



SMART PAVE  
SOLUTIONS



## ABOUT SMARTPAVE SOLUTIONS PRIVATE LIMITED

Smart Pave Solutions helps organizations bridge gaps between strategic imperatives & available resources by lowering operating costs, increased productivity thereby improving profitability through Technology Solutions, Web Services, BPO Services and Staffing Services in the markets since 2014.

Smart Pave Solutions being a young vibrant company provides customized end-to-end solutions for customers through onsite, offshore & outsourcing techniques.

Smart Pave Solutions serve clients located in United States, Canada, UK, Philippines, Australia & India. As a premier Technology & Service Company, our customers are our top priority. We help you gain and sustain a strategic business advantage by providing world-class technology and professional services tailored to your business requirements

# OUR SKILLS

## DATA ENTRY SERVICES

- Data Punching
- Data Processing
- Data Conversion
- E-PUB Conversion

## CALL CENTER SERVICES

- Inbound Calls
- Outbound Calls
- Telemarketing
- Technical Support

## SOFTWARE DEVELOPMENT

- Mobile Development
- Web Development
- Software Testing
- IT Consulting

## INSURANCE SERVICES

- Insurance Quote
- Claims Analysis
- Loss Run Processing
- Certificate of Insurance

## HEALTHCARE BPO

- Patient Demographics
- Medical Coding
- Accounts Receivable
- Denial Management

## TRANSCRIPTION SERVICE

- General Transcription
- Legal Transcription
- Medical Transcription
- Business Transcription



## OUR VALUE PROPOSITION

A broad based commitment aligned with client needs, underpinned with Experience and Innovation. Core components of which include:

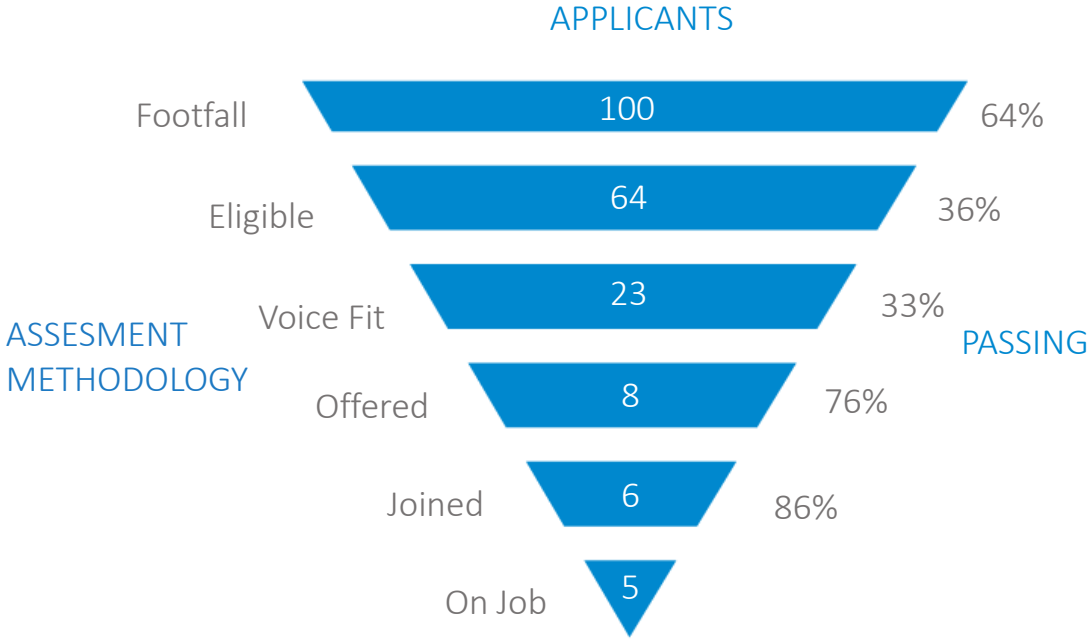
### BPO EXPERIENCE

Industry leading BPO Expertise  
Large Scale Transition Capabilities  
Significant Pre-sales and Sales Experience

### INNOVATION

Innovative Process Improvement Capability  
World class Quality at most competitive price  
Embedded data analytics  
Robust IT Infrastructure

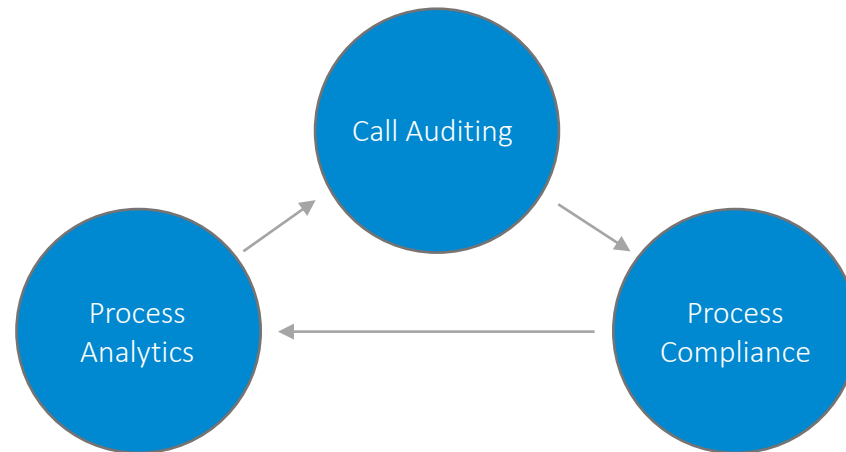
# OUR RECRUITMENT CAPABILITY



Capacity to hire on short notice through recruiters / referrals. / Walk-ins  
No compromise on Quality irrespective of scaling urgencies  
24 to 48 hours from start of application to job offer

# QUALITY ASSURANCE PROCESS

- ✓ Dedicated Quality Resources
- ✓ Periodic Calibration
- ✓ Gage R&R
- ✓ Agent certification
- ✓ Nesting support
- ✓ Electiveness review



- ✓ Internal Audit Team.
- ✓ Monthly Process Review
- ✓ Quarterly Process Audits.
- ✓ Monthly Management Review

Our hiring practices ensure only good quality Agents. Emphasis on Continuous improvement

Smart Pave ensures effective Soft Skills & Product Training



# QUALITY ASSURANCE FRAMEWORK

## TRANSACTION QUALITY

Transaction Quality team's mission is to partner with delivery operations and the clients to deliver best in class service quality and exceptional customer experience keeping the contractual and legal obligations in mind.

## SIX SIGMA

Six Sigma framework at Smart Pave is aimed at delivering excellent business performance across business verticals. It is a highly disciplined and data driven approach that helps in reducing the variation and defects along with delivering near perfect solutions.

## RISK MANAGEMENT

Business Risk management is a structured approach to manage uncertainties related to a threat, which may impact human resources, clients, financials, infrastructure or reputation. The objective of risk management is to reduce risks related to a preselected domain to the permissible limit.

# INFORMATION SECURITY PRACTICES

## PHYSICAL SECURITY

- 24x7 Secured access
- Physical & Logical isolation
- Access Cards for every employee
- Separate zones
- CCTV monitoring

## WORKPLACE SECURITY

- New employee orientation program
- Intellectual property agreement
- Non-disclosure agreement
- Security processes
- Customer Policies

## CLIENT LEVEL SECURITY

- Password protected access
- Data encryption
- Encryption to ensure safe storage
- Granular level access control

## NETWORK SECURITY

- Additional Levels of encryption
- Network Perimeter Security
- Intrusion Prevention System
- Private VPN
- Multi-Layer Anti-Virus



## OUR TECHNOLOGY

### CALL CENTER INFRA

Inbound/ Outbound Dialer  
IVR (Interactive Voice Response)  
Multiple Platform (Predictive Dialer)  
Integrated CRM  
100% Voice recordings

### SERVERS AND DATA STORAGE

Data Storage  
RAID technology  
Microsoft computing platform  
Customized CRM  
IBM Server TS450  
NAS

### NETWORK SECURITY

Cisco Perimeter Security  
NNM monitoring tool  
Intrusion Prevention System  
Multi-Layer Trend Micro Anti-Virus

### WIDE AREA NETWORK

Tata Multiplexers  
SO  
Redundant Internet connectivity

### LOCAL AREA NETWORK

Standard CAT 6 Cabling  
VLAN / IP Sub-netting  
Ethernet 100/1Gb Switching  
Cisco Layer 2 & 3 Infra  
Mono/Colour Laser Printer

### COMMUNICATION LINKS

Multiple International Links  
leased line connection  
Auto failover architecture

## OUR OFFICE



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## WORK SPACE



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## WORK SPACE



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## MEETING AND CONFERENCE ROOMS



## PANTRY SPACE



## OUR CLIENTS



Handling web development/maintenance and digital marketing



Morton Grove, Chicago. They are a logistics service provider. Assisting them in handling Logistics



Chesterfield Virginia. Buying and selling of auto parts. Handling calls through our contact centre.



Handling customer service calls through our contact centre.



A Placement company. Assisting them in recruitment and staffing solutions



Shared and staffing services. Handling customer service calls.



A Placement company. Assisting them in recruitment and staffing solutions





## CONTACT US

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