

# FISSION INFOTECH

## eCommerce Support Services

Our eCommerce Support team can help you manage increased product data volumes, ensure accuracy of the product data, deliver superior customer service, order fulfillment, and more during peak times. When you contract with us for your assignment, our support personnel receive customized training on your business, assigned tasks and overall expectations. And once the job is underway, we carefully monitor our personnel using streamlined lean quality control systems to ensure that they are delivering on our promise.

Tasks we commonly perform in this area include:

**CMS Support:** Experience in various shopping carts such as Magento, Shopify, Xcart, Volusion, OpenCart ZenCart, OsCommerce, WooCommerce and many more.

**Product Information Management:** Updating product information pooled from all possible sources, managing specifications, images, pricing and up-to-date information.

**Order Processing/Provisioning:** Handling incoming orders, processing returns, responding to inquiries, and handling fulfillment issues.

**Conversion Rate Optimization:** Monitoring accounts and activity, identifying new sales opportunities in accordance with customer activity.

**Photo Editing:** Image re-touching and improvement, enhancing color, contract and exposure -- editing backgrounds for the best fit.

**Customer Support:** Pre/Post sale customer support via eMail or live chat.



**FISSION INFOTECH WAS  
FOUNDED IN 2010 BY  
PRINCIPALS BHARGAV  
KANDIMALLA AND  
SANDEEP KUMAR  
NUKARAPU. THROUGH  
ITS OUTSTANDING  
REPUTATION AND  
CUSTOMER SERVICE,  
THE COMPANY HAS  
GROWN TO MANAGE  
ALL TYPES OF COMPLEX  
PROJECTS FOR  
LEADING U.S.  
COMPANIES ON A  
DAILY BASIS.**

Fission Infotech provides low-cost eCommerce support and maintenance to U.S companies by outsourcing tasks to Indian workers. We are located in one of India's largest and most innovative technology hubs, with a plentiful supply of educated workers. We can provide needed services at a fraction of the cost you're currently paying.

## 24/7 SUPPORT

At Fission Infotech, we make it easy to outsource your projects. We first conduct a comprehensive intake session to fully understand your company and requirements, and carefully select and train candidates that will perform best for your company. By working with overseas staff, you can save up to two-thirds of your administrative costs, as well as save on infrastructure investments, salaries, benefits, health care and other overhead. We offer the flexibility you need to manage a fluctuating work flow, so you are never paying staff during sustained periods of downtime. Outsourcing is a growing trend in increasingly cut-throat industries to control costs while maintaining quality. Call us or visit our website at [www.fissioninfo.tech](http://www.fissioninfo.tech) to learn more about getting into the next wave of productivity growth -- outsourcing.