



GREEVIO TECHNO SOLUTIONS



COMPANY
PROFILE

2020



OVERVIEW

In the competitive world's corridor of India's developing city, Chennai, Tamilnadu, Greevio Techno solutions (GTS) emerged and established as a Business and Service Provider Company in September 2012, and got its Certification and Identity by Government of India under Ministry of Corporate Affairs, District Industrial Center and MSME (Ministry of Micro, Small, Medium enterprises).

Greevio Techno Solutions provides services in to for BPO, KPO, IT, ITES, Sales & Marketing and Customer Services to a wide range of industries in global market. Greevio Techno Solutions Pvt. Ltd. (GTS) Smart Decision Services deliver valuable business insights to its clients through targeted analytics, re-engineering expertise, and advanced risk management. Making technology more intelligent by embedding it with process and data insights, Greevio Techno Solutions offers a wide range of Operational Excellence based on people, process, tools and technologies, we enable organizations to meet the challenges they face with their business processes and maximizing the productivity. It broadly consist our deep domain knowledge and delivery expertise, Innovative Solutions, methodologies and frameworks, premium technology alliances, service partnership.

Greevio techno Solutions also would offer a wide range of technology services in future.

<https://greeviotechnosolutions.site123.me/>

Welcome to Our **BUSINESS WORLD**

TABLE OF CONTENT

ABOUT OF COMPANY

WHO WE ARE

VISION & MISION

ETHICAL FOCUS

FOCUSED TO COMMITMENT

QUALITY POLICY

BOARD OF DIRECTORS

OUR STRENGTH

OUR SERVICES

CERTIFICATE OF ACHEIVEMENTS

DATE SECURITY & PRIVACY POLICY

CORPORATE SOCIAL RESPONSIBILITY

CONTACT US

ABOUT OF COMPANY

GTS multi-channel support solutions leverage a robust global footprint, operational expertise and advanced contact center technology to deliver superior business development support around the globe. Greevio Techno Solutions provides aim to become global leader in business process management services.



We use process to help our clients a broad array of innovative and metrics driven BPO services in up sales and revenue generation, Technical & Non-Technical support, Customer care & Customer services and back office offerings with power intelligence across their enterprise to run smarter operations make smarter decisions and use smarter technology.

Our unique science of process combined with deep domain expertise in multiple industry verticals, leads to superior business outcomes. Professionalism, Skill and Expertise are the tools we use to make the project work for your business bringing in maximum return on your investment in shortest possible time. These solutions are tailored to the client's specific.



We are Always
Connected with you.

We are a forward thinking BPO Company from very small startups to establish the corporation. We plan to make a History in working and giving best services and projects to companies out in Chennai, Tamilnadu, India and throughout Global Market.

Greevio Techno Solutions is planning to establish a heritage of innovation that continues to expand the reach and promise of servicing and computing while advancing the ways clients trust, experience, satisfaction and business with us worldwide.

VISION

Our vision is to emerge as a Technology-Driven dynamic organization by Continuous value creation for our customers, employees, investors and society and to deliver exceptional customer experience and business process by unlocking the power of intellectual quality & services.

Utilize the power of trust to bring smart, satisfied solutions to every person in contact.

MISSION

As a premium quality service provider, our mission is to excel at creating tangible value for our clients by anticipating and understanding their needs and by providing superior insight into the improvement of their business performance. If it is smart, trust and satisfied, it is best with GTS.

ETHICAL FOCUS

We are small and personable, highly focused BPO Company planning to make a new rule and History in BPO services. We truly care about our COMMITMENT to clients and our Work. We focus on Quality and usability as our Main skill.

- We set proper expectations.
- Less Cost Involvement.
- 100% Quality Improvement.
- Chance to Vitalize Core Business Functions.
- Enhancement in Work Efficiency.
- Knowledge Increment.
- Access to New Talent.
- No Risk Management.
- We do what we say we are going to do.
- We stay the course.



We really want and work to deliver the best trustable services to our clients.



FOCUSED TO COMMITMENT

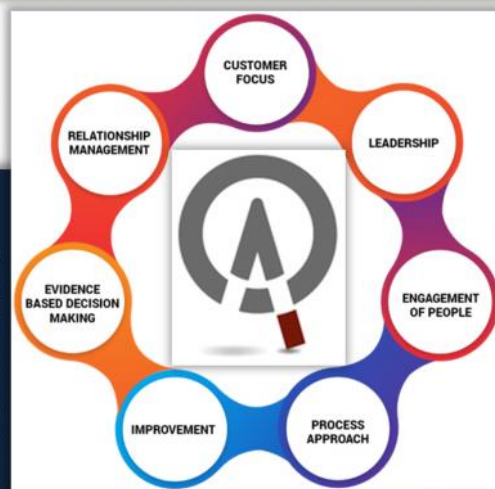
We have a simple and elegant developing process that will be enjoyable for both our team and our Clients. We step towards wide range of Expertise and Experience, We also invite you to contact us to join us to see how good match we are for you project.

QUALITY POLICY

On the basis of business needs, technology changes, customer feedback, suggestions and process performance, we are committed to provide reliable, responsive, safe and value added multimodal BPO services in a cost effective & consistent manner using latest innovations to ensure complete Client & Customer convenience, Client & Customer satisfaction and value for trust and money through continual improvement of our quality management systems and processes.

We devise our quality improvement program. We institute processes that enable adoption of new technologies and enable continuous process improvement.

Our quality policy enables our clients to leverage highly skilled personnel and highly sophisticated technology that are even better than those in the existing parent location. It gives rise to dramatic improvements in process quality and productivity compared to those in the parent location.





BOARD OF
DIRECTORS

G. PRADEEP KUMAR B.Sc., M.B.A.,
Director

Mr. G. PRADEEP KUMAR the Founder & Director of Greevio Techno Solutions has more than 15 years of experience in the “HR Operations”, ‘Customer Support & Sales Service’ and ‘Call Center Operations’ of BPO industry with extensive experience managing operations, improving call center performance, HR Strategy and Developing customer management strategies across global organizations. He is responsible for leading Stream's global operations and ensuring the successful execution of business process outsource as well as the planning, development, delivery of technology products & services for our clients and contact center performance across all of our sites and expansion of business to the world. In addition to his experiences, he was awarded as the most powerful and best employee in HR Operations and Customer services in his last worked Company for the third consecutive year by Best Employee list of ‘650 employees in the company, according to the list.

Mr. Pradeep Kumar also extended his services as Software testing engineer (Black box and White Box testing) for 8 months in BT frontlines, Singapore and also been awarded as best employee in training and team handling.

G. Pradeep Kumar received his Bachelor of Science in Computers from Indian Institute of Integrated Science & Technology, Chennai, and MBA – HR from Shine University, Chennai & DST (Diploma in Software Testing) specialized in Black & White Box Testing from Infics Solutions, T. Nagar, Chennai.

Our Strength

We have a team with specialized persons cored around years of experience and expertise with proven track records in BPO process, IT and ITES and implementation for companies in varied Industries. Each of our professionals is passionate about what they do and commit them self to excellence.

As a developing global company, our relationships with our people are built on trust and a sincere respect for the individual. We strive to create a positive workplace that empowers our people through new opportunities for continuous development and learning. We build leaders at every level of the organization.

We promote open communication with our people and maintain a healthy, safe, and secure working environment for our employees, It translate them to work smarter, build an infrastructure to support their growing business, and identify ways to use the information they have to make better business decisions.



OUR SERVICES

BPO SERVICES

-) DATA MANAGEMENT
-) DATA ENTRY
-) DATA MINING
-) QUALITY ANALYSING
-) TRANSCRIPTION (Medical, Media & Other Documentations)
-) WEB RESEARCH
-) MULTILINGUAL TRANSLATION
-) IMAGE EDITING
-) CUSTOMER SUPPORT (Technical & Non-Technical)
-) BACK OFFICE
-) SALES & MARKETING (Tele & Direct)
-) INBOUND SERVICES (Technical & Non-Technical)
-) OUTBOUND SERVICES (Technical & Non-Technical)
-) TELEMARKETING
-) TECHNICAL SUPPORT
-) CHAT/EMAIL SUPPORT
-) LEAD GENERATION
-) KPO PROCESS
-) MEDICAL COADING, BILLING

HR SERVICES

-) BENEFITS
-) CLAIMS INTAKE
-) NEW HIRES / TERMINATION
-) RECRUITMENT (Pre & Post)
-) COMPLIANCE
-) TRAINING
-) RISK MANAGEMENT
-) PAYROLL
-) WORKERS COMPENSATION
-) HR SYSTEMS

INDUSTRIES WE SERVE

BANKING & FINANCE
DIRECT SELLING
E-COMMERCE
IT

EDUCATION
ENERGY & UTILITIES
HEALTHCARE
ITES

INSURANCE
LOGISTICS & TRANSPORTATION
MEDIA
ACCOUNTING

RETAIL & CONSUMER
TELECOMMUNICATION
MEDICAL & PHARMATICAL
TRAVELS & LEISURE

We do **BUSINESS OUTSOURCING & SERVICING** to

**DOMESTIC & INTERNATIONAL
CLIENTS**

CERTIFICATE

Of Achievement

Greevio Techno Solutions

Reg. Und.

Ministry Of MSME

Ministry of Corporate Affairs

District Industrial Center

GTS is proud to announce that it is been nominated for 7th INTERNATIONAL ACHEIVERS CONFERENCE 2015 IAC as FASTEST GROWING INDIAN COMPANY EXCELLENCE AWARD that held at Bangkok - Thailand.

GTS is also been recognized and awarded for its BEST QUALITY SERVICES for Backend process, Supports and Management services from our Domestic and International Clients for the year 2013 to 2015.

GTS is proud to inform that it has been selected and shortlisted among several applications for the business with Intel McAfee in 2014. GTS now certified and registered as Authorized Reseller Partner with Intel McAfee to business with any of its MSP partners across world.

GTS is nominated and certified by ITC (International trade Council), IQBC (International Quality in Business certification), Washington for the year 2019-2020 & 2020-2022.





DATA SECURITY & PRIVACY POLICY

GENERAL DATA PROTECTION REGULATION

GTS first objective is to secure & protect as private any information provided to it by its Customers & client and/or employees and it will use such information only for the purposes for which it is provided. When information is required, the Company will provide appropriate reasons for the data collection and will ensure the proper retention security thereof.

GTS ascribes to principles of privacy in the protection of Customers, clients and employee information that will transcend local legal mandates, and will meet the legal obligations defined in each of its global locations in every region of the world. GTS will routinely review, update and expand its privacy protections as befits its broad support of customers, Client and employee status around the world.

GTS information systems will be designed and maintained to provide maximum security from unauthorized access. Individuals using customer or client or employee data will be trained in its appropriate use and will be routinely audited to ensure compliance with necessary standards of conduct.

GTS will not share information with third parties unless that transfer of information is necessary for completion of required business operations and will, at all times, comply with relevant law and privacy regulations. Third parties acting on behalf of the Company will be required to comply with GTS's privacy policy when acting on GTS generated information.

- Limit and protect the information you collect on customers/Clients.
- Use state-of-the-art encryption methods.
- Ensuring Data Security Accountability
- Policies that Govern Network Services.
- Scanning for Vulnerabilities.
- Managing Patches.
- System Data Security Policies.
- Monitoring Compliance.
- The Response to Incidents.
- Acceptable Use.
- Account Monitoring and Control.



CSR

CORPORATE SOCIAL RESPONSIBILITY

GTS is aware of the environmental challenges that the world is facing and has implemented initiatives to promote habits that are more sensitive to our environment. These initiatives include campaigns for a more efficient and responsible use of our resources, awareness programs that contribute to protecting our planet by adopting new routines, and an active participation in Go Green local and international initiatives. All of our operations are committed to promoting these activities in order to contribute to the continued health of our planet and its sustainable development. Our working environments are designed to optimize performance and efficiency while reducing energy consumption, waste and pollution.

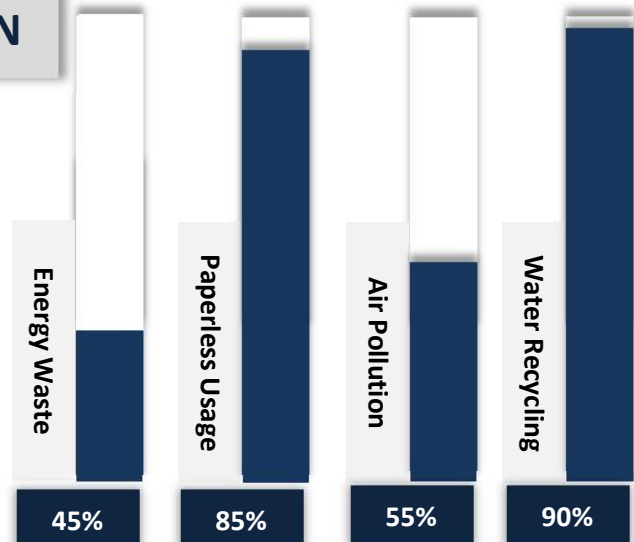


By deploying alternative energy sources, creating paperless environments, maintaining an active corporate recycling program, reusing water, providing group transportation and developing energy efficient client Solutions, we conserve precious resources and strive to minimize negative environmental impact.

An increasing percentage of our workforce works from home, also reducing our impact on infrastructure and the environment.

OUR CSR IN ACTION

-) Reducing carbon footprints.
-) Improving labor policies.
-) Participating in fair-trade.
-) Charitable giving.
-) Volunteering in the community.
-) Corporate policies that benefit the environment.
-) Socially and environmentally conscious investments.
-) We define our messaging.
-) Educate & Involve our Employees
-) Create a scorecard.
-) Partner with a third party.
-) Recycle the products.
-) Give Back to Environmental cause.





Thank You

Greevio'ers thank you for spending your valuable time in reading through our company profile in detail, we hope this would have knowledge you about our company, team and our functional planning and strategies which help us by your guidance and a lending had support towards establishing our business to higher next level.

CONTACT US



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