

**Velan Info Services India Pvt Ltd (Velan)** is a successful offshore business process outsourcing (BPO) service provider with an impeccable track record of delivering services to its clients in North America, Europe and Australia.

Operating out of Coimbatore, India, Velan offers a wide range of BPO services with the support of robust infrastructure, experienced manpower and latest technology.

**Service Offerings**

Velan service offerings are closely linked with the needs of the clients. Velan’s end-to-end outsourcing solutions start from the stage of building an offshore strategy, identifying processes from the offshore location, defining the deliverables, running pilot & managing daily activities. Some of our services include:

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Transaction Processing	Data Services	Virtual Assistantance
<ul style="list-style-type: none"> <li>▫ Accounts Payable</li> <li>▫ Invoice Processing</li> <li>▫ Order Processing</li> <li>▫ Loan/Mortgage Processing</li> <li>▫ Application Processing</li> <li>▫ Membership Processing</li> </ul>	<ul style="list-style-type: none"> <li>▫ Coding &amp; Indexing</li> <li>▫ Forms Processing</li> <li>▫ Data Entry</li> <li>▫ Typesetting</li> <li>▫ Business Transcription</li> <li>▫ EMR Management</li> </ul>	<ul style="list-style-type: none"> <li>▫ Research</li> <li>▫ Accounting</li> <li>▫ Customer Relations</li> <li>▫ Analytics</li> </ul>

**Induction Process**

Velan has a well-defined process collaborative migration methodology to ensure that the client processes are fully understood, defined, mapped and implemented as per the requirements. A typical implementation methodology goes through five phases.



A feasibility study is performed on the client requirement where the area of outsourcing is identified and cost determined. Implementation plan and tools/application required to perform the task is arrived in the migration strategy. A pilot run is performed to identify the quality parameters and ensure client specifications are met. On approval from the client, transition takes place from client place to Velan where live production is commenced. During operation phase regular quality and performance monitoring is done to ensure expected deliverables.

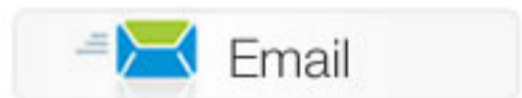
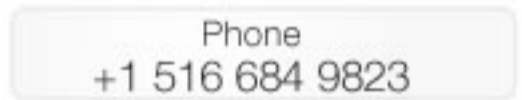
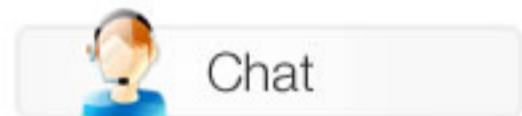
**Quality Assurance Process**

We strongly believe that quality does not emerge in one stage process; our quality assurance mechanisms make us to commit 99.95% accuracy level in all our deliverables. Some of our quality assurance process are Rule Based Entry, Field Validation, Double Pass or Special Pass (Key & Verify), Central Repository Folder Structure or Designated Job Routing, Customized Applications; Feedback, Correction and Corrective Actions; Documented Procedures and Records.



**Advantage Velan**

- Proven Track Record
- Established Processes to Scale up Operations Quickly
- Committed Management
- Cost Benefit
- Redundant Critical Resources



**Industries Served**

- Retail
- Legal
- Transportation
- Manufacturing
- Financial
- Hospitality
- Insurance
- Mortgage
- Healthcare



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