

visionet

Business Process Outsourcing



24/7
Operations

Business Domain Expertise in Mortgage Banking and Title Insurance
Ten Years of Successful Offshore BPO Track Record
ISO Certified Centers

VISIONET's Specialized BPO Services

- Business domain expertise and top tier references
- Global outsourcing experience
- Knowledge of best practices in BPO
- Self Developed BPO Solutions
- Methodologies designed to accelerate outsourcing

Contact Center Services

Visionet Systems has broad experience in hosting and managing Contact Centers. Presently, we are delivering our services to a number of clients from various business verticals. Some of our core is as follows.

	Inbound	<ul style="list-style-type: none">• Lead generation via digital marketing• Up-selling / Cross-selling	<ul style="list-style-type: none">• Helpdesk services• Product support
	Outbound	<ul style="list-style-type: none">• Appointment scheduling• Lead generation• Property tax surveys	<ul style="list-style-type: none">• Tele marketing• Product / Service promotion• Market research & survey



Mortgage Banking

- Production Fulfillment
- Vendor Management
- Doc Tracking File Completion
- New Loan Setup
- Lien Release Processing
- Escrow Management
- Customer Retention
- Defaults Management



Back Office Services

- Account Reconciliation
- Security Processing
- Mutual Fund Accounting/Portfolio
- Valuation
- Client Reporting



Property & Casualty and Life Insurance

- Client Administration Services
- Agency Administration Services
- Claims Processing



Document Processing

- OCR based Auto Indexing
- OCR Assisted Data Extraction



Middle Office

- New Account Set-up
- Client Administration
- Cash Receipts
- Trade Entry



Title Insurance

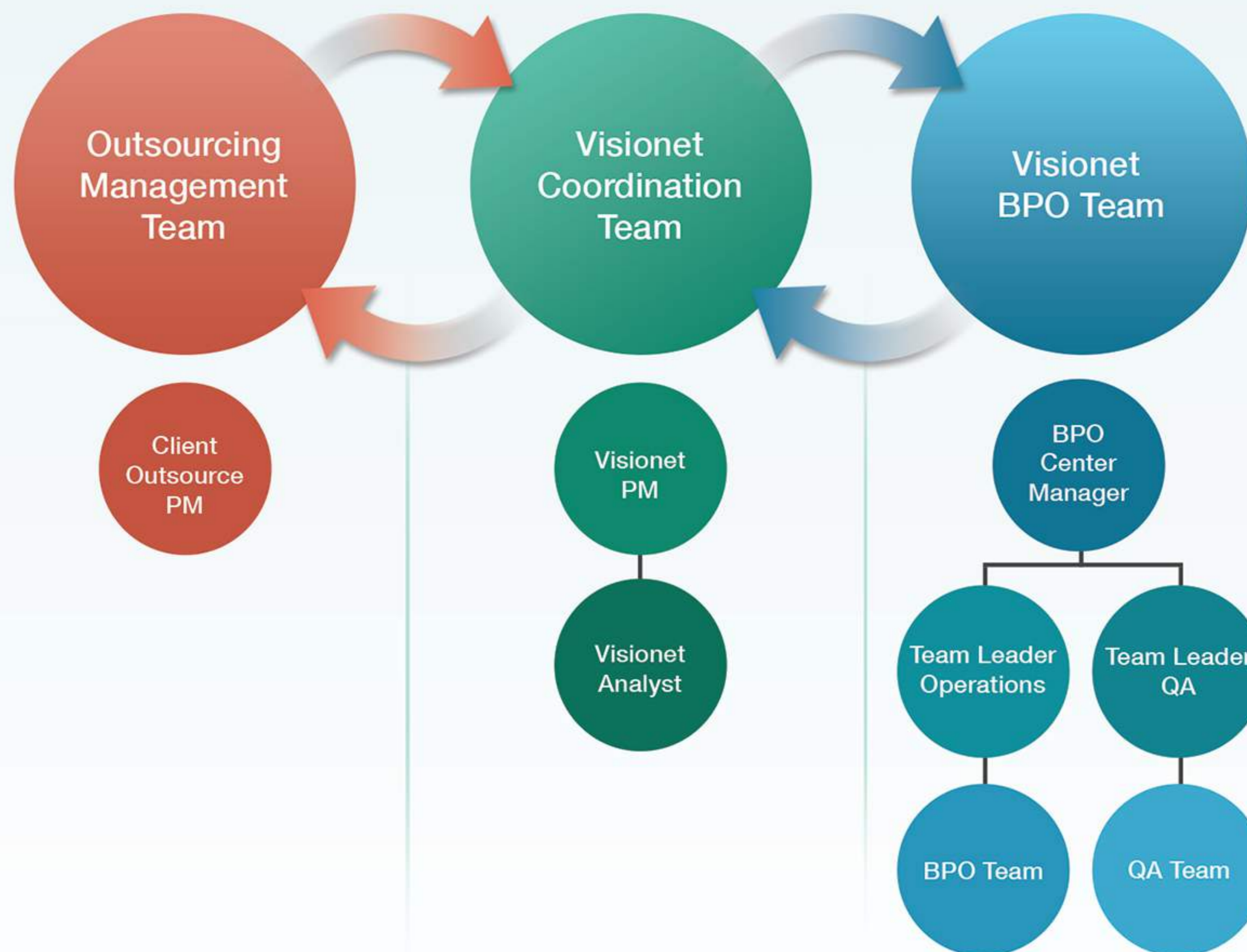
- Commitment typing
- Policy generation

Award winning BPO services

The keys to successful outsourcing are experienced staff, proper transfer of the customer’s business process knowledge, operational visibility of the outsourced processes, and workflow based task management. Visionet provides all of the above plus the cost advantage. We use web based collaborative workflow tools to manage a business process. For example, we have broken down the task of post close compliance into approximately 300 major tasks. Each task is grouped according to the skill level required for satisfactory performance. Furthermore, workflow based rules are enforced so that tasks are executed in the desired order and nothing is skipped – discipline is enforced through effective use of technology. The key benefits of workflow and web based systems are real time visibility and on-demand reporting. All of these factors enable us to provide unmatched business process outsourcing services to many business vertical.

Visionet understands the business process - our SMEs (Subject Matter Experts) have years of experience in their respective industries. We understand the best business practices and the issues facing the business executives. We also understand technology. This combination translates into innovative solutions offering superior ROI to our customers.

ISO Certified BPO Process Methodology



FOR MORE INFORMATION

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