

# VishaSoft

## BPO Services

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### Service Offerings

- Data Preparation, Conversion & Digitization Services
  - Text / Data Entry
  - Data Extraction / Harvesting of data from the Web
  - Word Processing
  - Scanning Services
- Back Office Services
  - Accounting Services
    - ⇒ General Accounting
    - ⇒ Billing
    - ⇒ Payroll & payments
    - ⇒ Order Management
    - ⇒ Financial Reporting
  - Insurance Services
    - ⇒ Policy & Claims Processing
- Remote DBA services



**VishaSoft..**  
**Your Partner in Progress..!!**

### Key Benefits

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|--|---|
| <input checked="" type="checkbox"/> Reduce & Control operating costs                                   | <input checked="" type="checkbox"/> Non-core business functions are on an "as used" operational expense basis |
| <input checked="" type="checkbox"/> Improve company focus  | <input checked="" type="checkbox"/> Share Risks   |
| <input checked="" type="checkbox"/> Access to world class capabilities                                 | <input checked="" type="checkbox"/> Scalable  |
| <input checked="" type="checkbox"/> Redirect resources toward activities which have the greater return | <input checked="" type="checkbox"/> Expert Professional Staff   |
|  | <input checked="" type="checkbox"/> Accuracy & Efficiency   |

## Data Processing

We offer high quality, cost-effective data entry services ideally suited to high volume data entry applications such as data base and mailing list compilation, key from images, data extraction from web, electronic publication, file conversion etc.

Our Services include:

- Text / Data Entry
- Data extraction / Online data retrieval from web
- Word Processing
- Scanning Services
- File Transfers
- Indexing / Hyperlinking Services
- CD-preparation and replication.

## Key Features

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*We guarantee our clients the highest level of accuracy to 99.995%.*

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We do this by maintaining stringent checks on client data at all times during the keying process and by using a variety of methods and tools depending on project specifications.

For large, ongoing projects,

we are able to structure our staffing and work flow to accommodate a variety of turn-around scenarios. Depending on your requirements, we can transmit completed work to you daily, providing a turn-around time of 2 to 48 hours once we are in full production.

We can deliver the information in any format including Microsoft Word (\*.doc), Microsoft Access (\*.mdb), Microsoft Excel (\*.xls), Database (\*.

dbf), Adobe Portable Document Format (\*.pdf), HTML, ASCII, and on hard copy, CD, floppy diskette, cartridges, or via the Internet / e-mail or any other mode of your choice.

## Back Office Services

VishaSoft is your trusted partner where you can outsource all your support services with assured quality and reliability at a competitive price.

We offer services for development and execution of back office processing functions. Our services for the financial segment include activities like billing, payroll and payment, order management, reporting, and other finance related processes. Our services for the Insurance segment comprise of insurance services including policy and claims processing.

For all such projects we have a thorough understanding of the domain and follow mature processes from planning to execution. Trained personnel properly evaluate the input and output and scope the account completely for data processing. Sensitive data are processed twice and systems are designed to ensure quick turnaround within 24 hours with complete accuracy. All of our data processing operators are graduates, English proficient and skilled computer operators with minimum 3 years experience in processing similar transactions.

## Approach

- Identify the nature of the data to be processed.
- Evaluate a sample of the input.
- Determine the media through which the input would be transmitted (whether physical or through electronic; transmission).
- Evaluate the output received.
- Determine the media through which outputs need to be transmitted.
- Work as the extension of the Client as their Production Facility in India, saving them costs and seamlessly integrating with their operations so as to increase their profits by cost cutting and improving Client's competitiveness

## Advantage VishaSoft

Our services help customers to strategize in an effective way to:

- ☑ Achieve cost reductions
- ☑ Focus on company's core business
- ☑ Improve service quality
- ☑ Maintain competitive edge
- ☑ Meet changing customer demands
- ☑ Gain access to advanced technology
- ☑ Achieve revenue enhancements
- ☑ Make continuous improvements in process
- ☑ Achieve world-class standards/benchmarks
- ☑ Gain greater internal flexibility

## Remote DBA Services

In today's IT environment, you have a lot to juggle. VishaSoft takes database monitoring and maintenance off your hands. Our database experts monitor your production environment and respond to your database needs on a 24x365 hour basis. Working with VishaSoft gives you a peace of mind, and frees up your database administration staff to work on new projects. Our large staff gives you access to a broad range of experience and knowledge in Oracle technologies.

VishaSoft performs all the functions of a full-time database administrator (DBA) and more on a 24 X 365 basis.

## Key Features

### 24x365 Service

We monitor your production environment and respond to your database needs 24x365. So you can focus your DBA staff on the projects that grow your business. And it's nice to know that experienced DBAs are making sure your production environment continues to run smoothly during nights, weekends, holidays, and DBA vacations.

### Experience

When you subscribe to VishaSoft's services, you get access to a full DBA staff with

real world experience. Our DBAs receive the most up to date training in the use of today's most sophisticated database platforms.

We specialize in all aspects of database management including performance and tuning, backup/recovery, trend analysis, production support, ongoing administration and database design. With the flexibility to interface with diverse technology platforms, VishaSoft quickly adapts to your unique database needs.

### Services

Our services include, but are not limited to the following:

- Space Management
- Backup/Recovery Verification
- Performance Tuning
- Database Fragmentation Monitor
- Key Resources Monitor
- Database Warning Analysis
- Statistical Update
- Database Integrity Check
- Trend Analysis

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### ***Vertical Expertise***

Small & Medium Sized Enterprises  
Banking & Finance  
Government

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### Technical Expertise

#### ***DATABASE***

10+ combined years of Oracle experience

#### ***OPERATING SYSTEMS***

Our DBAs have experience with the following operating systems:

HP/UX	Windows NT
AIX	SCO
LINUX	Solaris

# VishaSoft Services Private Limited



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## *Empowering the Technology Vision*

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*The aim of VishaSoft is to empower the vision of a technology driven world. Our mission is to equip our customers with the latest in technology solutions, and enable them to improve their businesses.*

*VishaSoft was started in the year 1998, with a primary business focus of providing onsite IT consultancy services in the areas of business integration and implementation of solutions for the enterprise.*

*Headquartered at Hyderabad, India, and a branch office in the United Kingdom, VishaSoft helps it's customers in enjoying the benefits of cost reduction through its offshore and hybrid delivery models, without compromising on the quality of the manpower.*