

## Out Sourcing to

# INDIA



*Valad business solution is an India-based company founded in 2004 by an innovative and professional team of engineers from different domains. We are specialized BPO/KPO providing services to shipping and other industries. Our team consists of professionals with extensive experience in a diverse range of vertical domains. Our combined knowledge put together with State-of-the-art technology and stringent standards of quality and compliance ensures consistent and timely delivery of output*

***“India has emerged as top Business and knowledge processes outsource country in the past few years. The industry in India is expected to grow to US \$11.2 billion in revenue by 2010”***



## What we offer?



*“Valad business Solutions is committed to the highest level of professional Standards and service, and offers client a distinctive value proposition by helping them increasing the bottom line value of their business.”*

*Nick Pearson  
Business Development Manager  
Globetech Services Ltd, UK*

- **Enquiry Quotation**
- **Document management.**
- **Data search, integration and analysis.**
- **Back office services.**
- **Finance, Accounting Support services.**
- **Payroll management.**
- **Data management for integrated ship management software.**
- **Software Deployment on ships and in offices.**
- **Processing and analysis of data generated by installations.**
- **Training and support services.**
- **Sales Cycle management.**
- **Form Processing Services**
- **Internet / Online / Web Research**

## Financial and Accounting management

- We provide a total Financial and Accounting Outsourcing Solutions to our clients. Our specialty is providing timely, accurate and extremely affordable solutions.
- Having access to timely and accurate financial and accounting information is crucial for organizations to maintain a competitive edge in the market.



### **Our Values:**

**Confidentiality**  
**Reliability**  
**Responsiveness**  
**Ethics**  
**Professionalism**



## BPO/KPO Services

We are into BPO services and offer complete Back Office Processing Support with Speed, accuracy, and reliability. The team consists of professionals with extensive experience in a diverse range of vertical domains. State-of-the-art technology and high levels of infrastructure redundancy combined with stringent standards of quality and compliance ensure consistent and timely delivery of output

## Document Management

- Document Imaging
- Integration with existing systems
- Data capture from paper and electronic sources
- Secure Storage
- Reporting
- Secure customer and supplier access to documents



## Form Processing Services

- **Insurance claim form**
- **Medical Form / Medical billing**
- **Online Form Processing**



## Internet / Online / Web Research

- **Internet Search, Product Research, Market Research, Survey, Analysis.**
- **Web and Mailing list research etc**

## Sales Cycle Management

- **Market Survey**
- **Telesales**
- **E-marketing**
- **Payment Collection**

## Educated and Talented Work force

- **At the heart of our outsourcing industry successes are the skill and talents of Indian workers.**
- **IT and Business Savvy: Mumbai is the financial head office and IT centre of India. We are large pool of Experienced talent for the growing IT and Business Process Outsourcing industry.**
- **Labor cost advantages.**
- **Process and quality focus - large number of companies have received SEI-CMM Level 5 certifications.**
- **Project management and complex project execution skills and experience.**
- **Entrepreneurial culture.**
- **Indian diasporas and strong customer relationships.**
- **Friendly government policies for IT exports**



### **Our Esteemed Clients**

- **MESPAS, AG,  
Switzerland**
- **Schelde Marine Services,  
Netherlands**
- **Globetech Services Ltd.  
UK**
- **Ulysses Systems, Greece**
- **Everest Consultancy,  
USA**

## IT Services for Shipping Industry



- **Software deployment on ships and in office**
- **Training and Support for Ship management Software**
- **Machinery data collection from ships**

**We do data entry and data management for integrated ship management software. We convert spare part lists, maintenance cards, etc., from the manuals to Excel or any other format as required by clients.**

### **Data Includes:**

- **Spare parts**
- **Maintenance Tasks**
- **Maintenance Cards**
- **Client Specific Forms**

### Processing and analysis of data generated by ships:

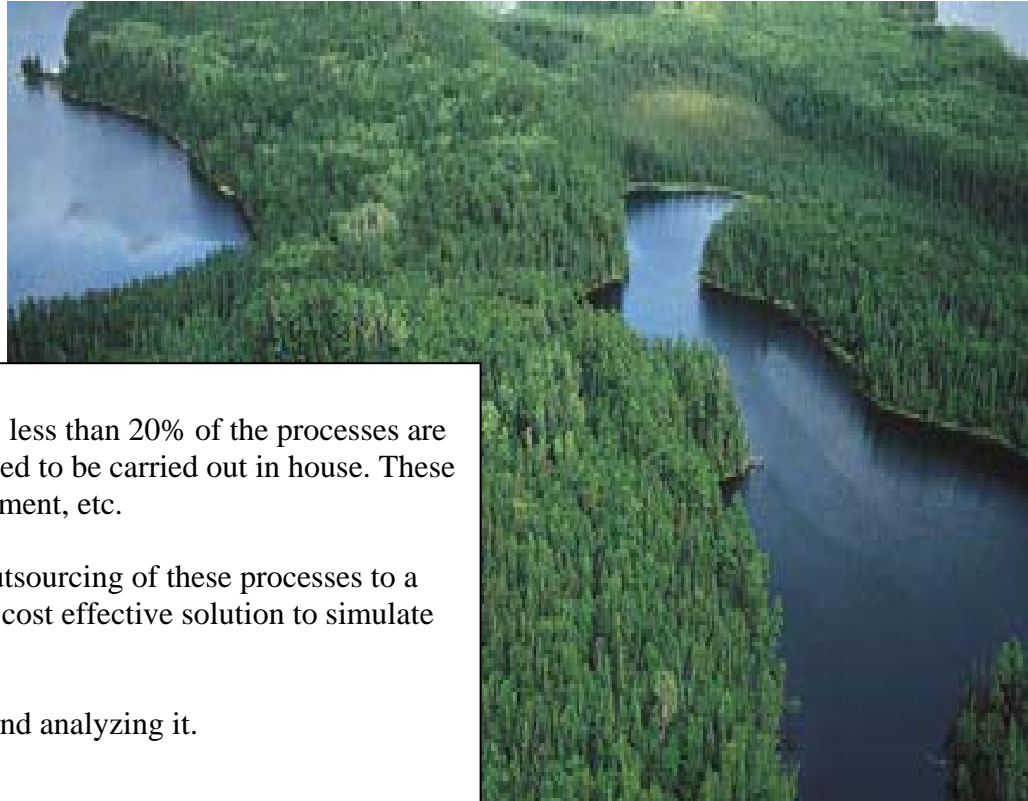
#### **Some instances of this data processing:**

- **Computerized log books on board the ship with a Master file in the office.**
- **Daily position reporting.**
- **Reporting of cargo temperatures in case of reefer cargo ships.**
- **Charter party fuel and speed consumption.**
- **Lub oil and fuel oil consumption.**

*“Valad Plays a key role in deployment of our ISMS software Mespas R5,*

*High quality, high value services, Business culture, Domain knowledge, skilled workforce and lower costs, All contributed to our decision to Outsource to Valad.”*

*Peter Fah  
Managing Director  
Mespas AG*



A company's work consists of various processes. Generally, less than 20% of the processes are critical and sensitive to the operation of the company and need to be carried out in house. These would typically entail budgeting, client relationship management, etc.

Other processes, though essential, are non critical and the outsourcing of these processes to a third party specialist has been proved the world over to be a cost effective solution to simulate growth for the parent company. These processes can be

- Data collection from subsidiary offices, combining and analyzing it.
- Training and support.
- General accounting.
- Marketing (Emarketing and Tele Marketing)
- Sales Cycle Management (Billing and Payment collection)
- Document Management
- Data Conversion and Management

The advantages of outsourcing can be summarized as follows:

- The management utilizes their skills where it is needed most – to grow the business.
- Overheads are reduced as back office work is outsourced to lower cost specialist service Provider.
- Capital investment in back office resources is reduced and available funds can be used more Productively to boost company earnings.
- The skills of the specialist partner is available to the company to further reduce costs

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