

V CATCH

Your preferred partner for BPO SERVICES



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About Vcatch



We are one of the Leading BPO | BPM and Call Center Service Provider in India based out of Bangalore – **VCATCH** works on Six-Sigma standards backed by core management team who carries decades of experience in BPO industry.

The above being the core of our expertise, we have enhanced our services towards various other industries like **Ed-tech | E-commerce | FMCG | Aggregators | Real-estate builders** and many more. With the state-of-the-art technology and the infrastructure, we are support you to experience your ROI factor in a fruitful way.



VISION

Continuously strive to be the best in the industry by enhancing the current skill-set.



MISSION

Retain our clients in an ethical way by proving that each client's ROI is met.



VALUE

"People First"

SATISFIED EMPLOYEES ENHANCE CUSTOMERS DELIGHT

Problem statement



Organizations across the world have not adopted Business Process Outsourcing (BPO) to increase their opportunities to achieve cost reduction and business growth.

They would have decided to setup an in-house team or would have tried automating few segments. This will hamper the potential to scale since, the time involved in monitoring various influencing factors is huge.

If you run a quick search, you would find a whole list of small, medium, and big factors. From deploying the right resource at the right cost to exceeding customer expectations to scarcity of talent to meet ROI, and the list goes on.

Common challenges which are hindrances to BAU



FACING HUGE ATTRITION

The employee attrition rate is as high as 48% in this industry.



EXCEEDING CUSTOMER EXPECTATIONS

Often, when people call a customer service number or try to communicate via email; they expect a quick reply that they have already imagined in their mind.



THE COST FACTOR

The overheads on technology, infra, administration and hiring will be a burden if you have an in-house setup.

ROI will be stagnant.

How do we fix it

The most successful businesses as we all know are not the ones that haven't faced challenges but are the ones that have slowly and steadily strategized solutions to overcome them.



SOLUTION TO CONTROL ATTRITION: Hire the exact cream

1. We hire the associates as per the job description by involving our clients during the screening stage.
2. The salary structure is very transparent and very competitive.
3. A road-map to growth will be projected during their induction.

SOLUTION TO MEET OR OVER EXCEED CUSTOMER EXPECTATIONS: Know the pulse

Firstly, we create solutions, based on experiences working with various brands from differing sectors and we understand the pulse of the customers.

Secondly, we understand the importance of providing the quality services, which means the factor 'speed' comes the second. The trained associates move along the lines of integrity, knowledge, skill and dedicated work ethic.

Thirdly, we know how to go an extra mile to build reputation, bring more returning clients and increase the profit.

The professionals working with Vcatch, provide personalized solutions as a part of going an extra mile to help your customers. This has always helped us to find the right people for our clients from across the globe, reduce the time taken for the conversion and bring clarity in to the entire process.



SOLUTION TO THE COST FACTOR: We got your back

If you are planning/running an in-house support for your customers or you are running a business and need a BPO industry team to work in your premises, the budgeting factor poses as a huge challenge. One must invest in technology, people & training, sales and marketing team and much more.

If you do not have a huge investment or an investor who is interested in your business, then the idea of outsourcing your program to a BPO industry company will always remain as your first option. Here, we take your burden since we already have the qualified management staff who can work on adding value and bringing revenue to your company while you sit back and look at the weekly and monthly powerful reports with insights.



Transition roadmap



A detailed brainstorming session with the client to understand their expectations on the quality and operational goals will be done with all the stake holders. This is where the essence of outsourcing will be emphasized.



A comprehensive documentation of an Agreement including the SLAs along with NDA will be executed prior to starting the hiring process.



Hiring timelines will be given. The candidates will be on-boarded as per the job description by our internal HR team.



The candidates will go through induction. A training will be provided post which, they get certified to hit the production.



Quality control measures will be in place with regular audits. This will help improving the process quality and customer satisfaction.



WBR | MBR | QBR with insights on how we can achieve the end goal.



We support you in meeting your ROI with scalability to increase the revenue and the loyal customer base.

Six-sigma implementation

WHAT



- Design and deliver process deck
- 16 hours of soft-skills training
- 40 hours of product training and mocks
- Customized analytical training and coaching with QMS tools
- Baseline/statistical analysis support
- Need-based support to design for new process launches
- Consult with your existing and prospective delivery teams on value creation from their key processes
- Help build a loyal customer base for your organization
- Assist in identifying and implementing process changes, tools/technology, metrics towards agreed value creation goals

HOW



Infrastructure

COMPLIANCE: ISO/IEC 27001:2022

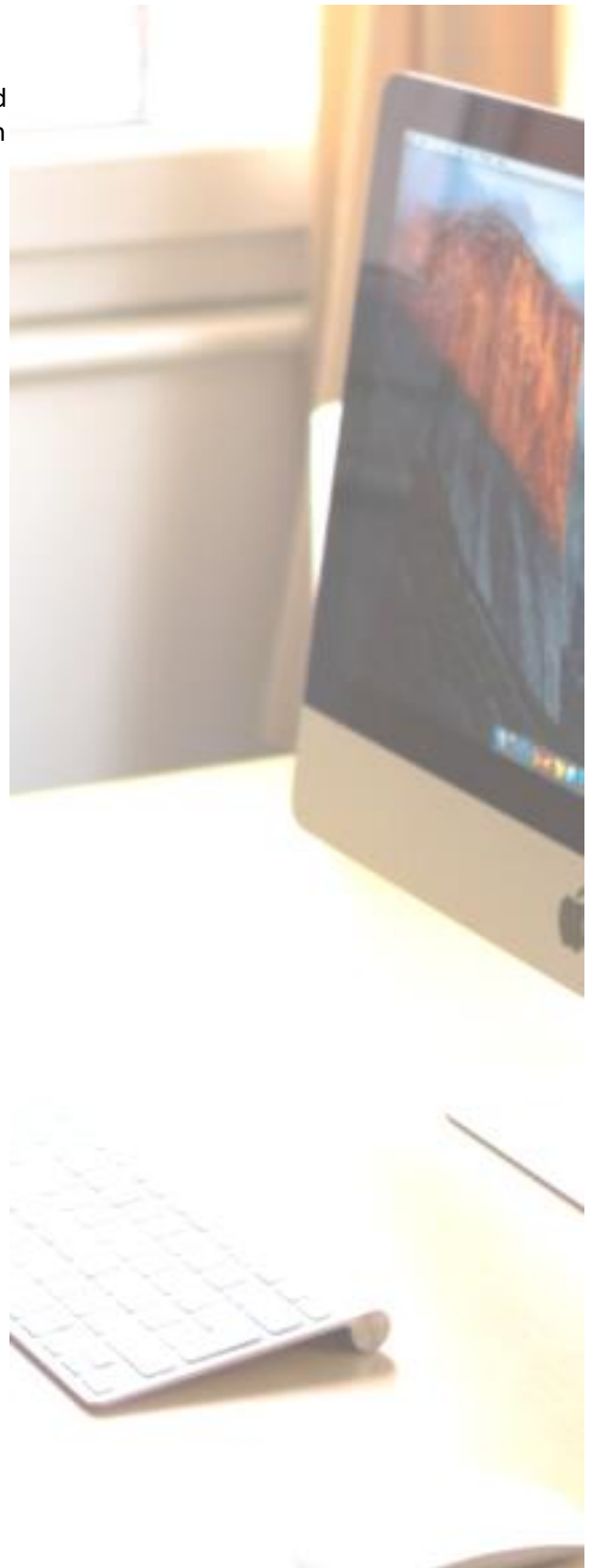
- We at Vcatch provide customer support services to multiple customers via voice and non-voice mode and managed services for group companies. We at Vcatch handle account data (including Cardholder data and Sensitive Authentication Data).
- We at Vcatch also conduct third party audit to make sure we comply/obey/act in accordance with policy laid by us.
- Internal/External VAPT
- Third party Audits by Certified body.

POLICIES

- Acceptable Usage Policy and Procedure
- Access Control Policy
- Asset Management Policy and Procedure
- Audit and Compliance Policy
- Control of Documents Procedure
- Control of Records Procedure
- Data Security Policy
- Information Security Incident Response Plan
- Information Systems and Data Security Policy
- Internal Audit Procedure
- Physical Security Policies & Procedure
- HR Policy
- Business Continuity and Disaster Recovery

TECHNOLOGY

- Skill based routing [Customizable]
- Remote call monitoring and recording
- Silent barging
- CTI (Computer telephony integration)
- IVRS (Integrated Voice Response System)
- Customized reporting
- Secure VPN to empower our work from home requirement
- AI powered support including customized Chatbot
- ML driven work force management
- CRM and Whatsapp integration
- ERP integration and call broadcasting
- IVR integration
- Dynamic call routing
- Auto callback on missed opportunities
- Click2call feature



Infrastructure

IT INFRASTRUCTURE

Our BCP ensures prevention and recovery from potential threats.

Post on-boarding a Client, we customize the BCP to ensure that Client Business Requirements are met.

Our BCP has enabled us to handle various work models.

OUR CALL ROUTING HAS 99% UP-TIME

If the primary network line is down, the secondary network will be up automatically. This eliminates any lag or stagnancy during production hours.

INFORMATION SECURITY

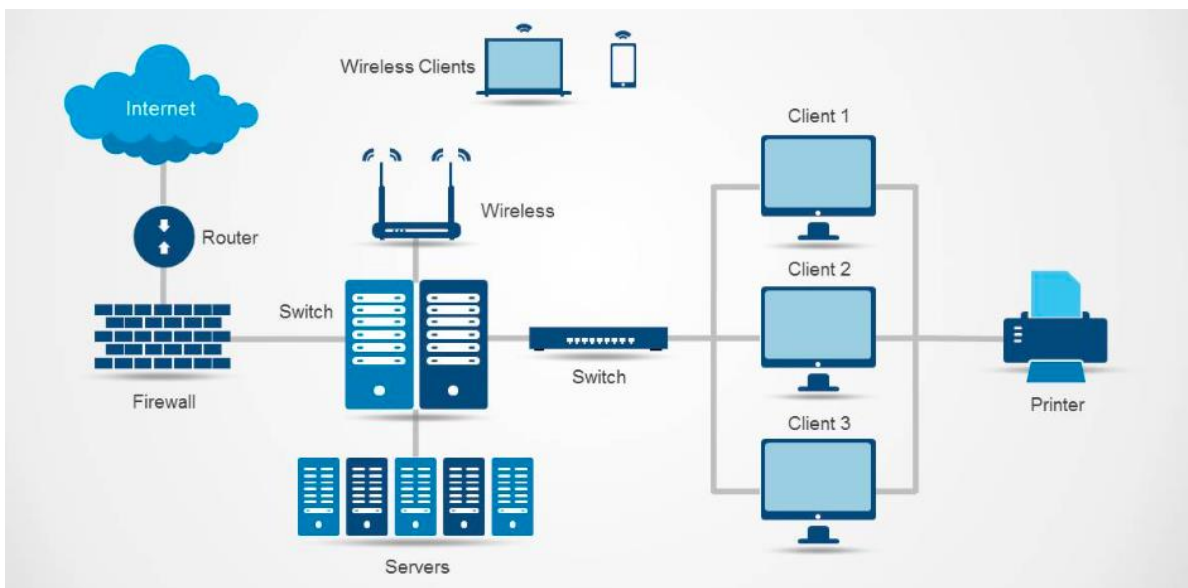
The Sensitive information is encrypted and the rest is transmitted. Our System Patches and Software are updated regularly and the important files are backed up.

An atmosphere of Security awareness is created within the Organization.

Secured WFH Solution through SSL VPN. Using complex Passwords is insisted.

PHYSICAL SECURITY

Our holistic Security Lifecycle is an integrated security architecture designed, built, tested and deployed in compliance with all security requirements. Security is designed into solutions and managed proactively to maintain Business reliability and availability and to meet regulatory compliance.



Our value proposition



Experience and commitment

The support staff carries decades of experience and our involvement will bring fruitful results on a long run.



Stable relationship

The reviews we conduct will provide amazing insights and forecasts to meet the Business goal.



Tangible results

The productivity will always be directly proportional to your ROI. We set realistic targets for every month.



Data security

We are compliant to industry best practices to data management. We understand the criticality and this is always backed by technology and NDA.



Redundancy

Service disruptions are eradicated by state of the art technology to help Business continuity plan.



Scalability

We prove our ability to scale up quickly by retaining the experienced staff time and again.

We are trying to articulate how the services provided by us will help you retain your existing customer base and acquire the new ones.



Industries we serve

BANKS

Collections | Customer service

Real estate

Site visits | Lead conversion

Ed-tech

Inside sales | Counselling

Ecommerce

Inside sales | Customer support

Aggregators

Customer support | Inside Sales

Health-tech

Customer support | Inside Sales

Telecom

Customer support | Inside Sales

Why choose us

As customers' needs grow, we focus on developing and implementing a robust and exemplary Customer Experience Management process that covers all touch-points of customer interaction, including voice, email, chat and social network management. Guided through requirement, rigor and benevolence, we harness those human values to assist our customers expand their activities, in a surroundings in which long-time period overall performance is a key issue. This truth is our each day inspiration.

How we have an edge over others

Modern Approach to Outsourcing

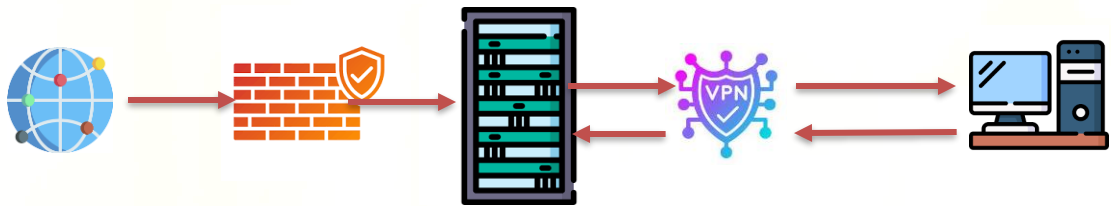
We believe that when our employees are doing well, our customers are doing well too. When we are all ok, the world becomes a better place. Our strength is to offer the customer moments that count!

BEST HIRING STRATEGY



Why choose us

WORK FROM HOME METHODOLOGY



SSL VPN

We have designed our secure sockets layer VPN through firewall with prerequisite policies from which we have enabled only required ports, Process related URL's and disabled other things. We have routed the SSL VPN through dedicated static firewall IP's which handles the VPN traffic with predefined policies and user traffic, We have defined users and groups under authenticated user portal and enabled user level policies. Our VPN client is installed & configured in the machines used for Work From Home, VPN client is allowed only to the respective Cimon user ID and disabled other system users. Users are restricted to access only allowed network (VLAN) and URL'S's.

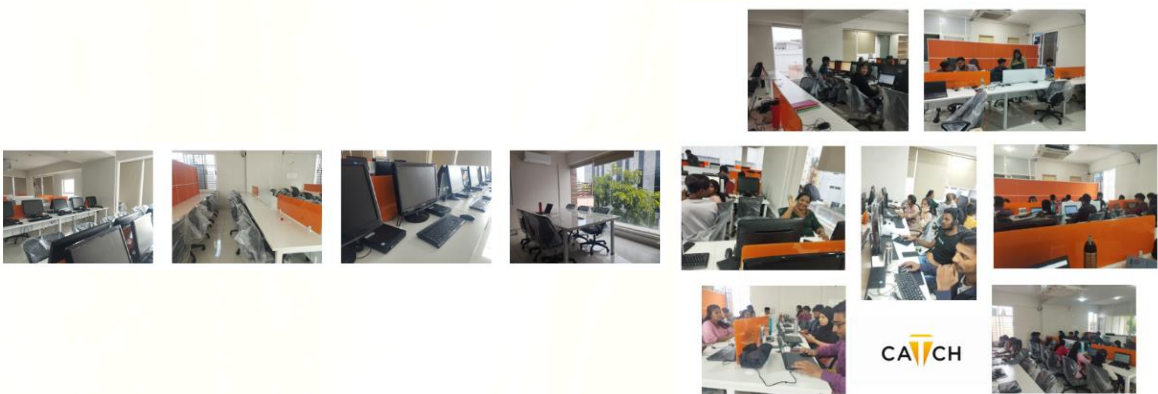
SECURING MACHINES

With an objective to restrict the options to save data, the laptops & desktops are secured systems, below mentioned points describe our security measures at the user level. We secure the administrator account with complex password and confidentially have this under IT wallet, accordingly create the required Cimon users. We install SSL VPN and import the config file; other required approved and tested software will be deployed. We restrict system drives (Local hard disc), pen drives, and other storage spaces to all users of a particular machine, we also disable task manager, control panel etc. Vcatch users will have read only option to user desktop, my documents, downloads folder (specific to process requirement) and all other user profile related folders.

Why choose us

V Catch physical infrastructure

Our Modern workplace design helps to boost Employee engagement and improve productivity. The Premium space with meeting rooms, lounges, and executive offices, and access to shared amenities can accommodate over 100+ employees.



PEOPLE FACTOR

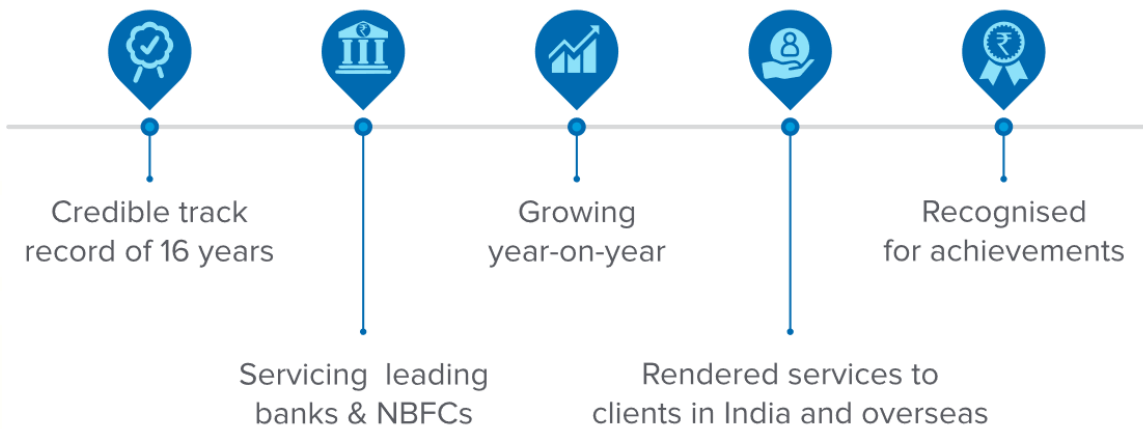
- Rewards and recognition
- Team outing
- Theme days
- Fun Fridays
- Social media exposure
- Employee survey
- Open door policy
- Collaboration
- Care for the environment



Why choose us

OUR JOURNEY AND PORTFOLIO RECORD

Initially, we started with 1 wing which could accommodate 80 seats. Now, due the strength and growing clientele, we have acquired 1 more center which can accommodate up to 100+ seats along with meeting rooms, lounges, and executive offices, and access to shared amenities is one of the retention tools.



CLIENTS	PORTFOLIOS MANAGED
AIRTEL	MOBILITY
VODAFONE	MOBILITY
TATA MOTOR FINANCE LTD	AUTO, COMMERCIAL VEHICLE
AXIS BANK LTD	CREDIT CARDS AND PERSONAL LOANS
L&T FINANCE LTD	AUTO, COMMERCIAL VEHICLE, TWO WHEELER, AND HOME LOANS
JANALAKSHMI BANK LTD	PERSONAL LOAN
HDFC BANK LTD	AUTO LOAN
ICICI BANK LTD	PERSONAL LOAN AND CREDIT CARDS LOANS WRITE OFF
MONEY VIEW (NBFC)	PERSONAL LOAN APP BASED FINANCE
VARTHANA (NBFC)	SCHOOL DEVELOPMENT LOAN
LOAN ZEN (NBFC)	COMMERCIAL VEHICLES LOANS
RELIANCE COMMERCIAL LOANS(NBFC)	TWO WHEELER LOANS
RELIANCE AUTO LOANS (NBFC)	AUTO AND PERSONAL LOANS
CAPITAL FIRST (IDFC BANK LTD)	TWO WHEELER LOANS
RELIGARE FINVEST LTD (NBFC)	ARBITRATION
VOLVO FINANCIAL SERVICES (NBFC)	AUTO, CONSTRUCTION EQUIPMENT, AND COMMERCIAL VEHICLE LOAN
BAJAJ FINANCE LTD (NBFC)	CONSUMER DURABLES AND TWO WHEELER LOANS

Why choose us

CLIENT FACILITIES

Location – Considering Employee job satisfaction and work/life balance, the attractiveness of that location for employees was a strategic decision. We are located 8 km away from the Manyata, one of the tech parks in Bengaluru, with around 150,000+ employees (Housing over 20,000 + resources engaged in Inbound & Outbound sales projects). 30 to 40 mins Drive from the International Airport. Most of the Tech talent is hired from Ramaiah Institute Of Technology located 2.8 km away from our office.

Our Clients traveling from different location for Training Activities & Operational Reviews can reach our office premises with in 10 mins. The best stay options are as follows.

Taj Yeshwantpur, Bengaluru

Website Directions Save Call

4.4 ★★★★★ 16,469 Google reviews

5-star hotel 2.8 km, 4,600 Per Night

Gokulam Grand Hotel and Spa

Website Directions Save Call

4.3 ★★★★★ 5,528 Google reviews

5-star hotel 400 Meters, 3,500 Per Night

Few of our happy clients



Vcatch BPO services acquires clients after thorough requirement gathering. During this phase, we provide tailor-made solutions which suits your Business requirements. The SLAs are pre-defined to ensure its BAU on any day at any given point in time.

This is one of the key factor for us acquire the best of the best

At Vcatch, we onboard a client with a road map to success so that they meet their ROI.

THANK YOU

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