

FISSION INFOTECH

Administrative Services

Administrative support is one of the most popular areas of outsourcing help we provide. Our highly educated workforce is trained in accordance with American business practices, delivering excellent service, reliability and customer service. When they are hired for your assignment, they receive customized training about your business, assigned tasks and overall expectations. And once the job is underway, we carefully monitor our personnel with streamlined lean quality control systems to ensure that they are delivering on our promise.

Tasks we commonly perform in this area include:

Data Entry: Entering data from surveys, mailing lists, and claims, updating customer names and addresses, populating new systems or data fields, and digitizing information from paper forms.

Email Chat and Support: Responding to customer inquiries 24/7, helping customers with issues involving product questions, shipping and delivery, installation, and troubleshooting.

Telephone Answering: Handling overnight and weekend answering shifts, taking and delivering messages for employees, and providing callers with basic company information.

Forms Processing: Handling claims, reports, rebate forms and applications, entering test and lab results, inputting performance data and virtually any other handwritten material.

Transcribing: Transcribing recordings of customer interviews, medical visits, court proceedings, business presentations and other live sessions.



**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 administrative and other support to companies within the U.S by outsourcing tasks to Indian workers. Located in one of India's largest and most innovative technology hubs, we can replicate many of the administrative tasks you need, such as data entry, typing and email/chat support 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 to learn more about getting into the next wave of productivity growth -- outsourcing.