

VISION GLOBAL

THE BPO PEOPLE

Year of Establishment	:2004
Year of reconstitution	:2012
Presence in	:India and the US
Total number of employees	:100 +



2015

*Get your business
working for you
-Trust us to
kindle the fire!*

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Table of Contents

S.No	Content	Page. No
1	Company Overview	3
2	Vision Global Story & Our Core Values	4
3	Our Vision and Mission	5
4	Our Services Portfolio	6
5	Vision Global BPO & Web Design And Development Process Flow	7
6	Infrastructure and Security	8
7	How we work	9
8	Support & Contacts	10

Company Overview

Vision Global is one of the most trusted names in the BPO & WEB DESIGN AND DEVELOPMENT Sector today. We, with our state-of-the-art BPO & WEB DESIGN AND DEVELOPMENT solutions, enable our clients from across the world to optimize and manage their outsourcing and fine tune their businesses for better profits and agility. We help them outperform through streamlining and seamlessly integrating into their business workflow.

We take pride in our adroit BPO & WEB DESIGN AND DEVELOPMENT Services. Our BPO & WEB DESIGN AND DEVELOPMENT team is always equipped and ready to manage and expedite the auxiliary business processes for you round the clock, 365 days a year. At Vision Global, we always aim at delivering cost effective and error-free end to end solutions. Through close client interactions and well defined strategies, we work out the best possible solution for each BPO & WEB DESIGN AND DEVELOPMENT requirement without focus fixed on the detail, accuracy and quality all the while.

Our team - of a skilful hundred plus - work in unison to make things possible and seemingly effortless. Over the years, it was our innovation, accuracy and quick response, and responsibility beyond the confines of the business that have secured us the confidence of our patrons in all our endeavours. Each of our company's business rests on the strong foundation laid by our marketing team, and is taken forward by our customer care par excellence.

Business growth and agility matters the most in a radical world of industry based, segment based and process based business operations. Every tiny bit of operational logic should fit in perfectly into its own designated space so that the entire system works smoothly and in the desired manner. And that is what our team of a hundred plus always loved to do. When precision matters, experience and expertise counts! Our confidence in our capabilities rests on our three strong limbs - our team, our expertise and our experience! We know that our customers expect only the finest of service, and we wouldn't want them to settle in for anything less either.

Vision global had, over the past 10 years, been providing perfect BPO & WEB DESIGN AND DEVELOPMENT solutions to suit the specific requirements of numerous enterprises across the globe. Cutting edge service solutions that integrate a consumer based approach with dynamically responsive modules that are driven by the latest in technology, coupled with a robotic precision and expertise in carrying them out, can create that perfect business impact in the ever changing enterprise scenario. That is why we design, remodel and create intelligent business process models that are tailor made to suit your needs!

When we partner with clients such as Receipt bank and many more, it is a promise that we make to a client and to ourselves - that we will stay focused on perfecting the business goals that the client had envisioned, and work hand in hand with client towards a better directed, dynamically moulded, and impeccably executed operational excellence.

The Vision Global story

More than a decade ago, we started off as a handful of enthusiastic people brought together by our common passion for accomplishing perfection in BPO & WEB DESIGN AND DEVELOPMENT Solutions and services. As we began to sharpen our skills through experience, we metamorphosed into a separate and dedicated business unit, separate from our mother company. That was in the year 2012. And in just a couple of years, our humble team of ten has grown to become a company of 100 plus employees that is capable of handling every challenge in front of us. Today, our company has its presence in India and the US. We take pride in our combined work force, with each of our employees being dexterous, motivated by the company's values, and extremely proficient in what they do.

Our core values

Our core values are not just the guiding principles of our work. Rather, it is more a way of life for us at Vision Global. Adherence to these values provides us with a sustainable advantage in our relationship with our customers and employees alike. At ours, we faithfully follow

- ❖ **Quality** - we incorporate utmost excellence into everything that we do
- ❖ **Professionalism** - We never falter on the degree of competence and excellence that is expected of us.
- ❖ **Trust** - we lay the foundation of trust by making promises of what we know we are capable of doing, and build upon it through an unrelenting adherence to what we have committed to.
- ❖ **Commitment** - We are an unswerving lot. We make sure that we neither fail our customers, nor each other.
- ❖ **Integrity** - we maintain a consistent compliance to the highest of standards
- ❖ **Respect** - we believe in working as a team, where in each one has an important role to play. We acknowledge and appreciate the value of our clientele, our partners and that of our employees too.



Our Vision and Mission

We at Vision Global aim at being the most preferred partner to the companies and entrepreneurs by delivering 'nothing-less-than-perfect' BPO & WEB DESIGN AND DEVELOPMENT Solutions.

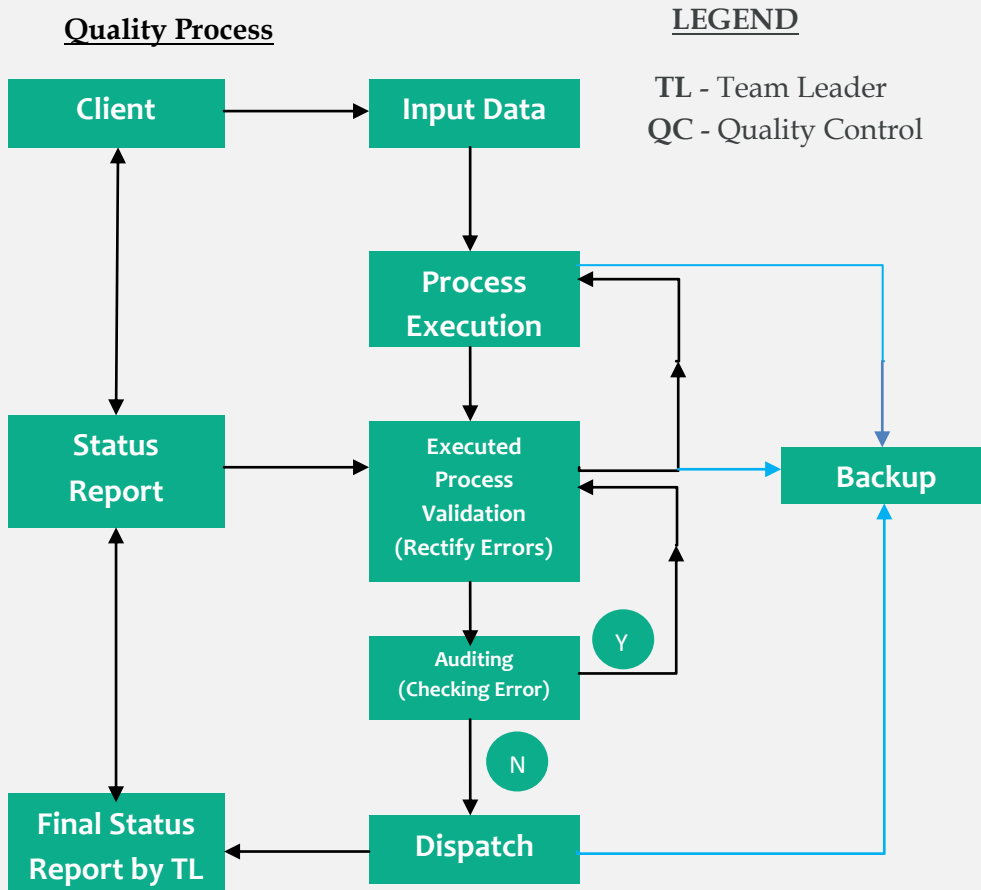
Our clients are our top most priority. The entire team at Vision Global works in tandem to deliver only the best to our clients. We strive to be the best in the industry in terms of quality, accuracy, cost and time. We set our goals high and settle for nothing short of it. Our purpose is to excel in all our services and not just fulfilled, but even exceed our customers' expectations.

In all our associations with our clients, our approach is simple - we build a relationship based on mutual respect, understanding and transparency in everything that we do. Whether it is with our clients, our partners or our employees - we always follow an ethical and responsible policy of incorporating honesty and integrity into every facet of our business.

Industry Verticals Served

- *Banking & Finance*
- *Healthcare*
- *Media & Publishing*
- *Transportation & Logistics*
- *Retail*
- *Insurance*
- *Telecommunications*
- *Travel & Hospitality*
- *Manufacturing*
- *Life Sciences*
- *Energy & Utilities*
- *Construction & Real Estate Industry*

And more...



Our Services Portfolio

Tested and proven strategies and attention to detail at every stage of service – Vision Global brings you all the right BPO & WEB DESIGN AND DEVELOPMENT solutions that your enterprise will ever need!!

Vision Global, through the years, has worked towards operational excellence in providing cost effective, quality assured and timely solutions for industry specific BPO & WEB DESIGN AND DEVELOPMENT requirements as well as generic cross-industry back office processes. Our BPO & WEB DESIGN AND DEVELOPMENT services cover the entire spectrum of for all business processes. Deep industry knowledge, precise operations and quality delivered on time are just a few things that you can expect at ours. Have a look at our portfolio of services, partner with us, and you stand to gain an effective expansion of your enterprise, its efficiency, productivity and profitability.



Quality

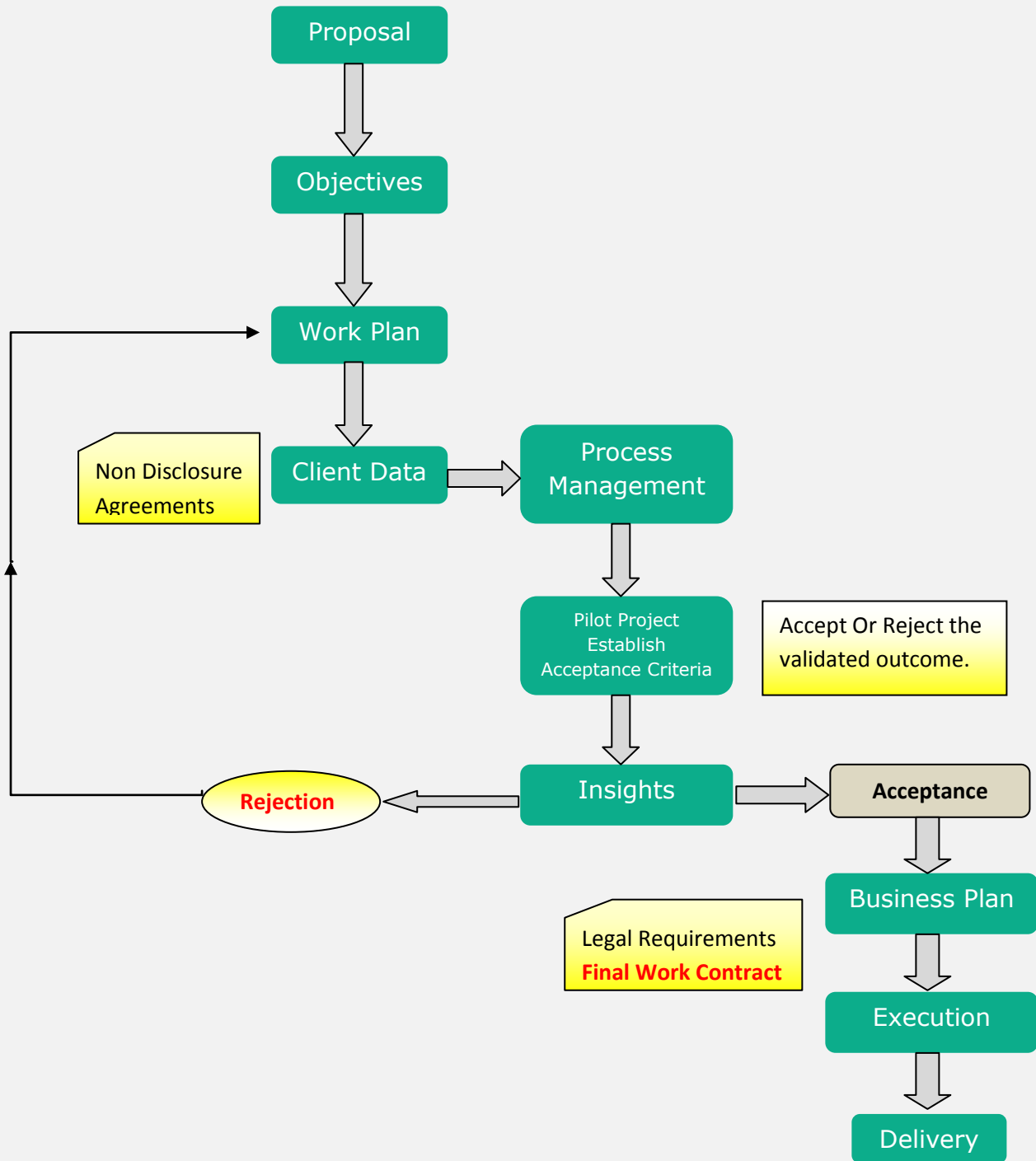
Quality Assurance Process at Vision Global
 Our quality assurance methods evaluate processes internally, based on a checklist of requirements defined by the customer. Daily quality results are communicated and shared with the customer and all takeholders via Dashboards. Customer Critical Performance Measures (CPMs) are parameters defined by our customers based on their measures of success. CPMs are identified upfront at the transition stage in conjunction with the customer and data available from the existing process. There are also regular reviews of the process daily, weekly or monthly based on requirements. Review parameters could be: Business process outsourcing has established itself as a global mainstream strategy for business growth, and significant parts of a company's business processes have been moved to remote locations, handled by third party players.

Vision Global provides the advantages of

- **Productivity**
- **Critical Performance Measures**
- **Overall Process Capability**
- **Hiring**
- **Training**
- **Feedback**



Vision Global BPO & Web Design And Development Process Flow



We follow Strict **Non-Disclosure Agreements**

Infrastructure and Security

Infrastructure and Technology at Vision Global's multiple delivery centers. At Vision Global, we ensure a seamless flow of communication and stringent information security.

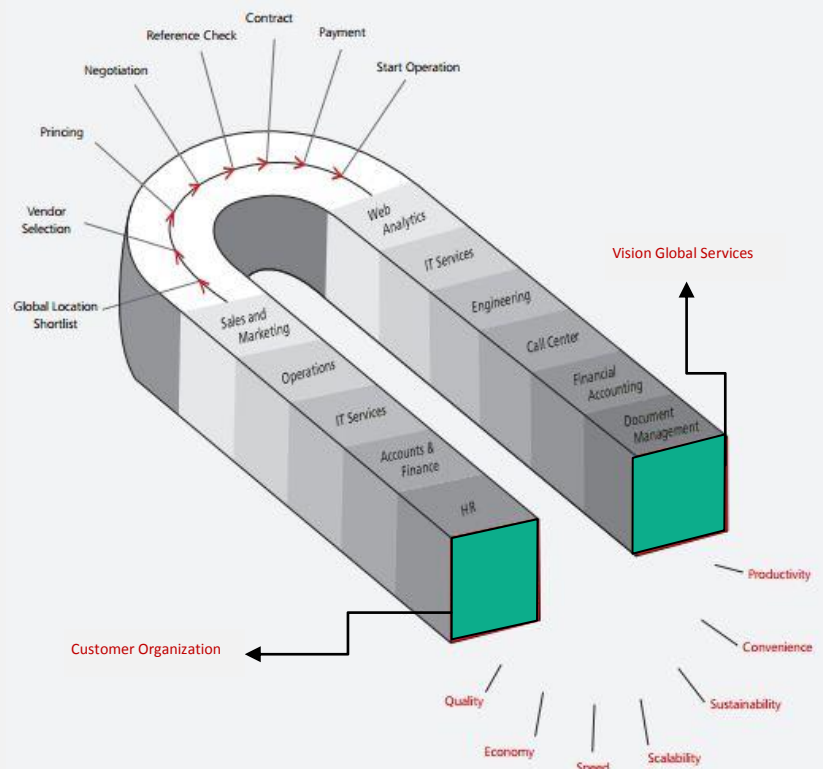
- Secondary and tertiary level redundancy
- Leased Line
- All servers backed by a UPS (Uninterrupted Power Supply)
- All delivery centers backed up 100% by generators in case of prolonged power failure. Security and Confidentiality We have Confidentiality and Non Disclosure Agreements, which are legally binding formal agreements. These are signed with our customers, employees and anyone who interacts with us on your project in order to protect all your information.
- Secured, robust, encrypted data transfer between the customer and our centers
- Firewall and intrusion detection technology
- Secure Smart Card, Secure Premises Login
- Secure Remote Access (VPN)
- Single sign-on to enterprise and desktop applications
- Employees sign confidentiality and Non Disclosure Agreements
- Workstations are secured individually by Anti-Virus

Our Unique Value Proposition

Consolidated service offerings under one roof

The unique advantage of working with Vision Global lies in our ability to offer a wide spectrum of focused business outsourcing solutions. The organization of these services as independent profit centres ensures specialization and expertise. This combination provides you the advantage of dealing with a highly qualified, skilled workforce without the inconvenience of dealing with multiple vendors and contact points. What this translates to, is valuable time saved in analysing vendor capabilities, establishing a relationship, building trust, negotiating contracts and ironing out legal and SLA issues.

Our vast experience in offering a range of services gives us the expertise to cater to a variety of different requirements. As you work with us, new possibilities will open up and you'll discover that the scope is limitless - for new processes or innovations that add value to your customers, simplify procedures for your staff or reduce cost burdens for your partners. Our multiple delivery centres located across India, South East Asia and South America will ensure a cost-effective, yet risk-free outsourcing experience.



How We Work

Our 5-stage outsourcing process places a special emphasis on the transition of the outsourced process offshore and uses existing, proven methodologies to ensure minimal interruption.

Stage 1 - Situation Analysis

Situation analysis involves a comprehensive study of the processes involved in the work you want to outsource. We will analyze the “outsourcable” components of your business and devise an outsourcing strategy to fulfill immediate requirements. We also carry out an impact analysis to aid in de-risking the entire process.

Stage 2 - Transition Plan

An analysis of your existing processes, organizational structure and work management process is carried out. A comprehensive replication plan is formulated to ensure minimal interruptions to your workflow. To effectively implement a seamless transition, the project schedule, process maps, manpower requirements and training methodologies are finalized. Defining Service Level Agreements (SLAs), contract finalization, and the facilitation of customer visits if required are carried out during this stage.

Stage 3 - Pilot Project

The detailed transition plan is then implemented. We start production on a small scale to establish proof of concept. This will help define parameters of quality, productivity, turnaround-time, and cost efficiency.

Stage 4 - Program Management and Process Improvement

At Vision Global, program management is carried out at two levels. At the execution level, we supervise the program to ensure the smooth functioning of operations and that agreed upon parameters of quality, productivity and turnaround-time are met.

Stage 5 - Customer Relationship Management

Customer Relationship Management continues for the entire lifecycle of the program. With weekly telephone reviews, daily reports, a single point of contact, and program management tools which allow tracking of a program on a daily basis, we ensure that you never lose control over the outsourced process. This 5-stage process helps us build long-term relationships with our customers by delivering year on year productivity benefits, maximizing customer profitability and increasing

1 Situation Analysis



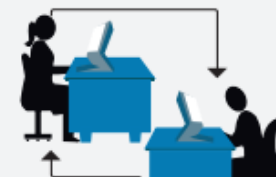
2 Transition Plan



3 Pilot Project



4 Program Management & Process Improvement



5 Customer Relationship Management



We Support



Contacts

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