

Transform cost centers into
value spinners. Get the
Indecomm Global Services
advantage.



INDECOMM GLOBAL SERVICES

PARTNERSHIPS @ WORK

Who we are

Indecomm is a premier Business Process Outsourcing company focused on Banking, Financial Services and Insurance (BFSI), Benefits Administration and Healthcare verticals, providing services to companies, both in India and globally. Indecomm has significant expertise in intelligent data capture, document management and workflow automation.

Capitalizing on process improvement technologies and deep domain knowledge, Indecomm has facilitated rapid growth of its client banks by transforming their operations. We leverage technology strength and also draw on the extensive domain experience of our management team to deliver superior business results to our customers.

Why Indecomm Global Services

The Indecomm Banking Division is powered by domain experts, a multi-faceted team drawn from leading Indian and International banks. This leadership team has extensive experience in managing and leading teams in a multi-cultural environment. It is precisely this powerful combination of deep domain capability and functional technology that differentiates Indecomm from other banking service providers.

Domain Capability

Our people have extensive experience in

- Banking services: operations, credit, risk, customer service, compliance, corporate and SME operations
- Cash management operations, foreign exchange operations and other allied functions
- Horizontal capabilities: varied account reconciliation, business excellence functions, HR operations, accounts payable and customer service•

Unique delivery model

- We have the framework to drive economies of scale, while customizing to specific clients' needs. You thus get the best of both worlds.
- We ensure end-customer delight on one hand, and maintain cost effective processes/solutions on the other. For us, these are not diverse objectives.
- We are equipped to provide end to end service delivery, and also has deep expertise in specific processes/activities. Comprehensiveness with in-depth focus is our guiding principle.
- Our delivery framework draws on a MIS-based approach. We supplement this with insight from our clients' feedback

What we do - Solutions and Services

- End-to-end processing of repayments- CMS-Support, Banking, Collection, MIS, Recon, start-to-end, across all modes of repayments
- Loan-origination processing – across all Retail Lending products – Vehicle loans, Personal Loans, Mortgage, etc
- Liabilities processing– Inter-alia Centralized Account Opening, ensuring KYC-Compliance, Centralized Cheque-book issuance/maintenance, account-maintenance-related activities, SME-support, recon
- Wealth Management (Insurance/Mutual Funds) support
- Credit Operations
- Customer Service Operations
- Recon-related activities

Other operations include:

- o HR Operations – including Payroll, Incentives Processing, Help Desk, Advisory
- o Accounts Payable

Sales	Fulfillment	Production	Service	Collection	Risk Management
Sales productivity tracking	Pre-screening	Statement management	Query resolution	Inputs for collection	Vendor management /back check
Rewards management	KYC readiness	CASA Customers • Cards • Cheque book • PIN mails	Service quality	Bounce marking	Process controls
Sales training	Agency management	PDC management	Asset service desk	CLOE	Pro-active sampling
Direct marketing	Preparation for underwriting	File management	Customer retention	Collection follow-up	
Portfolio analysis	Post-sanction document check	File storage/retrieval	Account maintenance	Agency management	Risk analytics
	Data enrichment		HNI relationship		
			Loan closures		

HR Business Excellence Finance/Accounts Payable Business Transformation/IT Compliance

Our Track Record

We support a network of 393 branches across 180 Locations from two centralized hubs, 48 spokes and one back office customer service center.

Key milestones:

- Reduced costs significantly by increasing productivity and through process revamp
- Reduced bounce ratio by a sizeable percentage, for various repayment modes ,through strict control and various process improvements
- Averted potentially bad loans through prudent credit operations
- Account activation time at 15 minutes when compared to industry standard of 4 days
- Strategic banking arrangements at 5000 locations



Contact us

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