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**Rescue Click Group**



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# About Rescue Click Group

## What We Do ?

- 1 Taking BUSINESS PROCESS OUTSOURCING (B.P.O)
- 2 WEB/APP DEVELOPMENT
- 3 Security Solutions



# About Rescue Click Group

1

**Purpose:**

*To be a leader in the industry by providing enhanced services, relationship and profitability.*

2

**Vision:**

*To provide quality services that exceeds the expectations of our esteemed customers.*

3

**Mission statement:**

*To build long term relationships with our customers, client sand Partners and provide exceptional customer services by pursuing business through innovation and advanced technology.*



# About Rescue Click Group

4

**Core values:** *We believe in treating our customers, clients and Partners with respect and faith• We grow through creativity, invention and innovation.• We integrate honesty, integrity and business ethics into all aspects of our business functioning*

5

**Goals•** *Regional expansion in the field of management and develop a strong base of key customers.• Increase the assets and investments of the company to support the development of services.• To build good reputation in the field of management and become a key player in the industry.*

## 1# Employee Records (Bio-Metric Logging. Strictly Finger Print)

Our Hr Team keep a Close eye on Bio-Metric Logging to make sure every single employee is punching in the finger to stamp the Time In & Out.

## 2# Control Over Employees

Signing Non Disclosure Agreement with employees and letting them know about the potential risk associated with the data security. Blocking the Internet access wherever it is not necessary on the floor. Preventing employees from carrying Information through any means- paper, USBs, mobile phones or any other recordable devices by adopting stringent policies. Creating a paperless environment and prohibiting people from bringing devices to the office premises would prevent any information leakage.



## Ensured Data & Client Security with our IT & Managed Infrastructure

### 3# CCTV Monitoring 24/7

12 Live and recordable CCTV up to 30 Days backup in DVR & 6 month outside on external storage device. Our security systems can be customized and linked to work with different software systems for employee identification, crisis management, and call tree applications among others. CCTV monitoring software that we use can be integrated with on-site alarm systems, perimeter alarm systems, and body-worn video cameras, ensuring immediate identification and action. State-of-the-art surveillance recording with playback and secure archiving to assist in case of any possible legal proceedings. Optimized network bandwidth for the best centralized and decentralized IP camera surveillance using security assets that are already in place

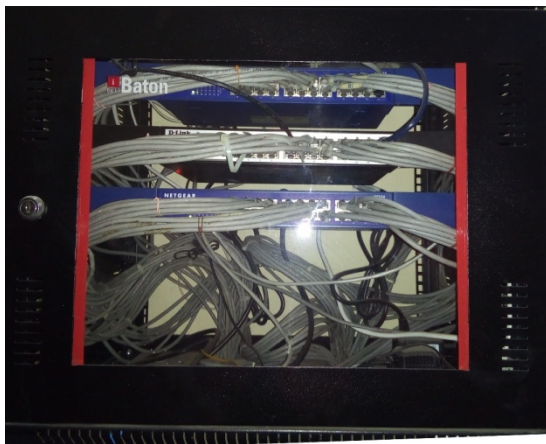




Ensured Data & Client Security with our IT & Managed Infrastructure

## 4# Disaster Recovery & Information Security (Server IBM X3200 M3)

The whole plan of disaster recovery cannot be complete without the data security plans and thus the right planning and strategies for disaster recovery management that can sustain any kind of infrastructure failure would not only support 'business continuity' but also prevent data theft/loss in the midst of crisis. Dialer Server to protect customers & Client Information from Employees.



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## 5# Develop and Adopt the Best Practices

- ◆ Due to mounting cyber crimes, the threat of data loss/ theft is widely prevalent in the industry. Developing the best practices that fit the company's policies that cater to internal security/ network security would keep hackers away from the company's critical information. This way, the company also commits itself to data protection while ensuring compliance for its clients.
- ◆ Constant monitoring of business functions and continuous assessment, evaluation and improvement of information security measures that match with industry standards and foreseeing the possible vulnerabilities/ threats that could arise in future, would prevent the information theft/ loss.

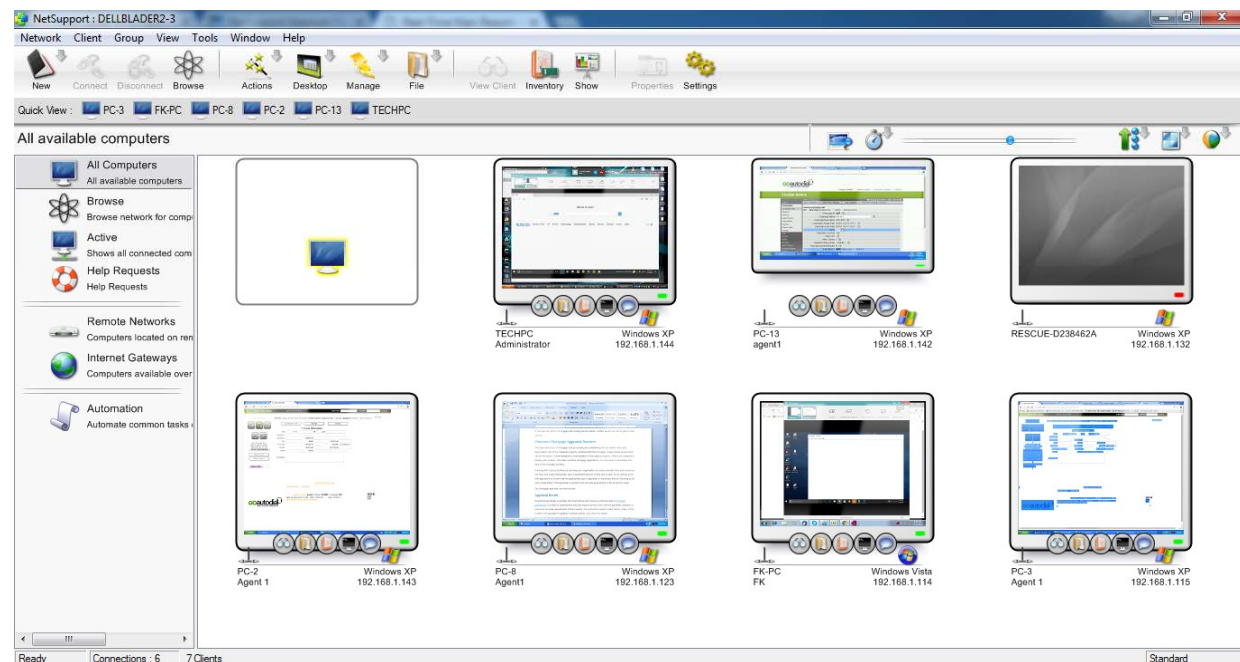




# Ensured Data & Client Security with our IT & Managed Infrastructure

## 6# Net Support Manager (Monitor & Record Employee Screen)

- ◆ Features
- ◆ Monitor
- ◆ Remote Control
- ◆ Grouping
- ◆ File transfer
- ◆ Inventory
- ◆ Connectivity
- ◆ Geo location
- ◆ Communication
- ◆ Flexibility
- ◆ Security
- ◆ Integration





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# Key Terms of Rescue Click

## **Web Development**

We Even Create Website Based On Client Requirements,

## **APP Development**

We Developed App On Both Iphone & Android Platform

## **Security Solutions**

Protecting Home & Offices



# Security Solutions

Trust can't be bought and human can't stay 24x7



## OUR MONEY-BACK GUARANTEE

Should you decide that Diligent Custom Home Services is not for you, ADT will refund your installation price and all monitoring fees you paid within the first six months.



## HOMEOWNER SAVINGS

By installing an Diligent-Monitored Home Security System, you may save up to 20% on your homeowner's insurance.



## 24-HOUR MONITORING

Diligent's monitoring centers provide protection with the latest technological equipment 24 hours a day, 365 days a year.



## DEDICATED TO YOUR SATISFACTION

Diligent Money-Back Guarantee  
Diligent Homeowner Savings  
Homeowners Insurance Certificate



# Business Organisation And Management



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# What is BPO

BPO is the process of hiring another company to handle business activities for you.



**Business process outsourcing (BPO)** is a subset of outsourcing that involves the contracting of the operations and responsibilities of specific business functions (or processes) such as payroll, customer service, accounting, data recording and much more to a third-party service provider.



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## Why does a company outsource ?

Not all companies, especially the smaller one, have the cost expertise needed to manage a complex network of the activity they need. For eg. many bank don't have expertise to manage a complex network of ATMs.

Outsourcing enables an enterprises to concentrate its time and efforts on its key function.

Companies need not invest money in creating and maintaining system non core activities.

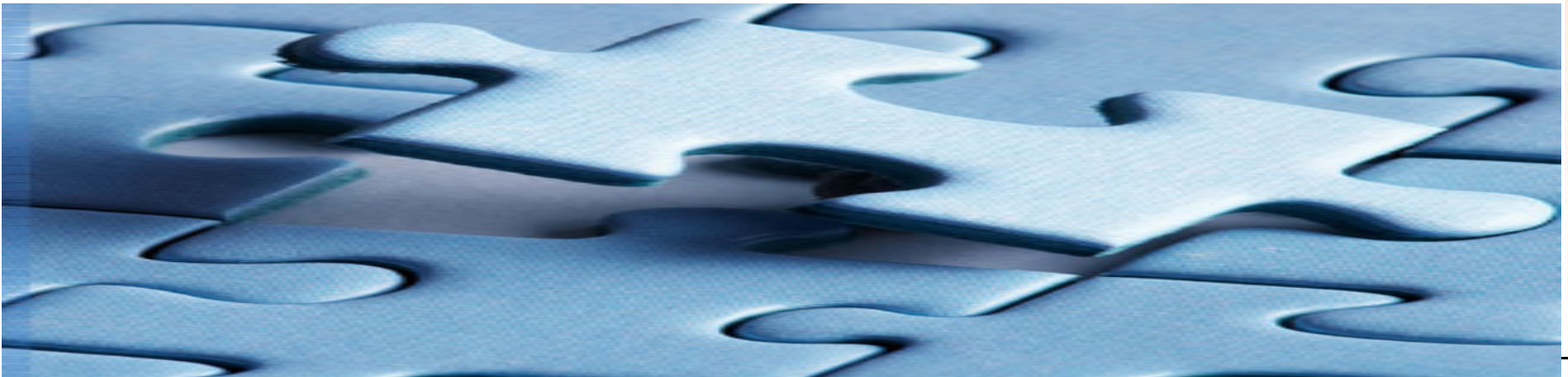
When the predictability of the process/service is not important.

When there is limited opportunity for the firm to distinguish itself competitively through a particular process/service.



◆ It is often divided into two categories :

- Back Office Outsourcing which includes internal business functions such as billing or purchasing.
- Front Office Outsourcing which includes customer-related services such as marketing or tech support.



# Key Terms of BPO

## Offshore

BPO that is contracted outside a company's own country.

## Onshore

BPO that is contracted with the company's own country.

## Near shore

BPO that is contracted to a company's neighboring country.



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# BPO Services We can Handle

## 1. Customer Support Services

- ››› Customers calling to check on their order status.
- ››› Customers calling to check for information on products and services.
- ››› Customers calling to verify their account status.
- ››› Customers calling to check their reservation status etc.

## 2. Technical Support Services

- ››› Customers calling to resolve a problem with their home PC.
- ››› Customers calling to understand how to dial up to their ISP.
- ››› Customers calling with a problem with their software or hardware.
- ››› Customers calling to resolve other problems with their products.



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# BPO Service We can Handle

## 3. Telemarketing Services

- ››› Outbound calling to sell wireless services for a telecom provider.
- ››› Outbound calling to retail households to sell leisure holidays.
- ››› outbound calling to existing customers to sell a new rate card for a mobile service provider.
- ››› outbound calling to sell credit or debit cards etc.

## 4. Employee IT Help-desk Services

- ››› System problem resolutions related to desktop
- ››› Notebooks, OS, connectivity etc.
- ››› Office productivity tools support including browsers and mail.
- ››› New service requests.
- ››› IT operational issues.
- ››› product usage queries etc.



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# BPO Service We can Handle

## 5. Insurance Processing

### ››› **New Business / Promotion:**

Inbound/outbound sales, Initial Setup, Case Management, Underwriting, Risk assessment, Policy issuance etc.

### ››› **Policy Maintenance / Management:**

Record Changes like Name, Beneficiary, Nominee, Address; Collateral verification, Surrender Audits Accounts Receivable, Accounting, Claim Overpayment, Customer care service via voice/email etc.

## 6. Data Entry Services / Data Processing Services

- ››› Data entry from Paper/Books with highest accuracy and quick.
- ››› Data entry from Image file in any format .
- ››› Business Transaction Data entry like sales / purchase / payroll.
- ››› Data entry of E-Books / Electronic Books.
- ››› Receipt and Bill Data Entry etc.



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# BPO Service We can Handle

## 7. Book Keeping and Accounting Services

- »» General Ledger
- »» Accounts Receivables and Accounts Payable
- »» Financial Statements
- »» Bank Reconciliation
- »» Assets / Equipment Ledgers etc.

## 8. Internet / Online / Web Research

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





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# BPO Almost Everywhere

**BPO appears to be an all inclusive term that covers everything:**

- >>> Medical transcription
- >>> Animation
- >>> Power point presentations
- >>> Equity research
- >>> Contract research
- >>> Call centres
- >>> Collections
- >>> IT Help desk
- >>> Internet chat
- >>> Customer service
- >>> Transaction processing
- >>> Travel bookings
- >>> Accounting
- >>> etc. etc. etc.



Organizational Changes For BPO Success

# Advantage and Disadvantage of BPO



## Advantages

- Productivity Improvements
- Cost Savings
- Improved HR
- Focus on Core Business Competency
- Improve Service Level
- Reengineer Business Process
- Access to world class capabilities
- Higher level of service with lower cost

## Disadvantages

- Knowledge Disappears and is Transferred to the Outsourcing Partner
- Poor Quality Control
- Restoring Operations is Complicated
- Lack of Loyal Employees
- Reduction in Strategic Alignment
- Political and religious instability



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# Outsourcing in India

**BPO**

**ITES**

**KPO**

Business Process  
Outsourcing

Information technology  
Enabled service

Knowledge Process  
Outsourcing

Business process outsourcing is progressing fast in India.

As of 2008, around 0.7 million people work in outsourcing sector.

During the years 2003-04, the ITES-BPO segment achieved a 54 percent growth in revenues as compared to the previous years.

The number of Indians working for the ITES sector jumped to 245,500 in the year 2004.



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## ITES, Information Technology Enabled Service

**ITES, Information Technology Enabled Service**, is defined as outsourcing of processes that can be enabled with information technology and covers diverse Areas like finance, HR, administration, health care, telecommunication, manufacturing etc. Armed with technology and manpower, these services are provided from e-enabled locations. This radically reduces costs and improve service standards. In short, this Internet service provider aims in providing B2B e-commerce solutions.

**The main objectives of ITES are :**

- » Enabling business strategy
- » Achieving an organization's business goals



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# KPO, Knowledge Process Outsourcing

**Knowledge process outsourcing** (KPO) is a form of outsourcing, in which knowledge related and information-related work is carried out by workers in a different company.

**KPO services include the following:**

- >> Investment research services  
(equity, fixed income and credit, and quantitative research)
- >> Business research services
- >> Data Analytics
- >> Market research services
- >> Valuation and fairness opinions
- >> Legal process outsourcing
- >> Patent research services
- >> Business operations support, analytics & management
- >> Editorial process outsourcing



**S****Strengths**

- Large no. of talented graduates
- Affordable and quality education as compared to developed countries
- English language benefit
- Strong customer base of well known companies
- Powerful venture capital interest in investing in growth opportunity

**W****Weakness**

- Scarce foreign language skills other than English.
- Lack of customer service culture
- Expensive and poor quality telecom infrastructure
- Poor electricity supply
- Cultural differences

**O****Opportunities**

- Horizontal and vertical expansion of existing customer base into new markets
- Time zone difference between India and target markets

**T****Threats**

- High Billing rates
- Political instability
- India's competitors in Eastern Europe, Latin America and the Asia



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# Thank You !

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