Company
Profile

LotusPro
TECHNOLOGIES
We Manage Your Data. More Efficiently...

Authorised Associate of Globalink Outsourcing Limited, Leicester, United Kingdom.

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Company Information:	
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Company Profile:

History

LotusPro Technologies was incorporated in November 2020 to cater to the BPO segment with focus on Data Conversion, Transaction Processing and other Back Office operations in association with Globalink Outsourcing Limited, Leicester, UK.

From its strategic location in the Ahmedabad, Gujarat, *LotusPro Technologies* offers you cost-effective solution for Virtual Assistance for all your administrative work that you think can be done remotely. Furthermore, you can also save yourself from the additional burden of managing human resource, upgrading infrastructure and other administrative hassles.

LotusPro Technologies is a premier service provider of diversified business process outsourcing solutions to industry verticals like Insurance, Healthcare, Information content etc. and specializes in providing remote processing services in the areas of Litigation support, Resume processing, Human Resources, Tax & Accounting. *LotusPro Technologies* provides clients with solutions in the areas of Publishing and Data Management, Data Warehousing & Business Intelligence, Document Management & Workflow Solutions, Transaction Processing, Claims processing, Tax preparation, Portal Management, Customer Support, Help Desk, Virtual Assistance, etc.

Our business model focuses on having long-term strategic relationships with clients. Our market delivery model leverages cost-competitive processes to provide high quality, rapid time-to-market solutions on time and within budget.

Our sustained growth as a BPO company delivering business advantage comes from our presence at the high understanding of the technology evolution and maturity curve. In a business where excellence in execution is the key to success, we believe in completing projects on schedule with highest quality. Our well-defined processes and a strong Body of Knowledge enable the company to capture effectively the best practices of every project execution.

Vision & Mission

Vision
"To become the Most Preferred Service Delivery Partner for Outsourced Services"

Mission
- To become a preferred employer at every location of working by creating extraordinary and mass employment opportunities
- To become the partner of choice for small and medium enterprises by providing customized service delivery
- To continuously explore new opportunities of growth and improve the quality of our service delivery

Core Values

- Integrity
- Responsiveness
- Effective use of technology
- Transparency
- Process orientation and discipline

Process Methodologies

A structured quality management system helps *LotusPro Technologies* to:

- Ramp up productivity quickly
- Enforce process rigor
- Demonstrate measurable results
- Enhance Turn-around-time (TAT)
- Constantly analyze and improve the effectiveness of our processes for:
- Accuracy
- Rapid Response
- Cost control

Development Methodologies

Assessment

Understand, map, and document the current process in terms of workflow, staffing, metrics, and business expectations.

Analysis

Model the process using LotusPro Technologies' quality management system, calculate the ROI using the LotusPro Technologies, and make a go/no-go decision.

Assimilation

The ramp-up process begins with on-the-job training with key resources at your site. Our staff will formalize the offshore process and act as mentors to the Care Center staff.

Activation

Enable the offshore service with training, simulation, infrastructure activation, and service provisioning.

Outsourcing Methodologies

Companies seeking the Outsourcing Benefits generally engage themselves in a systematic process led by the outsourcer and well designed to ensure a positive and mutually beneficial experience for both client and provider. Although the scope and content of Outsourcing relationships vary widely, the process typically involves the following key steps

- ✓ Aligning expectations between client and provider
- ✓ Clarifying the governance model
- ✓ Setting the terms of agreement
- ✓ Preparing service level agreements
- ✓ Augmenting services as per client needs and technology demands change over time

LotusPro Technologies' Outsourcing services as Providers, helps businesses control the cost of managing their data center requirements. *LotusPro*'s service delivery is underpinned by proven outsourcing methodologies. We proudly offer outsourcing methodologies ranging from traditional "heads-down" data entry to leading edge OCR scanning. Our staff of Data center specialists has established a tradition of finding solutions for our clients. We handle all the details and deliver what we promise: With state-of-the-art equipment and technologies, we offer a wide array of data and information services which are efficient, cost-effective, offer quick service and a customized, turnkey approach to solving problems.

Aim

Meet Outsourcing Companies' goals. Exceed their expectations. Our Data Solution delivers the details - what clients need when clients need it. Delivery is confirmed through clear, comprehensive service reporting and management methodologies.

Our approach

Working with the customer, our service specialists understand client needs and develop agreements that describe precisely what will be delivered, and how the achievement of key defined tasks will be reported.

LotusPro focuses on proactive and collaborative management of the relationship, the evolution of services provided, communication processes, performance review standards, and overall relationship management. In such outsourcing engagements, a well-defined governance model addresses at least these core questions:

- ❑ **Expectations.** How does the client help set expectations? How does the client help perform the services? What does the client supply to the provider?
- ❑ **Monitoring.** What are the processes for performance monitoring? How are targets established? What happens until they are in place? Is there work in progress or a backlog to take into account? How well were services provided before the monitoring began?

❑ **Communication and reporting.** What is the schedule of client reviews and discussion? What is the escalation process for issue resolution? What provisions are made for special or emergency issue resolution? What are the schedule, content, and format of standard reporting? When and how are exceptions to be reported?

❑ **Scope change.** How are changes in service scope or content provided for?

❑ **Agreement modification.** How can the agreement itself be changed to be more responsive to client needs? What threshold operating levels should trigger the change process automatically? What must client and provider do to change the agreement? What are the limitations on change posed, for example, by the economics, term, technology requirements, or software licensing stipulations of the outsourcing relationship?

❑ **Termination.** Under what conditions can the agreement be terminated? What do client and provider need to do to initiate termination? What fees apply?

Communication is the hub of the governance process. From the client perspective, communication builds confidence in the understanding of their requirements and reinforces our ability to perform up to expectations. From a provider's perspective, the more he meets and exceeds his client expectations, the more likely he becomes to be entrusted with broader responsibility. Once the service agreement has been finalized, a client manager will be tasked with ensuring that the customer-vendor relationship continues to work well.

LotusPro provides our customers with cost-effective and reliable access to premium infrastructure and service solutions that are capable of supporting their own corporate goals.

Above all our highly trained Quality Control managers, ensure an error free results expected from the Data Center by their prestigious Clients.

To establish and maintain a facility of this caliber requires a significant capital investment. In today's cost cutting scenario, most organizations would prefer to invest in core customer facing business activities than infrastructure. *LotusPro* allows Client to access state of the art facilities without the burden of a large capital outlay.

We provide complete solutions that allow timely reporting, accountability, security and scheduling of projects. We provide unique solutions to suit every customer's needs. Partnering   with our expertise in data and information management will allow you to concentrate on your core business, eliminate processing overhead and provide your company with results from a proven document processing company.

Services Offered

At *LotusPro* we specialize in multiple channels of service delivery that cover:

➢ **A. Non-Voice Services**
Our portfolio of non-voice services covers the following:

a. **Data Entry**
- ✓ Keyboarding (only English)
- ✓ Proof reading
- ✓ Mailing List Development
- ✓ Accounting system data entry
- ✓ Form processing- Application processing
- ✓ Online/Offline data entry
- ✓ Data Conversion
- ✓ High volume any format data to PDF/MS Word/CSV for easy import and portability
- ✓ Any format to Image
- ✓ Scanning & OCR
- ✓ Conversion of client or mailing lists
- ✓ Key crucial inventory data into new systems
- ✓ Digitize office procedures, manuals, manuscripts
- ✓ Process Bulk Survey/Registrations

b. Data Encoding
- ✓ Extract Information from complicated forms/data presentation
- ✓ PDF Processing - Bookmark Creation, Cover Insertion, Image Insertion

c. Web Data Harvesting
- ✓ URL Verification
- ✓ Contacts Information Gathering
- ✓ Pulling Data from Websites/Portals
- ✓ Conversion to Database or other formats
- ✓ HTML/PDF Data Extraction
- ✓ Real-time monitoring of websites

d. Research
- ✓ Web research
- ✓ Marketing research

e. Web Content Data Entry and Editing

f. Web link and Directory Submission

g. Monitoring Communities and Blog Posting and Submissions

h. Virtual Assistance
By outsourcing your day-to-day NON-Core business activities to us, you can concentrate on your core jobs and save around 60% of your administrative costs to increase your profitability. Furthermore, you can have a full fledged, state of the art, back office without investing a single penny on system upgrades, data security, human resources etc.

i. Customer Support:
- ✓ Offshore 24/7 Live Chat Support
- ✓ Offshore Customer Support
- ✓ Offshore E-mail Support

➤ **B. Voice Services**

Our comprehensive voice services portfolio includes:

a. Inbound Call Management: (Customer Query/Customer Care)
- ✓ Toll Free Services
- ✓ Tech Support
- ✓ Account Status
- ✓ Order processing/status
- ✓ Product Inquiry
- ✓ Registration
- ✓ Answering Service Customer Service
- ✓ Inquiry Handling
- ✓ Toll Free Services
- ✓ Website Response
- ✓ Order Processing
- ✓ Messaging Service

b. Outbound Calling: (Sales & Promotion/Marketing/Appointment Fixing)

- ✓ Welcome Calls and Upgrade Programs
- ✓ Win back Programs
- ✓ Lead Generation Programs
- ✓ Cross/Up-Sell
- ✓ Customer/Quality Surveys
- ✓ Lead Generation
- ✓ Appointment Scheduling

- ✓ Product/Service Promotion
- ✓ Market Research
- ✓ Sales & Marketing
- ✓ Verification services
- ✓ E-mail follow-up
- ✓ Data management
- ✓ Voice Broadcasting

➤ **C. Web Services**

LotusPro **is your perfect eCommerce solutions partner with our services spanning:**

a. Website Design
- ✓ Graphics designing
- ✓ Web template designing
- ✓ Logo designing
- ✓ HTML encoding

b. Website Development
- ✓ - PHP programming
- ✓ - Database development
- ✓ - Backend programming
- ✓ - Shopping cart designing and development
- ✓ - Payment gateway integration
- ✓ - CRM development

c. Content Development

- ✓ SEO Web Content
- ✓ Articles
- ✓ News Articles
- ✓ Blogs
- ✓ Sales Pages
- ✓ Creative Content
- ✓ Copywriting
- ✓ Product Descriptions
- ✓ Service Descriptions

- ✓ Product Pages
- ✓ e-Book Writing
- ✓ E-mail Campaigns
- ✓ Corporate and Company Profiles
- ✓ Press Releases
- ✓ Business Plans
- ✓ Grant Writing
- ✓ Research and White Papers
- ✓ Case Studies

d. Internet Marketing & eCommerce

- ✓ Search Engine Optimization
- ✓ Pay-per-click marketing
- ✓ Affiliate marketing
- ✓ Social media marketing
- ✓ Email marketing
- ✓ Viral marketing
- ✓ Lead generation
- ✓ Website traffic management

➤ **<u>D. Domestic Services</u>**

We at *LotusPro Technologies* have also forayed into the domestic market with our range of services including:

✓ Data entry
✓ Data conversion
✓ Scanning, OCR with editing and indexing services
✓ Managed recruitments
✓ Payroll processing
✓ Form processing
✓ Temporary Staffing
✓ Claims processing
✓ Conversion to xml/html
✓ Quality assessment unit
✓ Web research
✓ Transaction processing
✓ E-Accounting

➢ **Risk Mitigation**

Risk: Deadline not met.
Contingency: Deliver in stage, making sure that when the deadline comes, we can deliver something

Risk: Underestimated Complexity, Too many requirements.
Contingency: Sort the requirements by priority. Negotiate with the client.

Risk: Client not available.
Contingency: Do not wait for the client - work based on the problem statement.

Risk: Changing Requirements.
Contingency: be restrictive about changes after the RAD is base lined.

Risk: Unachievable Requirements, Technology not available; needed technology not understandable, Optimistic assumptions about usable technology.
Contingency: Design an architecture where risky requirements result in black box subsystems. These subsystems will be simulated in the final prototype.

Risk: Unmotivated developers.
Contingency: Do real work in meetings, not just status assessment.

Risk: Management not available.
Contingency: Work based on the documents created so far, do not wait.

➢ **BPO / Offshore Processing**

6.1 Offshore outsourcing expertise and capabilities

Our business model focuses on having long-term strategic relationships with clients.

Our sustained growth as a BPO company delivering business advantage comes from our presence at the high understanding of the technology evolution and maturity curve. In a business where excellence in execution is the key to success, we believe in completing projects on schedule with highest quality. Our well-defined processes and a strong Body of Knowledge enable the company to capture effectively the best practices of every project execution.

➢ **Quality control measures**

LotusPro Technologies guarantees an accuracy level of up to 99.95% services as we implement a four-tier QC check
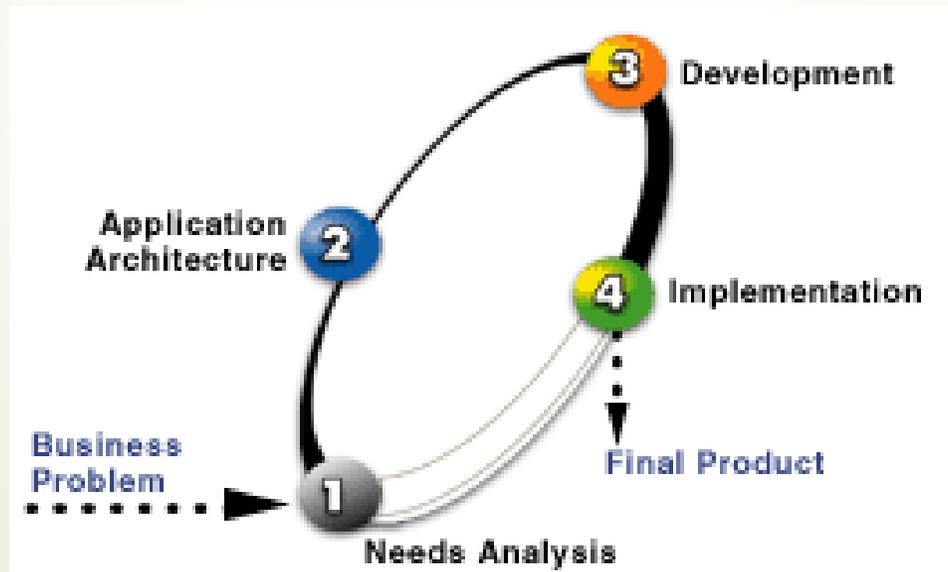
➢ **<u>Offshore outsourcing limitations, action plan</u>**

Currently we have the infrastructure to handle only the data-based business processes and soon we plan to include Voice services to become a one-stop solution provider for the outsourced back-office operations.

➢ **<u>Offshore outsourcing limitations – ideal direction</u>**

LotusPro Technologies has embedded in its manifesto to provide efficient, qualitative and affordable Back office and Transaction Processing solutions. The company has a very broader and global perspective may that be in functioning, management or customer relations.

We always coin ourselves as the right people to work with, what that means is… the right attitude, the right knowledge, the right solutions and the right technology.

➢ **<u>6.5 Existing Infrastructure Setup</u>**

LotusPro Technologies' office is fully equipped with all latest office automation like computers, printers, internet connection (100 Mbps leased line), scanners etc.

➢ **<u>Scalability & Investment</u>**

Investment to ensure scalability and support the growth plans can be arranged from owned funds as well as lending sources at short notice since the company is financially stable and has good credit standings in the market.

➢ **<u>Offshore outsourcing strengths</u>**

<u>Why select *LotusPro Technologies*?</u>

Among the various reasons why we believe you should select ***LotusPro*** some of the salient factors are:

- ✓ Our adherence to established development standards and disciplines
- ✓ Experienced professionals will render proven solutions for client requirement, providing a significantly better return on investment
- ✓ We believe in giving our customers full satisfaction and value for their money and secondly, we believe in our capabilities and ourselves
- ✓ Good command over English Language and excellent communication skills and ability to keep the client informed all the time with constant communication links thro' multiple means like email, Chat, phone, etc.
- ✓ Assurances to stand by and support our product till we give complete satisfaction

LotusPro Technologies has a proven track record of Sourcing and Training of excellent quality human resources on a large scale owing our training background. One of the reasons why clients prefer to work with *LotusPro Technologies* is because of our retention levels.

LotusPro's services provide the best value for money to clients owing to our low cost of operations in Ahmedabad (70% lower cost than prevailing costs in US/Europe and 30% lower cost than other metro cities in India) and efficiency maximization achieved through automation of processes and effective usage of Information Technology (IT), made possible due to our strong background in IT and an experienced IT team.

What clients appreciate about *LotusPro Technologies* is our Process Oriented approach in providing services by meticulously planning the workflow and support systems, setting the right benchmarks for quality and delivery and using technology as a backbone to provide faster, better and cost-effective services to clients.

We Manage Your Data, More Efficiently…