



EXPERIENCE | CLARITY | FOCUS

Managed Services

2023

Managed Services – Our Focus

Cost Efficiency



- ✓ Save time and money by hiring **experienced professionals**, who can provide expert execution of work in a quick and efficient manner, **without compromising on quality**.
- ✓ **Our experienced team from the telecom sector and people who have a strong hold on P2P and O2C processes.**
- ✓ Identification of **process redundancies/bottlenecks and resource optimization opportunities.**
- ✓ Identification of opportunities for **cost reduction, process and control enhancements.**

Speed of Execution



- ✓ **Use best practices and cutting-edge technology**, which inevitably leads to greater efficiency.
- ✓ Complete end-to-end business processes with **high accuracy, efficiency, and speed.**

Scalability & Security



- ✓ Offer customers **access to our intelligent automation capabilities to** improve speed, efficiency and productivity levels.
- ✓ **Offer additional security measures like encryption software** and ensure end-to-end data security and privacy.

Detailed review of key business processes to determine effectiveness and implement recommended practical practices, tailored to leading practices and aligned with organisation process maturity.

Our Value Proposition

01

We **understand organizational structures** and the high quality of services expected.

02

We understand **service delivery methodology, reporting and documentation standards**

03

Our firm has a mix of **people from the Telecom Sector.**

04

Adequate office infrastructure to meet increase in staffing requirements at short notice

05

Robust HR team for efficient and effective augmentation of resources

06

We adhere to strict **confidentiality and ethical standards**

07

Quality solutions at a **reasonable cost**

To summarize, we will deliver high-quality of services, using experienced resources and coordination to deliver the maximum possible value.



Our Managed Services– Scope & Coverage (Snapshot)

Detailed review of key business processes to determine effectiveness and implement recommended industry practices, which are aligned with organization process maturity.

Our specialized services combined with in-depth knowledge and industry experience will assist the organization in directing its efforts towards the achievement of business objectives.

Vendor Management



Quote Desk

Efficiently manage the end-to-end handling of quotes while ensuring quality, compliance, and transparency in procurement activities.

PO Desk

Ensure completeness in requisition requests, duplicate request checking and end-to-end Purchase order management with-in agreed timelines.

Invoice Desk

Managing Invoice validation end to end. Ensure data quality. Streamlines the process, reduces errors, and improves transparency in financial operations.

Front Desk Management

Analyzing upcoming purchase order requests, evaluating deals, identifying loopholes, and ensuring cost savings and revenue recognition. Looking for potential loopholes in each deal that may impact profitability

Support and Vendor Management

Effectively manage vendor/stakeholder engagement, provide support to other process desks, and drive strategic initiatives to achieve cost savings and efficiency improvements in procurement process with automation support

Sales Management



Sales Acceleration

Translate client business requirements into deliverables. Assistance to sales team and customers with ordering and project management

Sales Support

Seamless execution of Pre-sales and post-sales activities for customers.

Sales Analysis

Compile and interpret data and generate reports that monitor sales activities and provide business status reports and future trends.

Contract Creation Support

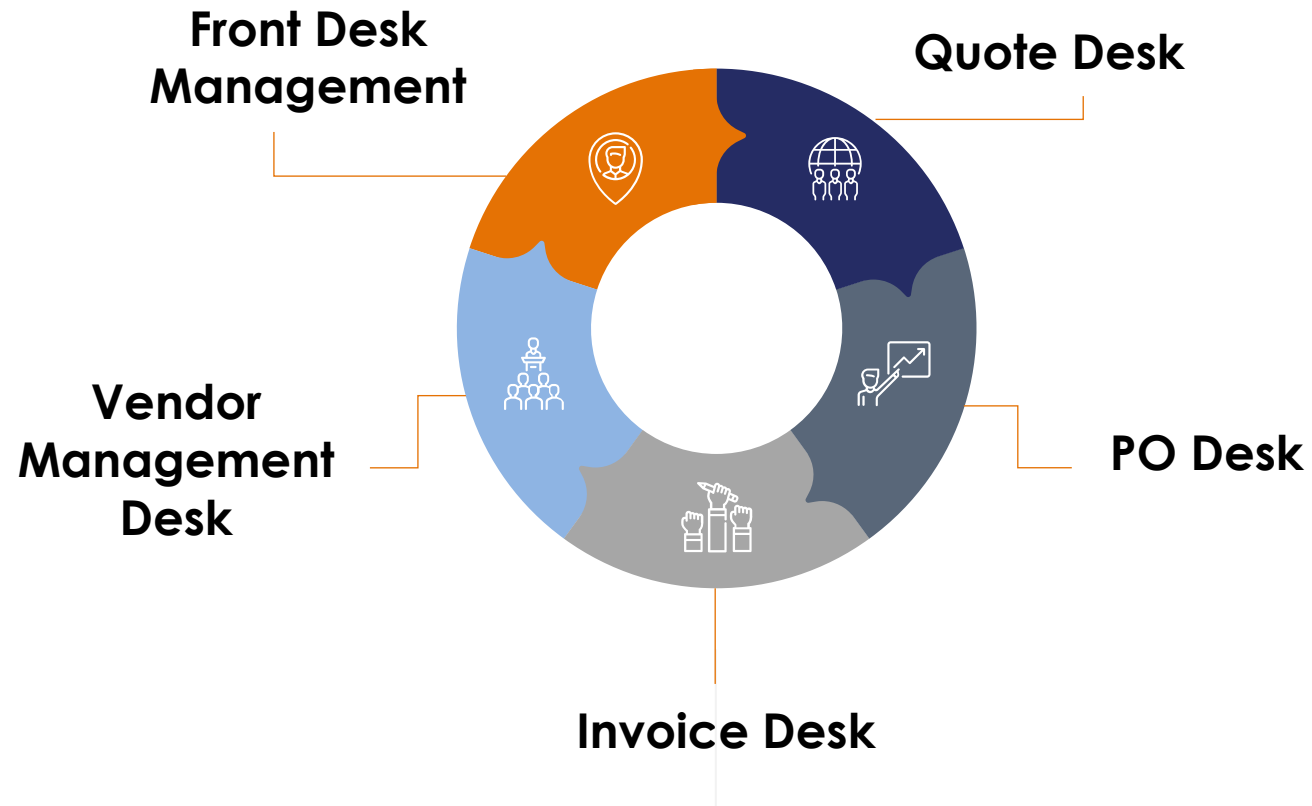
Commercial and service agreements, connectivity agreements and outsourcing agreements. Maintain ease of business from a contractual standpoint.

Revenue Assurance

Revenue accounting and recording basis performance obligation criteria.

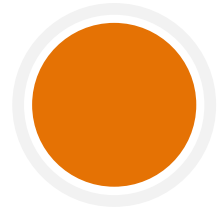
Managed Services –Global Vendor Management (GVM)

The GVM function is responsible for the end-to-end Vendor management process starting with the identification of vendors, managing quotes, purchase orders to Supplier invoice approval and payments



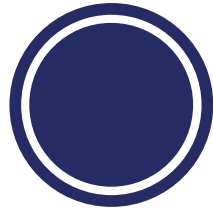
Managed Services – Global Vendor Management (GVM)

The GVM aims to deliver a smooth end-to-end process from vendor identification to supplier invoice approval and payments.



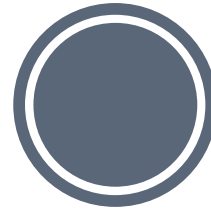
Front Desk Management

Analyze the upcoming requests for new purchase orders or uplifts in existing purchase orders, deal evaluation, look for loopholes and most importantly cost savings/ revenue recognition. Keep track of requests coming up, calculate the prospective margin from each customer in a particular deal and flag the requests where the margin is less than threshold



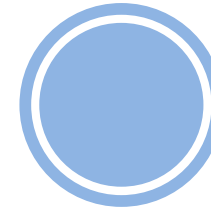
Quote Desk

Procure Standard, Custom and complex quotes from suppliers. Check for agreed Company discounts and reach back in case of variance. Compare quotes from multiple suppliers/distributors. Assist in creating a database against the active supplier list as per the priority shared by the Company's team. Evaluate new suppliers & and simplify as needed.



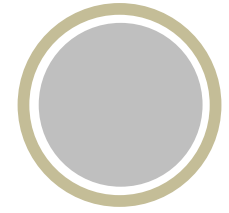
PO Desk

Review Purchase requests and ensure relevant documents are in place for raising a PO. Assign PO requests. Raising PR requests for Pos in the system. Follow up and approve the PR. Assist in creating a database against the active supplier list as per the priority shared by the Client team. Going into tools and updating the required fields.



Invoice Desk

Ensure Invoice validation/ – approval/rejection. Indexing invoices relevant to the process. End-to-end validation with Price, quantity, services and maintenance delivered. Supplier interaction in case of queries/anomalies. Coordinate with the Accounts team to get the invoices approved in the system.



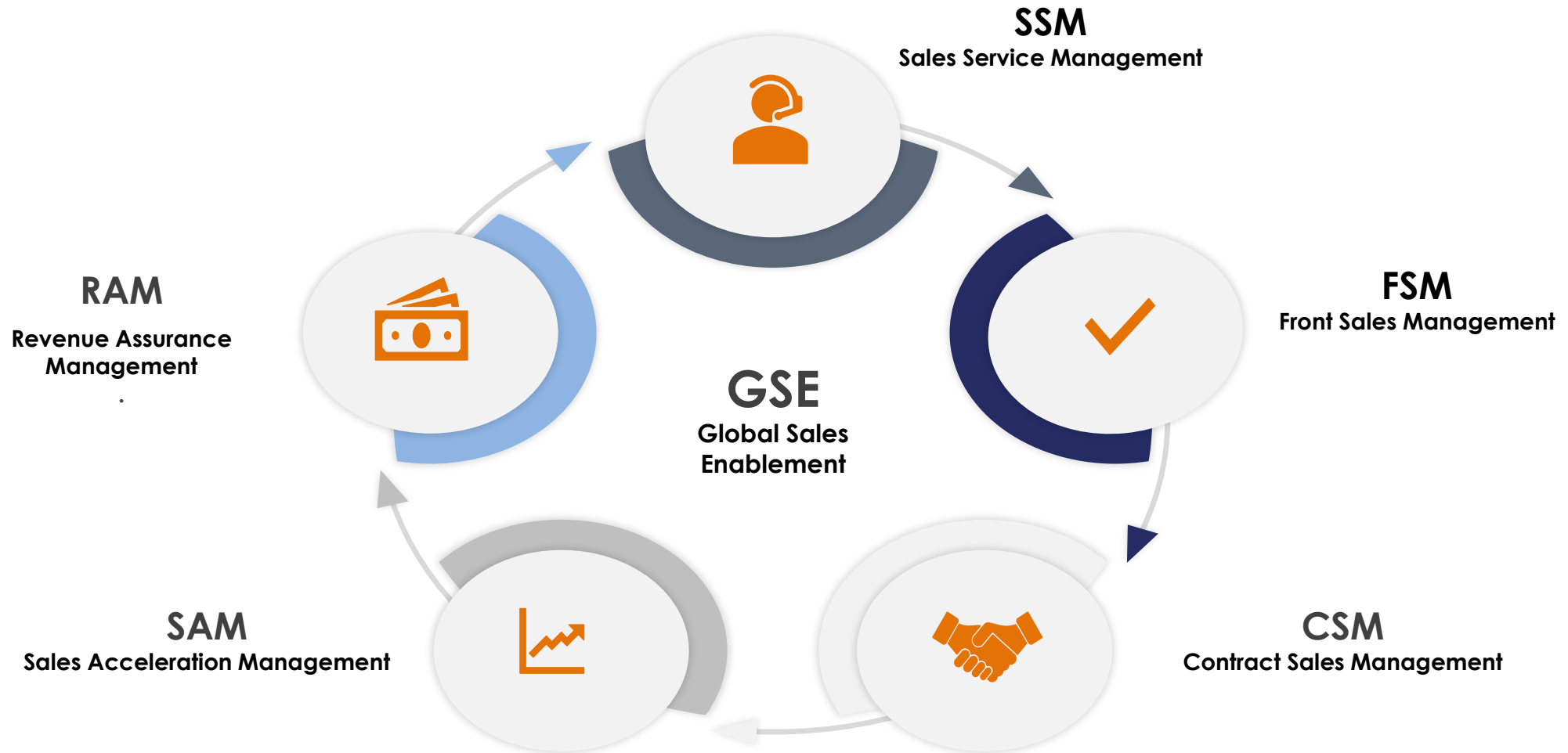
Vendor Management Desk

Managing Vendor / Stakeholder engagement. SOW/Contract reviewing. E2R (Expense to Revenue) Validation with International stakeholders. Supporting Invoice desk, PO Desk, and Quote Desk for any escalation. Sharing New & Renewal PO Initiating with PO Desk. Strategic Initiatives towards cost/budget saving.

Managed Services – Global Sales Enablement (GSE)

GSE is the solution life cycle 'from quote to cash'.

We will perform day-to-day back-office support so that the client can focus on core selling business.



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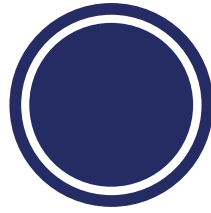
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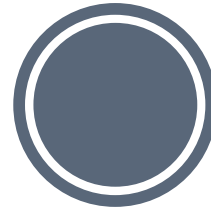
Sales Service Management

SSM team understands client/sales team requirements and translates the business requirements into specific deliverables from a sales support standpoint. Ensure Pricing engagements are completed within stated timelines and with accuracy.



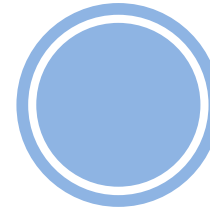
Front Sales Management

The FSM process is responsible for providing timely technical solutions of data and voice service to the client. Engage with the solutioning team as per clients' requirements. Ensure seamless execution of Pre-sales and post-sales activities for customers.



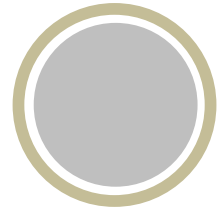
Contract Sales Management

CSM process is responsible for drafting, reviewing and creating standard service agreements in association with designated stakeholders. Maintaining a strong business and professional alliance with executives and functional leaders. Customize tailor-made contracts as per client's requirement, managing contract inventory and support business.



Sales Acceleration Management

The SAM process is responsible for the timely Addition, Modification and disconnection of data and voice services. Post disconnection requests at the client's portal, the team coordinates with cross-functional teams so that billing to the customer can be stopped. Seamless order management with delivery and customers.



Revenue Assurance Management

The revenue Assurance team plays a crucial role by ensuring the company's revenue is accurately billed and timely collected. Identify Bill Triggers stages and perform the First bill review, Handle customer complaints and billing disputes with a high level of urgency and accuracy. Timely follow-ups with the Project team. Flagging cases in case of any delay.



**Valueonshore
Advisors**

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Key Team Profiles

Key Team Member Profiles



Gaurav Sahu

Managing Director

E: gaurav.sahu@valueonshore.com

- Gaurav is a qualified Chartered Accountant, Certified Internal Auditor, Certified Information Systems Auditor and Bachelor of Commerce from the Delhi University.
- Gaurav is the Managing Director of Valueonshore Advisors and is responsible for the overall strategy and stewardship of the Company.
- Before joining Valueonshore Advisors, Gaurav was a Partner with Grant Thornton India and head of the Technology Sector Focus Group for the firm.
- Previously worked with KPMG, Arthur Andersen, Ernst & Young and Grant Thornton
- He has over 24 years of experience in servicing large organizations in the areas of Transaction Advisory and Risk Advisory services.



Arun Hariharan

Director – Strategy, Growth and Key Client Relationships

E: arun.hariharan@valueonshore.com

- Arun is a highly experienced Marketing and Advertising professional with more than 24 years of experience behind him.
- He is a Postgraduate in Advertising and Communications Management from Delhi and is an alumnus of the prestigious Sri Ram College of Commerce.
- Arun has had myriad experiences in the marketing and media field with specializations in Television, Print, Outdoors, Mobile, and Digital Advertising. He has been a part of many startups and has had the experience of managing the P&L setups for various companies.
- In the past he has held leadership roles in companies such as UTV, MTV, Asianet (now Star TV), Blyk Media, Group M, etc. He has formulated and implemented marketing and media strategies for companies and has maximized the output for them.
- He has had his fair share of experiences in passionately building brands, customer acquisition, customer satisfaction, and business development for multiple companies.
- Arun is a regular speaker at various seminars on topics related to digital marketing, the changing face of media, and big data.

Key Team Member Profiles



Sangeeta Sharma

Director

E: sangeeta.sharma@valueonshore.com

- Sangeeta is a qualified Cost & Management Accountant and a Bachelor of Commerce from Shri Ram College of Commerce, University of Delhi.
- Prior to joining the firm, she held senior finance positions in organizations like Central Park Estate, Maruti Udyog, Sona Koyo and BHP Infrastructure. She has over 30 years of experience in servicing large organizations in diverse sectors including areas of Real Estate, Auto, Services, FMCG and Pharma.
- Sangeeta has actively participated in shaping the strategic direction and consistently providing crucial decision support for business growth, restructuring and organizational improvements. She has managed diverse roles and initiatives including sales enhancement, profitability improvement, ERP implementation, policy formulation, ERP implementation and Financial reporting & MIS frameworks.



Raj Narayan Roy

Vice President

E: raj.roy@valueonshore.com

- Raj is Vice President at Valueonshore Advisors and leads the Financial Advisory & Accounting Services vertical.
- He is a CPA (US), CMA (India), Postgraduate in General Management and a commerce graduate from the University of Calcutta.
- Raj has more than 27 years of industry and advisory experience in various leadership roles such as a CFO, Finance Controller and Financial Consultant.
- He has been instrumental in structuring GVM Processes for a large Telecom Company and their design and improvements thereof by establishing internal controls. He is constantly involved in various strategic decisions related to the improvement of processes, quality initiatives & and management of the GVM Function.
- Past Organizations: FBP consultants, EFS Facilities, Sama Dubai LLC, Damac Properties LLC, APL Emirates LLC

Key Team Member Profiles



Neha Shenoy

Senior Vice President

E: neha.shenoy@valueonshore.com

- Neha is Senior Vice President with Valueonshore Advisors. She is a Chartered Accountant and a Cost Accountant.
- She has 23 years of rich experience in the financial services sector across Corporate and Institutional Banking, Client Relationship Management, Business Development, Management Consulting, Audit and Stressed Asset Resolution.
- Prior to Valueonshore, she worked with premier organizations such as IIFL Wealth, DBS Bank, ICICI Bank, Accenture and KPMG in various leadership roles.



Vimal Kishore

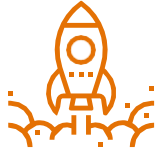
Process Manager

E: vimal.kishore@valueonshore.com

Vimal is working as a Manager with Valueonshore Advisors. He has 17 years of rich experience in Customer Life Cycle and order to Cash Processes with expertise in the Telecom Billing Domain (Billing Order Management, Tariff Management, Suspense Management, Fraud Management, Business and revenue Assurance, Invoice Production and delivery). He has managed a cross-functional team of 40+ associates in the past. Has in-depth knowledge of best Practices in Revenue Assurance Processes in the Telecommunication Industry.

Past Organization: Colt Technology Services

About Valueonshore Advisors



Headquartered in Gurugram, Valueonshore is a niche advisory services company formed by senior professionals from the Big 4 and top industry executives



Our clients span across industries and geographies and range from Fortune 500 companies, large conglomerates, mid-markets to start-ups



We follow a structured approach to providing distinctive solutions, in-depth expertise, and implementation support to our clients.



A workforce of more than 300 people located across Gurgaon, Mumbai, Bangalore, Hyderabad, the US, and Singapore, brings a blend of industry experience and deep technical knowledge.



Our Esteemed Clientele



Thank You

Gurugram - Enkay Tower

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Mumbai

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Bengaluru

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Gurugram - Ocus Technopolis

Third Floor Tower A, Ocus Technopolis, Golf Course Road, Sector – 54, Gurugram - 122002

Hyderabad

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