

# THE PROFILE

## **INTRODUCTION:**

*Wingss is one of the leading knowledge based BPO companies in India; Wingss came into inception in the year 2000 and is the brain child of eminent professionals of the industry. Wingss specializes in providing various Outsourcing services to the Corporate and Business houses under one roof that intend to focus on their core activity rather than fritter their energy on support work. Wingss focusing the following area with a professional touch HR Solution, staffing, Placement and consultancy, payroll, process management and facility management. Our unique solutions are compliant statutory requirements across the country. Wingss is currently servicing more than 200 clients ranging from SMEs to large MNCs.*

## **STRUCTURE AND OPERATIONS:**

*Wingss has already set up server service centers with each center having a niche focus to cater selected corporate operations. Each and every operation is headed by separate Operational Head who takes care of the operations. Under the Operational Head, there are Team leaders. All Divisional heads are reporting to the Director designated for a particular division. Each Division is treated as separate Profit Center.*

## **Vision and Mission:**

*To become the most respected customer centric Company that is best managed in terms of eminence, reliability and deliverance. We aim to be the best employer by setting benchmarks in employee care, corporate ascendancy and community services. To become a service provider of choice by adding value to our clients business through reduced cost enhanced quality, and superior delivery based on exceptional Customer Serviced and Customer Satisfaction.*

## **NATURE OF BUSINESS:**

*Our objective is to bring all knowledge based outsourcing services under one roof such as: end to end solution for all back office operation, Payroll services HR Management (project outsourcing), Staffing, Integrated commercial administration & Customer care solutions, Facility Management indirectly resulting in better conveniences and cost effective salutation for the corporate community.*

## **STAFFING SERVICE:**

*We provide staffing solutions to companies of all sizes, from small start-ups to Fortune 500 companies over the past 10 years; Wingss Staffing Solutions has grown to become a leader in the employment services industry. We provide the strategic framework, tactical execution and talented resources to meet your complex recruiting needs. Our broad-based experience in recruiting is founded on an in-depth understanding of the workforce and the issues that drive performance. Offering the flexibility of temporary, temp-to-hire and direct-hire positions, Our “Employee Custom Matching” process ensures that employees are a good match to your site-specific job profiles.*

## **PAYROLL PROCESS:**

*Payroll outsourcing is the act of delegating payroll administration to third party having expertise in payroll processes. Generally companies outsource their payroll functions to cut costs, and to get better services. Moreover such companies can concentrate on core business activities with more time available with a sensitive job off their responsibility. We provide companies with a complete payroll management solution as a cost effective processing system. Our team-based approach allows us to manage your payroll without interruptions as we assign a dedicated person and backup to your business. Our team of payroll specialists also provide; payroll assessments, tax remittance advice. We are handling more than 2000 employee's payroll.*

## **Placement & Consultancy:**

*A Company's fortunes are shaped by the people who work for it. We're committed to providing you the best talent for your company. Our candidates are subject Assess their levels of Skill competence qualification & experience. Before we consider them for short listing. Our emphasis on quality & dedicated efforts to meeting the requirements of our clients has helped us establish win-win partnership with major corporations in India.*

## **Business Process Outsource:**

### **Process Management:**

*Many organizations struggle with how to efficiently manage diverse back office processes that are manual and fragmented, involve repetitive data entry, rely on paper-based information exchange or are labor intensive.*

*Research has indicated that 'smart' managers look to manage only LESS THAN A THIRD of the process spectrum within their KRA. Rest of it is delegated, sub-optimally managed or more smartly 'OUTSOURCED' Wingss has developed a proven outsourcing model to deliver various Transaction Processing services.*

## **FULFILLMENT SERVICE:**

### **Customer Services / Call Center Support (Voice):**

*We have a full-fledged Call Center to manage both Inbound and Outbound telephonic support for various business lines. Our services can be utilized for functionalities such as customer service, technical support, helpdesk, bill collection, etc.*

### **Feet-on-Street (FOS) - Address Verification & Credit Verification (AVCV) Services:**

*Our credit verification services support all aspects of retail financing, right from processing a loan or a credit card application or a mobile connection. Over the years, we have collated an extensive database of customers with negative profiles which makes our credit verification process extremely shorter. We are an associate to many Telecom companies, financial institutions and Non-Banking Financial Companies (NBFCs) in the credit approval process. Thus, we help you in providing application input and processing, risk profiling, and implementation of your credit decision making model.*

### **Billing Collection Services (Voice & Field):**

*Financial and telecom service providers transfer cases of delayed or unpaid dues, to collection agencies. The main activity of the outside agency is tele-calling, that includes reminding customers on the phone to make payments within the due date, and even providing payment pickup facility, if required. We offer Collection Services as part of our Operations Outsourcing portfolio. Our debt collection services include first party collection from courtesy calls to interactions for pre-charge negotiation. We also undertake post-charge interactions pertaining to recoveries on primary, secondary and tertiary portfolios.*

### **Form Capture and Processing Services:**

*To avail of a credit card facility, bank loan, bank account opening or an insurance policy telephone connection, every customer has to fill an application form providing personal data. The form has to be verified for its authenticity and accuracy.. We provide end-to-end form processing services ranging from collection of forms, data capture, data verification, Know Your Customer (KYC) check, background screening for Banking, Insurance, Telecom and Capital Market industries.*

### **SOFTWARE DEVELOPMENT:**

Our in house information technology team focuses on upgrading of our technology on a day today operation equaling to the six sigma quality.

#### **Software Name – Gateway:**

Purpose of gateway to capturing the feedback from the field executive on a online bases and also capturing the voice of customer. Analysis the strength and weakness of the customer, to find the quality customer.

#### **Software Name – Ramanuja:**

*HRM and Payroll Package which suits all Industries suits all Staffing operation and payroll. - Plat form –windows-Java-dot net.*

### **FACILITY MANAGEMENT:**

*Contractual Housekeeping is one of the most necessary and integral support services that have Come to stay in the present corporate environment. Outsourcing of many auxiliary and support Services are fast becoming an inherent thought process of corporate management today. This, as indicative, is to assure quality and committed service and the increased focus on the core activity Of the company. Wingss has a proven track record for Facility management with the systematic approach. Our areas of focus are corporate office housekeeping In addition, we also provide Services to cover related activities like Office Boy Services, Delivery Boys, Receptionist cum Telephone Operator, Water management Electrical and Plumbing Services that come under the facility management of establishment.*

## **WHY ARE WE DIFFERENT:**

*We believe in the cycle, Interest, Involvement, and Innovation that again takes the place of Interest etc. The desire to achieve something unique makes us do the things in a unique manner. Passion-the most required quality for this type of business, is the mainstream that gives the whole strength that delivers the goods as required by our client. The Technological development We adopt is the main architect for our processing. We are able to cope with the challenges posed before us by the client Integrity, discipline and adaptability ensures customer satisfaction, which is our Motto. We believe in partnering with clients which make them focus on 'greater planes'. Our sincere and dedicated work makes us feel that the destination of our Clients is ours.*

