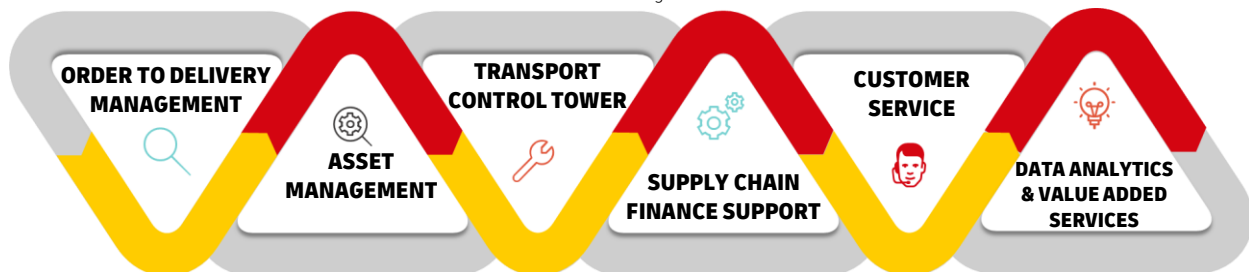
What is Business Support Center?

Business Support center, is a sophisticated state of the art setup, capable of providing a gamut of value-added backend logistic services globally.

- Order to Cash
- Claims Processing
- Accounts Receivable
- Inventory Management

- Master Data Mgmt.
- Vehicle Placement
- Track & Trace
- Freight Bill Verification
- RFQ Support & Analytics
- Vendor Performance Management

- Inbound & Outbound calls
- Call Monitoring
- Appointment Booking
- Shipment Status/Pre-alert
- Data Management



What does Business Support Center do?

Business Support Center allows the customers to focus on their core business activities, while it takes care of the following:

- a) DELIVER GOVERNANCE
- Manage day to day operations
 - Vendor / employee performance management and skill enhancement

b) ENHANCE CUSTOMER EXPERIENCE

- Process governance
- Continuous improvement through business intelligence

c) AUTOMATION & INNOVATION

- Use of technology to enhance performance
- Provide visibility to the customer through real time data analytic tools

d) BUSINESS CONTINUITY

- Effective controls for business continuity through robust IT infrastructure

How can Business Support Centre help my business?

Business Support Centre provides tools for increasing business performances, quality adherence and process compliance based on the understanding of your business requirements. Eventually, ensures a successful transition and implementation.

Some of the expertise that Business Supports Centre offers are:

- Sector specific expertise in logistics and distribution
- Sector specific benchmarking and best practices deployment
- Best in class shared service infrastructure and IT tools
- Quality audit mechanism for transactions and calls leading to less errors, increased efficiency and drop in customer complaints
- Quality reviews like Gemba walk, performance dialogue, CAPA and RCA for continuous improvement

Why should I consider outsourcing our logistics backend functions?

We listen to your needs and innovate to deliver a sustainable supply chain for future, while enhancing your customer experience by providing:

- Centralized data visibility, governance, and control through a centralized system
- Adherence to global quality standards & IT security norms
- Support to sales team in maximizing sales and shortening cash recovery period
- Reduction in vendor payout time along with Daily Sales Outstanding improvement
- Single point of contact and timely response for all transportation related queries and issues
- An array of scalable solutions to meet current & future needs
- Competent freight bill validation activity that ensures savings and no revenue leakage
- Improved on-time vehicle placement and delivery TAT with round the clock track and trace
- In-transit vehicle status visibility for critical shipments
- Data visibility in the form of daily/weekly/monthly dashboards & analytics

What all backend logistics services does Business Support Centre encompass ?

- a) Order to Delivery Management
 - Order processing
 - Claims
 - Inventory monitoring
 - Delivery management

- b) Reverse Logistics
 - Asset collections
 - Return management

- c) Transport Management
 - Vehicle placement
 - Track & trace
 - POD tracking
 - Freight bill verification
 - International freight management

- d) Financial Support
 - Bank reconciliation
 - Account receivables

- e) Data Analytics
 - Business metrics and analytics
 - Business re-engineering & project management