



Suma Soft's Global Business Process Outsourcing Services



Overview:

Suma Soft has been redefining global outsourcing experience by delivering reliable, scalable and cost effective Business Process Outsourcing Management (BPM) and Technology Solutions to leading global companies to maximize Business Performance. We provide services to leading Logistics and Supply Chain enterprises such as, Transportation & Trucking, Airline Shipping, Cargo & Freight, Warehouse Logistics and other Supply Chain players.

Our comprehensive BPO and BPM services for global enterprises include:

- Logistics Services
- Mortgage Processing Services
- Credit Processing Services
- Accounting Services
- Subscription Order Management Services
- Order Processing and Enrolment Services
- Customer Services
- KPO Services

Our services have helped clients accelerate processes, handle seasonal peaks, streamline procedures and reduce costs significantly

Client Testimonial:

“The BPO services and SAAS based imaging platform of Suma Soft has facilitated us to deliver outstanding service to our internal customers and external Dealers.”

***General Manager,
Leading Auto Finance Company***

Case Study

Suma Soft's BPO solutions aid a Leading Mortgage Firm with Accurate & Timely Post-Closing Audits reducing TAT to 12 hours

Detailed BPO Services



Logistics Services

Our Logistics BPO solutions deliver best quality centralized back-office support and for Indian and Global logistics companies in Transportation & Trucking, Airline Shipping, Cargo & Freight, Warehouse Logistics and other Supply Chain industries. Our end-to-end BPO services have helped the client with reduced errors, accelerated billing process and better cash flow for clients.

These services include:

- Open source shipping platform, portal and mobile-based application development
- Track and Track Shipment, Document Posting & Accounts Payable services
- EDI Exception, Exception Management and Cost Analysis
- Load Building and Customs Documentation



Mortgage Processing Services

Our Mortgage Loan Origination Processing assists mortgage lenders in Banking and Finance industries through a tested and proven integrated mortgage loan origination process that ensures collection, organization, and evaluation of required documents are done before the loan is submitted for underwriting.

The service includes:

- Loan Origination & Loan Servicing
- Underwriting
- Post Closing Audit



Credit Processing Services

Our credit and loan processing outsourcing services for India help NBFCs and BFSI companies process loans in less turn-around time (TAT) through seamless processing. We understand the business urgency and hence manage credit and loan processing services outsourcing in India with utmost care.

The service includes:

- Underwriting, Credit & Loan Processing
- Disbursement Processing
- Loan Servicing



Accounting Services

Our comprehensive finance and accounting outsourcing services to Manufacturing, Logistics and Distribution and Automobile enterprises aid clients to streamline processes, maintain compliance and cut costs, which in return allows them to focus on their business objectives.

The service includes:

- Bookkeeping Services
- Financial Accounting
- Financial Reporting



Subscription Order Management

Our global subscription order management service outsourcing empowers Magazine Subscription Companies and other retail vendors with fast and end-to-end order processing that includes updating new orders and order fulfillment. We help reduce costs of recruiting and training resources.

These services include:

- Subscription Order management
- Payment processing
- Exception handling



Order Processing and Enrolment Services

Our global order processing and enrollment services outsourcing to leading Ecommerce, Online food ordering portals and other global Retail enterprises; provide a hassle-free processes that reduce costs of recruiting and training resources. The service includes:

The service includes:

- Inbound services
- Outbound Services
- Chat Services

Customer Services



We enhance process capability and deliver customized customer service solutions by a strategic process for Banking and Finance, E-Commerce, IT and ITES and Insurance companies across the globe.

The service includes:

- Multi-Channel Approach
- Focus on Key Differentiator
- Industry-specific Customer Support

KPO Services



Our KPO (Knowledge Process Outsourcing) services to IT and ITES and retail companies support them with a value chain ranging from high value research to large scale transaction processing based on knowledge and process expertise with advanced technological and analytical skills.

The service includes:

- Education Content K12 Curriculum
- Customized KPO Solutions
- Financial Reporting Services

Suma Soft's Value Proposition:

◆ Process Maturity

Our rich domain knowledge in Finance and Banking services has enabled us handle credit processing and loan approval with high accuracy and process maturity.

◆ Enhance Productivity

Suma Soft delivers outstanding SLAs that are considered as industry benchmarks for credit processing. This helps us ensure that our clients achieve a higher closing ratio on their loans at a standard processing cost.

◆ CRM and BPAAS Module

Suma Soft develops and deploys a Business Process As a Service Module that helped reduce TAT and Lead time for the client from **2 days to 30 minutes**. We also have expertise in providing CRM dedicated for NBFCs in India.

Business Benefits Delivered...



Efficient BPM delivered

With a rich domain experience in Credit and loan processing, services by Suma Soft help enterprises adopt agile and effective processes and employ tools to increase efficiency at reduced costs



Outperform industry-specific SLAs:

Our capabilities help clients scale-up their operations by deploying flexible offshore resources to meet day-to-day processing needs and automating systems at reduced TAT.



Technology meets Business Intelligence

With the help of advanced technology and human expertise, our technology support helps the client achieve accurate results at faster speed and reduced costs

Certificates

- Our operations are certified for ISO 9001:2008
- Quality management system and ISO 27001:2013 Information security management system.
- In addition to the above we have Payment Card Industry (PCI) data security standards (DSS) certification for our order processing platform.

Suma Soft Fact File:



16+ Years of
BPM Experience



ISO 27001:2013 Information Security
System Management (ISMS) Certified



Indian Computer Emergency Response Team
(CERT-In) Empanelled IT Security Auditor



Industry
Verticals Catered to



ISO 9001:2008 Quality Management
Systems (QMS) Certified



Standardisation Testing & Quality Certification (STQC)
Empanelled Testing Company

Global Clientele



Contact Suma Soft

For more information on how Suma Soft can deliver superior services to your end-customers & maximize their satisfaction with your business, contact us today.

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