

# Fresa Technologies

Neutral IT Solution Provider

## Disclaimer

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# BPO SERVICES

Data Entry, Freight Forwarding, Accounting, Process Analysis & Software Development

# Why Outsource to India

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India remains the ultimate outsourcing destination

In a recent survey, 80% of European and US outsourcing firms ranked India as their number one outsourcing destination. The National Association of Software & Service Companies (NASSCOM) also reported that almost half of all Fortune 500 companies choose to Outsource to Indian outsourcing firms.

Even though many other countries (including China, Mexico, Ireland and the Philippines) have emerged as major competitors, India has managed to outsmart all others and emerge as the top outsourcing destination.

Major differentiators such as certain favorable government policies, fast-developing infrastructure, and an immensely talented work force are responsible for the Indian IT & ITES outsourcing industry continuing to experience a tremendous growth rate of 25–30% per year.

# Advantages of having Back Office

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- Cost Reduction
- Service Quality
- Productivity Improvement
- Cross Training & Business Continuity
- Opportunity to focus on Core Business
- Infrastructure Facilities
- Human Resource

- Ocean Freight
  - Full Container Load
  - Less Container Load
- Air Freight
- Transportation ( Trucking/Road )
- Non Vessel Owning Common Carriers ( NVOCC )
- Third Party ( 3PL ) Logistics
- Courier & Other Services



# Best Practices @ Back Offices

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- Rewards & Recognition Programs
- Internal Job Postings
- Training Development
- Multi-tasking
- Onsite Training
- 24 x 7 Support

# Departments that can be outsourced

- Operation & Documentation
- Custom Clearance
- Customer Service
- Sales Support
- Accounts
- POD Tracking Desk
- Email Marketing

Note : Above departments comprises of both Ocean & Air, Export & Import

## **Critical Desks**

- Online filing of AMS/ACI/ENS
- Online filing of Bill of Entry-Import/Export
- BL Desk, handling SLI/Corrections, following missing instructions, etc.,
- Import Manifest Filing with Customs
- Planning CLP (Container Load Plan)
- Handling Overseas Nominations

# Existing Back Offices in India

## Liner



## Freight Forwarding



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# Questions & Answers



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## Our Products

- ⦿ Fresa XPress
- ⦿ Fresa Gold
- ⦿ Fresa Lite
- ⦿ Fresa Web
- ⦿ Fresa Mail
- ⦿ Fresa Docs