



Umeed

Rural BPO



Umeed – An Overview

- Umeed founded more than a decade ago at Sangrur District in Punjab
- Aims at providing primary healthcare, women and economic empowerment
- Touched lives of nearly 5 million people



Projects Undertaken

- Health
 - Health at Doorstep
 - Special Camps
 - Awareness Program

- Social Empowerment
 - Women Empowerment
 - Economic Empowerment

- Education

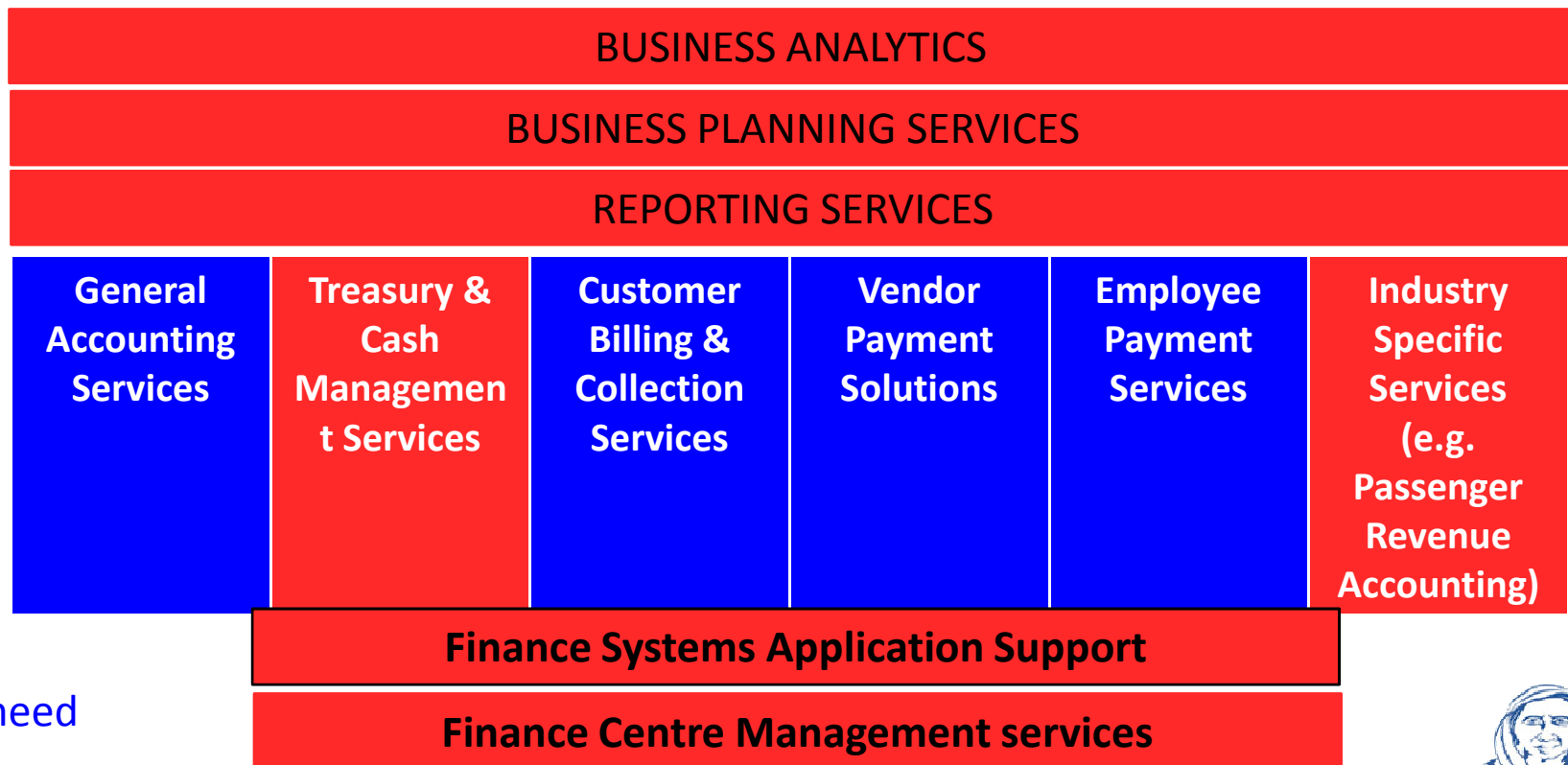
- Rural Development
 - Dairy – Compost Gas / Horticulture Project

- Rural Empowerment
 - Umeed Rural BPO



Umeed Rural BPO: Process Capabilities

Financial and Accounting Services Framework:



Umeed Rural BPO: Process Capabilities

Financial and Accounting Services:

Report to record

- General ledger accounting
- Bank Reconciliations
- Financial MIS and exception reporting

Procure to pay

- Purchase order validation
- Invoice verification
- Accounts Payable
- Employee T&E
- Vendor Management

Order to Cash

- Order Management
- Invoicing (record mgmt. only)
- Helpdesk
- Raising & Dispatching Invoices



Umeed Rural BPO: Process Capabilities

HR Processes :

Recruitment

- CVs Sourcing & Screening
- CVs Data Bank Management
- Interview Scheduling
- Bulk Offer Letters

Training & Employee Administration

- Training Scheduling
- Employee Training Profile Update
- Training Vendor Profiles
- Employee Documents Verification & Profile Setup
- Profiles Management

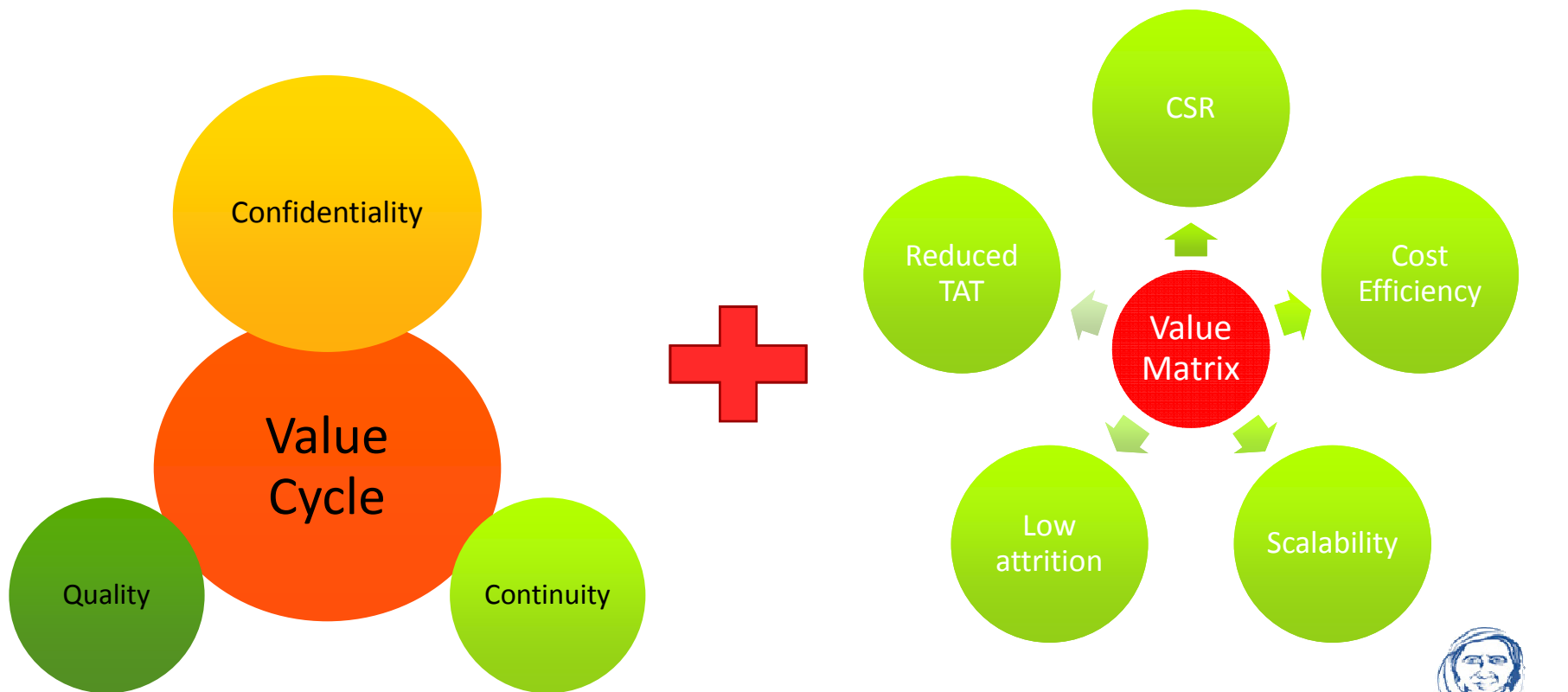
Other Processes

- Employee Claims & Reimbursements
- HR MIS Reports Generation
- Employee Surveys



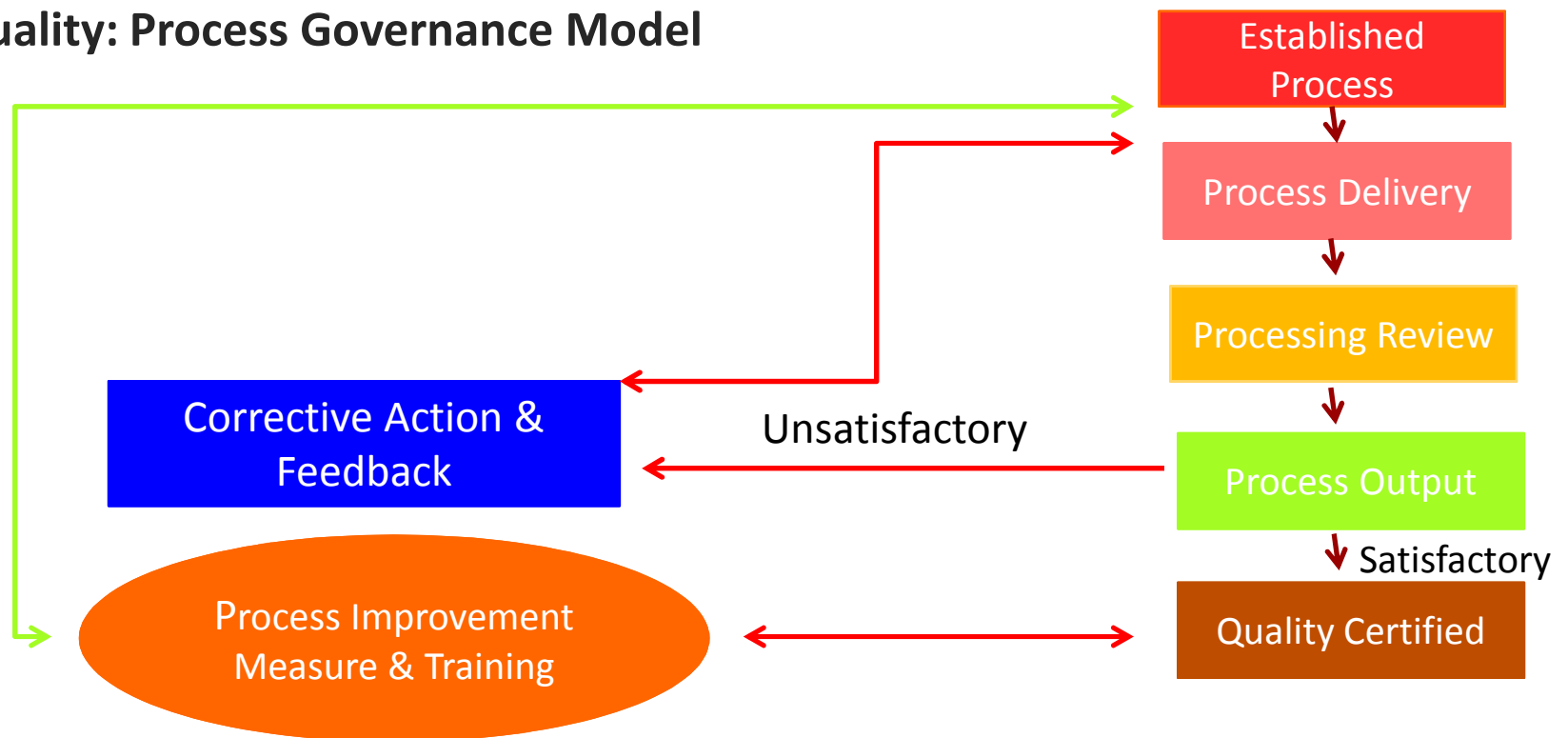
Our Service Offerings

- Value Proposition:



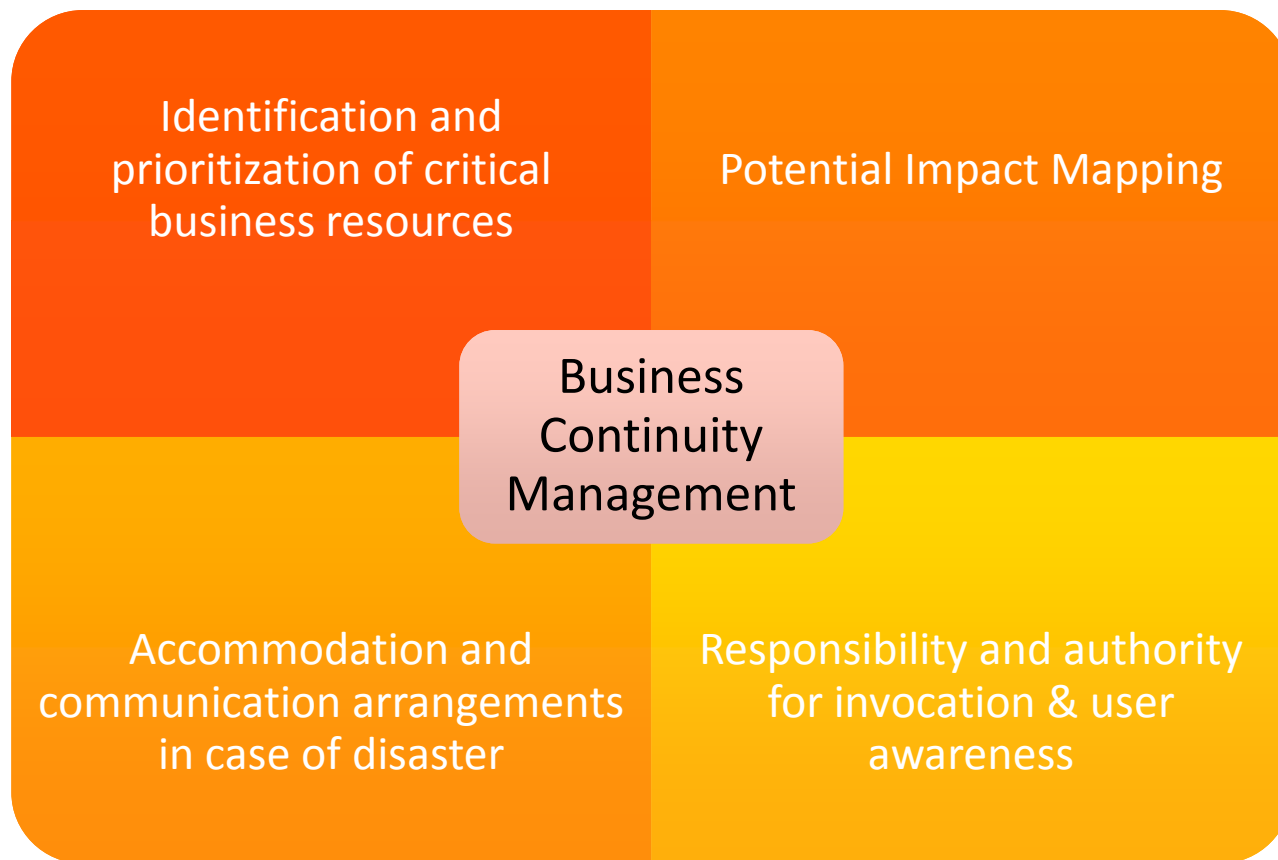
Our Service Offerings

- Quality: Process Governance Model

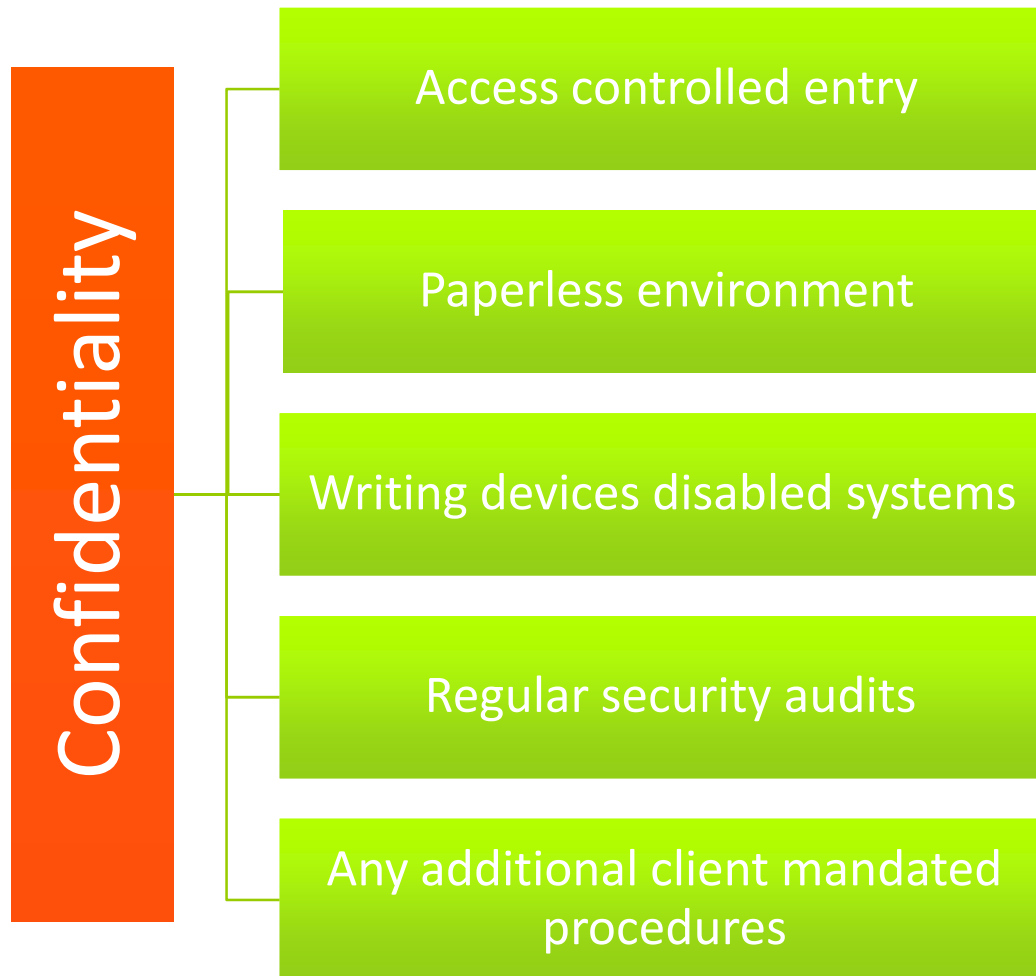


Our Service Offerings

- **Business Management Continuity:**



Our Service Offerings



Rural BPO: Cross Industry Solutions

- **Forms Data Capture**
- **Document Processing (Scanning, Indexing & Archiving)**
- **E-mail Response Processing**
- **Expense Processing**
- **Documentation Checks**
- **Image Based Data Capture & Indexing**
- **Reports Generation and Trend Analysis**
- **Native Language Help Desk**
- **Financial Book Keeping**
- **Check Truncation Data Processing**
- **Utilities Bills Processing**



Our Infrastructure

- Unlimited connectivity
 - Broadband
 - Telephone lines
 - Computers
- Fluent in English, Hindi, Punjabi
- Trained by Experts

Our Strengths

- Enthusiastic
- Hardworking
- Committed
- Nimble
- Hi-Quality
- Trusted partners

Interested in knowing more?

Let's Talk!

