Distributed operating model

BUSINESS CONTINUITY
- 24/7 Home logistics
- Quick (<24hrs) break fixes
- Back-up battery for uninterrupted operations

TECHNOLOGY ARCHITECTURE
- Cloud/On premises/Hybrid models
- Multiple contact channel solutions
- Network connectivity options
- Disaster Management

RISK MANAGEMENT
People
- Background Verification check
- Complete Risk Assessment
- Established WAH and in-centre Policies
- Risk Mitigation

Technology
- Intergraded Security Intelligence & Protection

RECRUITMENT
- Remote or in-centre recruitment
- Multi sourcing channels
- Online assessments
- Video or face-to-face interviews

TRAINING
- Remote or in-centre training environment
- Experienced remote trainers Proven online training methodology

WORKFORCE MANAGEMENT
- Lifestyle conducive shift rosters
- On demand flexibility
- Real-time management and deployment of digital workforce
- BOT's and Humans working seamlessly to enable fulfillment

OPERATIONS MANAGEMENT
- Remote performance management
- Technology driven communication
- Online client governance

EMPLOYEE ENGAGEMENT
- Mental well being initiatives
- People First strategy
- Online Learning Management
- Solutions
- Reward & Recognition

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