



Delivering Excellence

Empowering Industries with Specialized Services

Our Global Reach

Operating in multiple countries



Operating in 15+ countries



Over 10+ years of excellence



Tailored solutions for diverse markets



Serving Telecom, Fintech, Insurance and more



Our Expertise

Comprehensive Industry Solutions



Compliance Services

Committed to upholding rigorous global standards in all operations and practices.



KPI/Manpower Outsourcing

Delegating KPI/Manpower management to specialists for enhanced performance tracking and optimization.



Fraud Management

Proactive fraud management with strategic risk mitigation for enhanced security.



Operational Support

Assistance ensuring smooth, efficient operations with optimized processes and reliable support.



Anti-Money Laundering

Robust systems vigilantly monitor and prevent money laundering activities effectively.



System Migration

Smooth, uninterrupted transitions ensuring zero downtime and continuous operational flow.



Revenue Loss & Toxic Revenue

Maximizing profitability by minimizing revenue loss and eliminating toxic revenue streams.



Automation Services

Advanced automation services streamline operations, significantly boosting productivity and efficiency.



Our Esteemed Clients

We are proud to have delivered exceptional services to the following organizations:



(Telecom)



(Telecom)



(Insurance)



(Insurance)



(Fintech)



(Consulting)



Our Credentials

Trusted Expertise, Proven Results, Successful Partnership

Leading Telecom Operator in India

- Maintain consolidated **product master**
- **Verify PCN input** against live system configurations
- Product Script Validation
- Maintain and release **Compile audit** data.
- **Optimize Product** Parameters for SC, Offer ID, DA ID, Accumulator, and CG.

Leading Telecom Operator in Russia

- Identify **Toxic Revenue** source.
- Detect areas of revenue loss/potential loss
- Implement measures to prevent revenue loss.
- **Establish processes** to minimize toxic revenue.
- Calculate and report total revenue loss and toxic revenue.
- **Develop KPIs** for future prevention.

Leading Mobile Money Service in Africa continent

- Evaluate the **product configuration** based on the **Product Concept Note**
- **Prepare IT inputs** to be configured in the core platform according to the Business Product Concept Note.
- **Launch the product** configuration in collaboration with IT team for system implementation.
- **Coordinate with 14 countries** to ensure error-free configuration and adherence to the defined service level agreement (SLA).

Leading Consulting company globally

- Support **process audits** for key clients.
- Lead projects and **collaborate with associates** to achieve desired outcomes.
- Deliver comprehensive **end-to-end reports** and high-level **dashboards** highlighting audit findings.

Leading Insurance company in India

- **Automated reconciliation** of system and vendor payment data for insurance policy revenue settlement, achieving ~98% accuracy.
- Automation completes in 5.45 minutes, flagging errors with reasons for the remaining data.

Leading Insurance company in India

- Implement cloud-based **Power BI automation** to display real-time daily analysis charts, accessible to all team members without sharing files or presentations.
- **Automate chart generation**, updating instantly as new data is added, eliminating manual preparation.

Bath Fitting Retail chain in India

- **Develop processes** and KPIs to optimize daily operational tasks.
- **Automate monthly sales** team commission payouts for accurate calculations.
- Validate daily system reports to ensure **error-free billing** and correct product pricing post-discount.

Medicine Retail chain in India

- **Configure & validate new billing system** for accurate product pricing & discounts.
- Ensure error-free billing thorough validation processes.
- **Provide manpower** to support marketing and drive business development.
- **Automate low stock identification** and reorder to vendors.

Capabilities to Support Fintech Service Provider

Trusted Expertise, Proven Results, Successful Partnership

Fraud Management Operations

Alert Assessment Investigation, Manage FM alarms, Case creation, Case Reporting, Meeting SLAs, Management Reporting and Periodic reviews to ensure quality.

Anti Money Laundering Operations

Monitor AML alarms, Transaction Monitoring, Alarm Assessment, Regulatory Reporting, Meeting SLAs, Periodic Management Reporting on KPIs, Reviews to ensure quality and maintain KPIs

Revenue Assurance Operations

Automation of controls, Periodic execution and Reporting, Follow up for closure of issues. Review and Revise scripts basis changes in business requirements, Engagement with Cross Functional Teams to discuss and closure of issues.

Product Management & Process Documentation

Review and Assessment of business Product Concept Note, design and create configuration inputs for core platform. Engagement with CFT and Business teams, create masters to maintain product universe. Validation of IT configuration to certify product universe. Document various processes to get alignment from key stakeholders. Manage audits

Operations Review and Gap Assessment

Assessment of RAFM processes which includes, Commission Validation (Agents, Dealers, Wholesalers) , Change management process, New Product Implementation Process, Review of FMS operations, Assurance Controls and closure. Review of various Fintech Products like Loan, Virtual Card, International Money Transfer etc.

Trainings – FMS, AML, Revenue Assurance

Training on Fintech Fraud Patterns, Key issues resulting in leakages, Fintech Business Opportunities and Risks, Anti Money Laundering, Transaction Monitoring, Assurance controls and approach, Change Assurance

Capabilities to Support Telecom MNO

Trusted Expertise, Proven Results, Successful Partnership

Fraud Management Operations

Manage FM alarms, Alert Assessment Investigation, Case creation, Case Reporting, Meeting SLAs, Management Reporting and Periodic reviews to ensure quality.

Revenue Assurance Operations

Automation of RA controls, Periodic execution and Reporting, Follow up for closure of issues. Review and Revise scripts basis changes in business requirements, Engagement with Cross Functional Teams to discuss and closure of issues.

RAFM - Review and Gap Assessment

Assessment of RAFM processes, Network Assurance, IUC, Prepaid, Postpaid, New Product Implementation Process, Review of FMS operations, Assurance Controls and closure. Review of various Products.

Product Management & Process Documentation

Review and Assessment of business Product Concept Note, design and create configuration inputs for core platform. Engagement with CFT and Business teams, create masters to maintain product universe. Validation of system configuration to certify product universe. Document RAFM processes and alignment with stakeholders. Manage audits.

Trainings – FMS, Revenue Assurance

Training on Fraud Patterns, Key issues resulting in leakages, Telecom Call Flows (Onnet, Offnet, Incoming, Outgoing, International, Voice, SMS, Data), Importance of RAFM operations, Network Assurance, IUC, Prepaid, Postpaid, Change Assurance. CDR Analysis.

Capabilities to Support Insurance Service Provider

Trusted Expertise, Proven Results, Successful Partnership

Fraud Management Operations

Manage FM alarms, Alert Assessment Investigation, Case creation, Case Reporting, Meeting SLAs, Management Reporting and Periodic reviews to ensure quality.

Automation of Reports and KPIs

Automation of KPIs and Reports, Periodic execution and Reporting, Follow up for closure of issues. Review and Revise scripts basis changes in business requirements, Engagement with Cross Functional Teams to discuss and closure of open issues.

Review and Gap Assessment

Assessment of processes, Review of FMS operations, New Product Implementation Process. Review of various Products.

Product Management & Process Documentation

Review and Assessment of business Product Concept Note, Engagement with CFT and Business teams, create masters to maintain product universe. Validation of IT configuration to certify product universe. Documentation of processes and alignment with stakeholders. Manage audits.

Our Commitment

To empower businesses through strategic expertise and reliable services.



Vision

To be the trusted partner for sustainable growth and operational excellence.



Quality

Exceptional performance and guaranteed high-quality results tailored to your needs.



Integrity

Steadfast commitment to unwavering integrity across all operations and processes.



Speed

Fast, reliable delivery to meet client deadlines with precision and efficiency.



Technology-Driven Solutions

Powered by Innovation



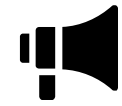
Robust data security protocols

Robust data security protocols use encryption, access controls, audits, and compliance to protect sensitive data from breaches and unauthorized access.



Disaster recovery systems

Disaster recovery systems ensure business continuity by restoring critical data and operations after disruptions, using backups, failover, and recovery plans.



Latest technology for scalability

Latest technology for scalability uses cloud computing, microservices, and containerization to efficiently handle growing workloads and ensure seamless performance.



Uninterrupted business continuity

Uninterrupted business continuity ensures seamless operations through redundant systems, disaster recovery, and proactive planning to minimize downtime and disruptions.

Let's collaborate to drive business forward...



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