

## SWAFE Business Process Management Pvt. Ltd.



### Roaming Supervisor Scope

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## **OBJECTIVES**

- Single contact point for multiple locations wise with automated call logging approach
- Single vendor for all office related work.
- Quotation Submission & Client Approval for required office assets .
- Quick resolution as well as time saving for multiple office issue
- Follow OEM instruction for equipment as per SOP.

## **GENERIC APPROACH**

- No predefined SLA for services.
- Local Vendor Dependency causes delay in the rectification works
- No Regular Visits of the sites, Visits are only done on call basis
- Vendor dependency
- No ease of management
- Slow resolution time
- No qualified manpower to take care multiple work at same time

## **SWAFE APPROACH**

- Single contact point for location wise Office for call logging
- SLA driven approach, calls will be closed within the specified SLA
- Per month per branch visit by RS for all branches of customer
- Qualified & Skilled Manpower
- Multiple issue resolution at same time
- Quality review of Roaming Supervisor by SWAFE Management on monthly basis
- SWAFE Road Map to optimize the response time as per the SLA.

## **DUTIES & RESPONSIBILITIES**

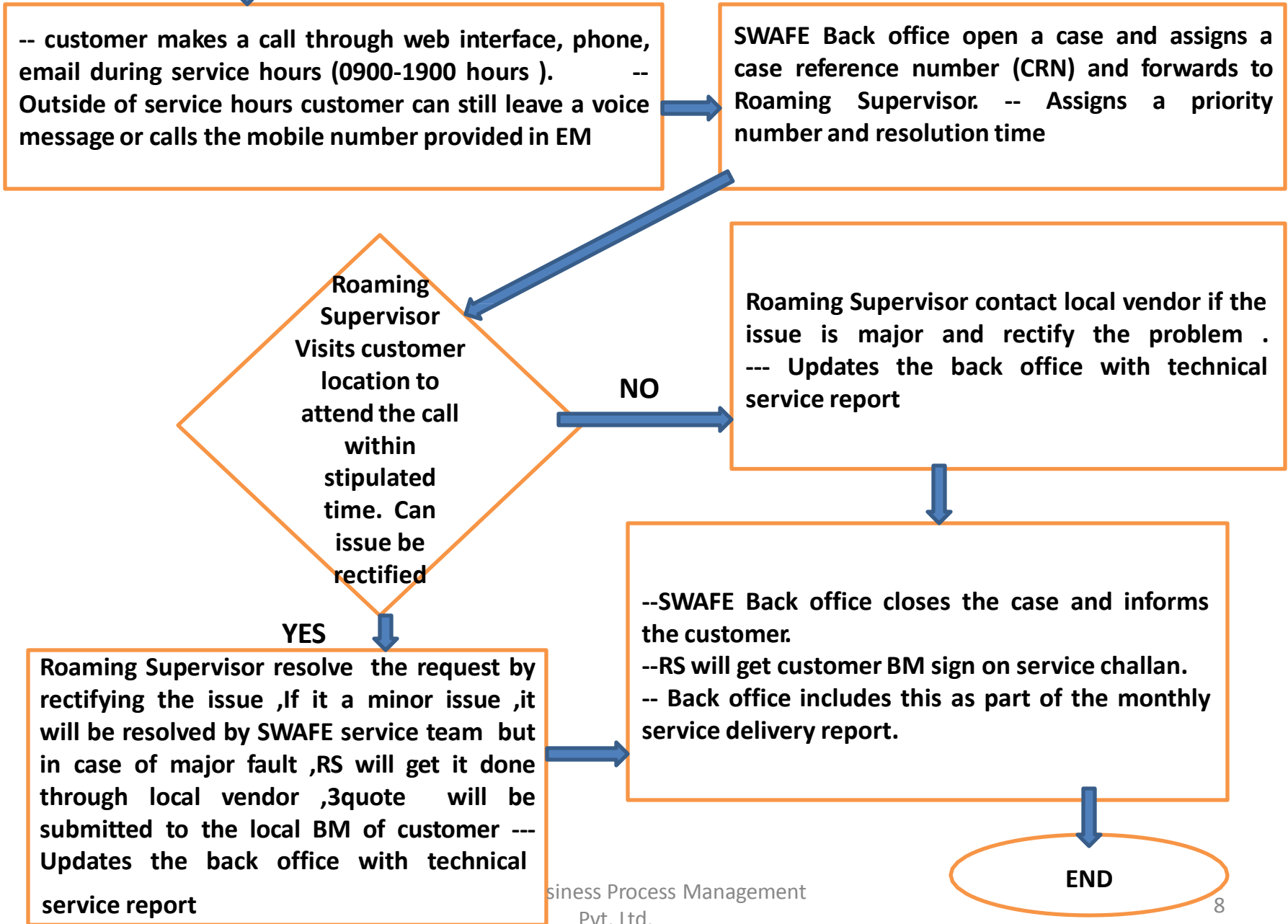
### **Technical & Mechanical:**

- To build the necessary process & procedures to conduct electrical and mechanical services at various sites.
- Supervisors will do a visit per branch per month and take the necessary actions.
- Support local team & show guidance on trouble shooting of general & specific problems of E&M work
- Supervisor will coordinate with local vendor and submit 3 quotations from 3 different vendors in cases of major faults costs above Rs 20,000 and get the work done after approval of BM and PO from customer within a stipulated SLA.
- Build the necessary communication requirements among different department (IN, Billing & NSS) with in the Planning, Operation & IT teams.
- Responsible for maintaining all faults & consult with specific branch manager on respective quote approval from local vendor.

## **DUTIES & RESPONSIBILITIES**

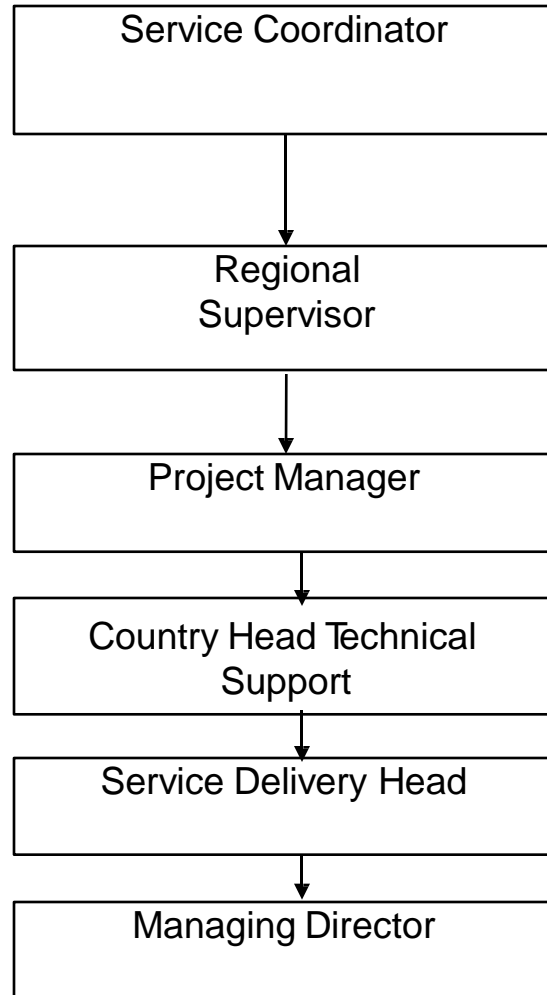
- Responsibilities includes all electrical ,mechanical ,plumbing ,carpenter jobs excluding major faults like overall electrical wiring change , New table chair creation (carpenter),new water pipes deployments etc..
- Following up and coordinating with various branch managers to exchange fault notes and forward to responsible direction.
- Provide other departments with E&M fault solutions upon request.
- Provide necessary info to local staff on necessary configuration(s) required for implementing any electrical and mechanical work.
- Adhere local team with information on local vendor from whom the tasks needs to be accomplished.

# CALL MANAGEMENT FLOW CHART





## ESCALATION MATRIX



We understand

**Criticality**

**Thank You !!!**