



## **BPO/KPO Services**

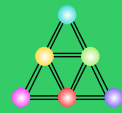
With an intention of further leveraging our services in the banking sector, Nelito offers the following BPO/ KPO services to Banking clients:

- **BPO Services**
  - Product support through technical help desk
  - Customer acquisition process
  - Clearing operations
  - Customization, maintenance, enhancement of third party application software
  - Scanning/ Imaging/Indexing services
- **KPO Services**
  - Analytical services
  - Regulatory compliance for BFSI segment
  - On Demand MIS

The details of our offering are given in the succeeding paragraphs:

### **Data Entry/ Scanning Services for Clearing Operations**

- Nelito undertakes the work of data entry/ scanning services of the cheques presented in Outward as well as Inward Clearing at centralized locations
- The work is executed both off-site & on-site as per the client's requirements
- Nelito has developed tools with ICR/ OCR/ scanning capabilities that could be utilized for outward clearing data . The tool reduces the drudgery of data entry of outward clearing and also efficiency of data entry of cheques is doubled. Besides it enables the Bank to entertain customers lodging cheques in the last hour thereby improving the fund position of the Bank



### Data Entry/ Scanning Services for Account Opening Process

- Nelito undertakes the work of data entry/scanning of the account opening forms at centralized locations
- Nelito scans the forms, indexes them and also does the signature and photo scanning
- After completion of the processes, required files are handed over to the Bank for upload in CBS system
- Nelito has developed a tool in association with its business partner which has a DMS and can handle all the activities required for Account Opening Process.

### Data Capture of other Account Opening forms

- Nelito undertakes the process of data capture and scanning services for various forms such as LC opening, Loan Application, Credit Card Application etc
- For all the purposes, Nelito uses DMS tool.

### Centralized Audit of Branch Data

- With the implementation of CBS, centralized auditing of data is possible but the data needs to be churned in the form of reports required by the auditors
- For this purpose Nelito has developed generic suits of applications customised to suit Bank's requirements
- This process eases the audit effort of the auditors at the branches since most of the standard reports can be generated and checked at the centralized locations
- Nelito also provides services by way of generation of such reports and providing to the auditors.

### Service Desk for HR Activities

- Nelito is equipped to provide end to end HR desk activities such as pay roll processing, leave management, travel desk bookings, hotel bookings, assisting new joiners, assisting retirees, final settlement etc
- For the purpose of tracking of the cases and also adhering to the TAT, SLAs etc Nelito uses CRM which has been customized for handling such activities
- The output of the HR desk is provided to the bank for monitoring and SLA tracking.

### Reconciliation Services

- Reconciliation of ATM transactions is one of the areas that could be outsourced since it is time as well as resource consuming. With the permission accorded by RBI for free usage of inter-bank ATM facilities by customers, the task of reconciliation has become more complex and time consuming
- Nelito offers the services of reconciliation by providing our in-house software and resources for undertaking the work at nominal cost and adherence to SLAs.

With our expertise in the arena of Banking Services further strengthened by 100+ senior ex-bankers as our employees, Nelito is capable to deliver any of the above services with promptness and accuracy.

