



# COMPANY PROFILE

***GRUPPENT SOLUTIONS (P) Ltd.***

**Leadership . Commitment . Success**

# BUSINESS INFORMATION

## ADDRESS

- India Regional Office Webel IT  
Park, 2nd Floor, Phase II  
Matigara, Siliguri - 734010,  
West Bengal, India
- Head Office DN 24, Matrix  
Tower 7th Floor, Salt Lake,  
Sector V Kolkata -700091, West  
Bengal.

## CONTACT INFORMATION

Office Phone: 033 4062 4174

Mobile: +91 9674221559 / 9830285494  
(Human Resources)

Website : [www.gruppentsolutions.com](http://www.gruppentsolutions.com)

Mail: [hr@gruppentsolutions.com](mailto:hr@gruppentsolutions.com)

Or [info@gruppentsolutions.com](mailto:info@gruppentsolutions.com)

# CONTENT

- **Introduction to HR Department.**
- **Business Mission/Vision/Scope**
- **Quality Policy**
- **Organization Culture**
- **Work Culture**
- **Employee Recreations**
- **Company Policies (Salary/Leave Management/Appraisal)**
- **Trainings**



# Introduction

- Gruppett Solutions is a fast growing remote offshore service provider, extending high quality-value added offshore Contact Centre Services from our state of art 60 seated service centre based in Kolkata, India. Gruppett Solutions specializes in all forms of call centre outsourcing services. It includes outbound and inbound call centre services which helps you grow your business. We partner with you to provide you the entire spectrum of BPO services using our experience, industry insights and proven repeatable methodologies.



## **Business Visions**

**To be recognized as the best by our clients, employees and communities.**

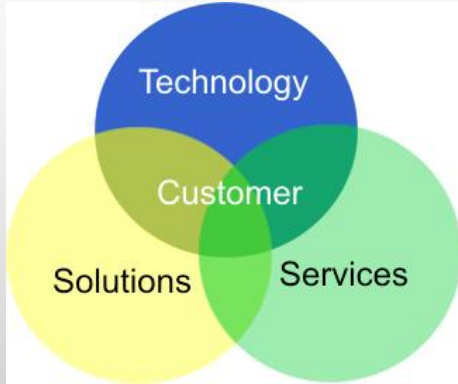


# HR DEPARTMENT FUNCTIONS

- **The Human Resources (HR) Department serves as a link between management and employees**
- **Defining positions and related Roles**
- **Defining HR Policies and Guidelines**
- **Contract Management**
- **Hiring and Recruitment**
- **Payroll**
- **Employee Career Management**
- **Employee Training**
- **Salary & Compensation**
- **Employee recreation**
- **Motivational Activities**



# SCOPE OF SERVICES



- **GRUPPENT exists to satisfy the need for fast, reliable, cost-effective and value added IT Services.**
- **Inbound Customer Services**
- **Outbound Telemarketing Services**
- **Lead Generation**
- **Appointment Setting**
- **Customized Software Development**
- **Web Design & Development**
- **Technical Support**
- **Data Entry**



# INBOUND SERVICES

Inbound Customer Services We provide an extensive facility of service to inbound customers with a single point of contact for all their service questions. Customers can ring a single number to order products, make a payment, register a purchase or obtain product information. They can also place a support request or make an inquiry about a product. The executives handling the incoming calls are trained to acquire appropriate product and technical knowledge to help the customer personally or, if necessary, transfer the call to a specialist.





# OUTBOUND SERVICES

- Outbound customer service provides two important benefits -
- Increased Sales Managers can make greater use of executives during quiet periods, improving productivity and sales.
- Customer Relationship Outbound calls can also strengthen customer relationships by increasing contact and improving the quality of customer experience. A welcome call to a new customer, for example, reinforces the relationship and provides an opportunity to offer additional products or services. Calling a customer for feedback after a service visit demonstrates that you are concerned about the quality of service.



# LEAD GENERATION

- We can generate lead for specific business -
- Life insurance lead
- Home insurance lead
- Car insurance lead
- Disability insurance lead
- PPI lead



# APPOINTMENT SETTING

Appointment setting is a niche B2B area where, specific business specializes in increasing sales for clients by cold calling, generating leads, setting qualified appointments for their clients with their end customers and dealers. The qualified appointments, in turn assist the company in acquiring clients. Our appointment setting team specialize in many techniques of lead generation like social media researching, targeting customers, reaching out through various modes and channels, negotiation, leveraging contacts, network building.



# CUSTOMIZED SOFTWARE DEVELOPMENT

- We at Gruppent Solutions create a light-weight and effective customized software solution at a fraction of the cost. Below are four major reasons that have motivated many customers to build their own customized solution
- Your Exact Needs, No More, No Less
- Better Integration with Your Business Operation
- Escape the Draconian Pricing
- CRM-Centric Applications for Different Departments Our Java Developers have following competencies  
Frameworks: Java, J2EE, Hibernate, Struts, Spring, Swing, SWT  
Web Services: SOAP, WSDL, RESTFUL Web Services, Apache Axis  
Architectures / Core Structures: J2EE, J2ME, J2SE  
Web Technology: JSP, servlet, jquery, ajax, Java Script, HTML5, CSS3, Open CMS  
Server: Apache Tomcat, Jboss(Red Hat), Databases: SQL Server 2008/2005, My SQL 4.x/5.x, SQLite



# WEB DESIGN & DEVELOPMENT

We offer a full range of web design and development services. We have been serving with creativity & effectiveness to our customers in Australia and India. Our expertise does not limit itself to web development but also it includes Search Engine Optimization, E-Commerce, Graphic designing, Web Designing, Website Hosting, Web marketing and other web related services. A web designer focuses on look and feel of a website Uses HTML, CSS, and JavaScript Is competent in color scheming, graphic design, and information flow Creates a great user experience Is right-brained: Strong intuition, creativity, & imagination A web developer: Creates the inner workings of a website Is competent in (PHP, .NET, Wordpress, Magento, C) Develops the user interface Is left-brained: logic, linear thinking, technical



# TECHNICAL SUPPORT

Technical support is a range of services providing assistance with computer hardware & software. In general, technical support services attempt to help the user solve specific problems with a product-rather than providing training customization, or other support services. Technical Support provides online answers to your technical questions and troubleshoots any technical issues related to Visual Paradigm products. Customer support can be provided either by mail, chat or phone.



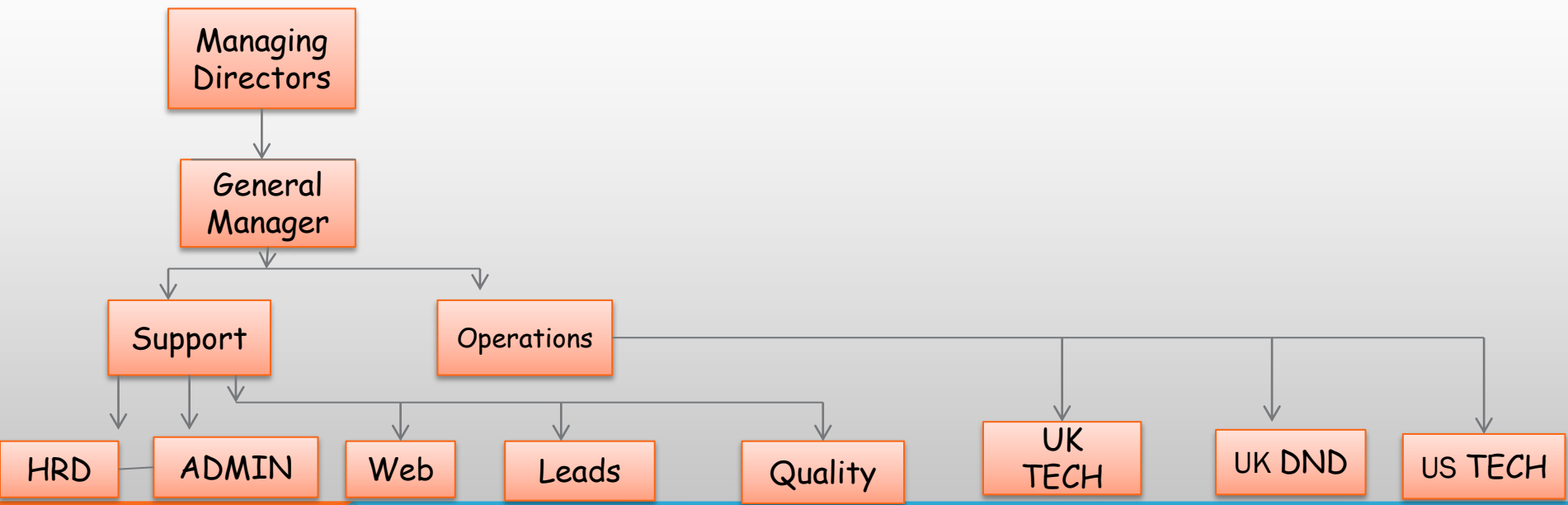
# QUALITY POLICY



**Our goal is to make sure that our client gets the best service. We insist on giving our best effort in everything we undertake.**



# ORGANIZATION STRUCTURE







# ORGANIZATION CULTURE

**We believe that individuals who are treated with respect and given responsibility respond by giving their best. Focus, clarity in understanding our mission, our goals and what we expect from each other is critical to our success.**



# COMPANY POLICIES



# WORK SCHEDULE



The normal work schedule for all the employees and associated members are 9 hours a day, **Monday to Friday**. (Alternative Saturdays + All Sundays are Off)

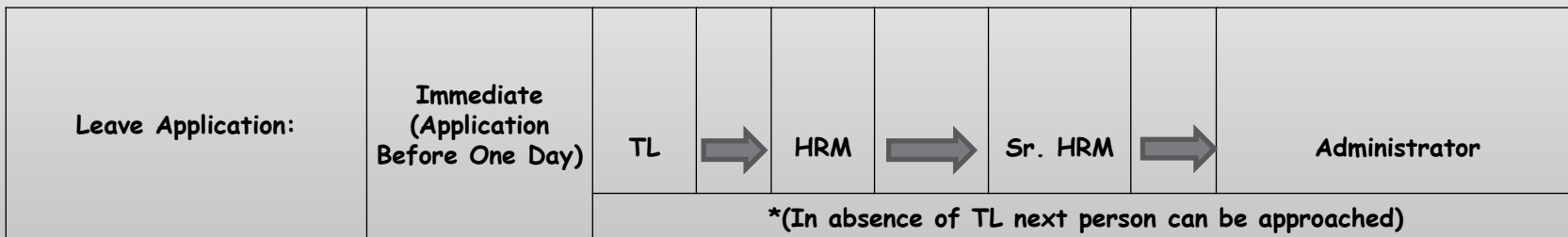
For US Process: 9 P.M to 6 A.M  
For UK TECH: 12 P.M to 9 P.M  
For UK DND: 2 P.M to 11 P.M

One hour break in between (15 minutes Coffee Brake /30 minutes Lunch Brake / 15 minutes Snakes Brake)



# LEAVES

- **Employees are entitled to Casual leave benefits—12**
- **Sick leave benefits—7**
- **Education leave benefit—10**
- **Maternity leave benefit—as per ESIC**
- **Paternal leave benefit—5**
- **Leaves are availed only after a strict leave application procedure.**
- **During Probation employees are not entitled with leaves.**





# PAYROLL

- All employees and associated members are paid on or before 10th of every month. Each month's pay will include earnings for all work performed through the end of previous pay roll period.
- Currently disbursement of pay will be through ICICI

Salaries:	Agents	TL		Manager		HR		Administrator
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	Back-End	HR		Administrator				



# APPRAISAL

The performance review is done by-yearly in the organization.

## How do we Assess You ?

The promotions in the organization are usually governed by the following factors:

How well an employee performed in his / her present job.

How much potential an employee has for future responsibilities.

How much additional knowledge he / she have acquired for further advancement.

Personal attribute, work habits, attitude towards self and others, ability to get along with the team, leadership qualities, personal contribution to the success of the company determines his / her competence for promotion.

Feedback given by all those who work with the employee such as his / her superiors, subordinates, peers and the customers.



# SKILLS ENHANCEMENT

**In order to enhance skills, and to accelerate learning process, training programs are put in place.**



# ESCALATION MATRIX

2	Salaries:	Tele Mktg & Mktg	TL	Manager	HR	Administrator
		Back-End	HR	Administrator		
3	Downloads:	Any Employee	Accessing of other websites & downloading personal contents not related to professional requirement is strictly prohibited.			
4	Mobile phones:	All Employees	Management hereby instructs all the employees to switch off their mobiles during office hours except in lunch break. In case of an emergency you can provide our office contact no: 040-66442266, going forward employees will be provided with lockers to keep their mobiles. Also carrying personal laptops, pendrives or any data storage devices to office will not be allowed.			
5	Unnecessary Mails:	All Employees	All Notifications / Subscriptions reaching official email id's pertaining to personal usage must be immediately un-subscribed from possible sources.			
6	ID Cards:	All Employees	Wearing ID Cards during professional working hours is mandatory.			
7	Miscellaneous:	For All Employees	In case of any other requirements not mentioned above, please contact HR only.			
**	NOTE:	For All Employees	Stern Action will be taken against any employee deviating from the above laid policies which may even lead to termination.			







# TRAININGS

In order to help Individuals to adapt to the socio-professional environments, and to contribute to the organizational developments in terms of efficiency, training program is designed..

## Trainings Includes

On-the-job training,  
Process Training  
V & A Training  
Personal Development Training  
Dialer Training  
Team Trainings



# EMPLOYEE RECREATION

## BIRTH DAY CELEBRATIONS:

- **Employees birthdays are celebrated on one common day in a month.**
- **Arrangements are made by HR dept, and company is going to bear the expenses.**

## PICNIC:

- **Half yearly picnics are arranged.**



**ALL THE BEST**

***Have a Bright Future at GRUPPENT  
SOLUTIONS (P) Ltd.***

