

BPO SOLUTIONS TO BFSI SECTOR



infoline
we transform

Infoline offers highly customised services and solutions, designed on world class Information & Communication technology for providing successful business solutions to the Banking, Finance, Insurance and Securities sectors.

Our key strengths and values on which clients can leverage on are:

- Boosting customer retention and acquisition across different product and service categories
- Creating unique customer centric services to boost competitive edge
- Supporting new service innovations to succeed in today's highly competitive market
- Comprehensive Solutions encompassing vital parameters like time zones, geographical locations, access points and delivery channels.
- Leveraging Infoline's advanced technology and communications platform (Voice, Email, chat, Self Service and Back Office)
- Ensuring compliance with industry regulations
- BFSI Domain & Operational Expertise
- Association with premium clients in BFSI vertical

Our Value Added service offerings to BFSI sector

KNOWLEDGE BASED

- Business Research -Market Review & Product Feasibility
- Market sizing studies
- Consumer analytics
- Market Behavior
- CSATs – Product / Service Specific
- Business Due Diligence
- Country & Industry Analysis

PROCESS INTEGRATED

- Outsourcing of the complete Loan Management Process wherein Bank to be involved at the last authorization stage and Infoline to manage the process right from
 - Lead Generation
 - File Creation
 - Quality Check
 - Document Processing
 - Customer Verification
- Similar Model can be replicated for Credit Card Processing
- Specialized handling of Platinum and Gold Customers

ACTIVITY ORIENTED

- Direct Marketing
- Cross-Selling
- Application Processing
- Claims Processing
- Card Personalization
- PIN Generation & Dispatch
- Returns Management
- Statement Generation
- Hot listing
- Transaction Monitoring & Control
- Disputes and complaints resolution
- Reconciliation
- Collections – Bucket 1, 2, 3