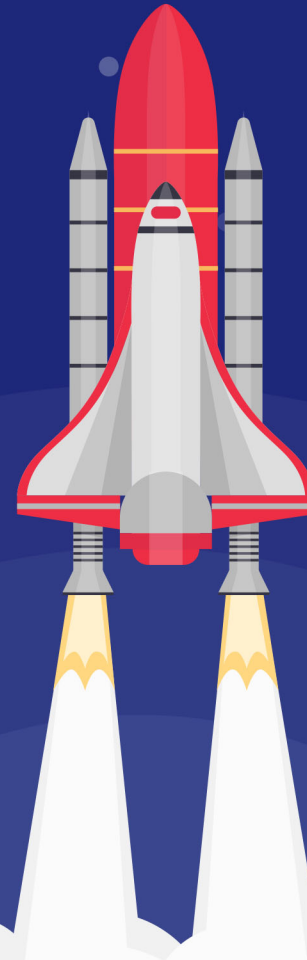


FUSION BUSINESS SOLUTIONS
E-COMMERCE SUPPORT SERVICES

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INTRODUCTION

Fusion Business Solutions Private Limited (Formerly Fusion Outsourcing Software Private Limited) incepted in 2006.

Over a short period of time, Fusion has grown from a modest beginning in Udaipur to two full-fledged production facilities totaling to over 15000 square feet in the **IT park in Udaipur, India** and offices in the **USA** and the **UK**.

We provide gainful employment and remarkable opportunities to **300+ employees**. Fusion is one of the leading organizations in India in **business process management** and growing rapidly.

We have substantial footprints in the USA and the UK. Our clientele in North America and Europe have shown an encouraging growth trend in the past few years.



OUR TEAM

We are a vibrant and enthusiastic team based in India and so we have a global footprint. We live and breath the core values that are the backbone of culture:

Happiness, Innovation, Collaboration, Accountability, Transparency, Integrity



Madhukar Dubey
Founder & Managing
Director



Shweta Dubey
Director



Kuldeep Bhatnagar
Assistant General
Manager



Chandra Shekhar Yadav
Assistant General
Manager



Shakti Singh Shekhawat
Senior Mangaer
(Operations)



Shekhar Dhabai
Senior Mangaer
(Operations)



Ojal Suthar
Project Manager
(Technology)

300+

**Pool of
Professionals**

THE PROBLEM

In the era of internet revolution, E-commerce industry is becoming the brightest star. However, we understand the hardships of running an e-commerce business. There is a lot to take care from product listing to customer support, from bookkeeping to vendor management.

If you can relate with the below mentioned problems, we have a solution for you.

- ⚠ **Website maintenance** is suffering due to lack of efficiency?
- ⚠ **24/7 customer support** seems time-taking?
- ⚠ **Inbox management** becoming impossible?
- ⚠ **Social media management** is demanding dedicated staff?

Moreover, the hustle-bustle of these recurring tasks is hindering your business growth. Is it?



THE SOLUTION

Connect with a team of smart thinkers and problem solvers - **Virtual Assistants** or as we call them, **Virtual Ninjas**.

We understand that customers are looking for easy and faster assistance. We provide multitude of **e-commerce support services** including **order placement, order tracking, e-mail follow-up, 24/7 customer support, claim management, returns management**, and a lot more. We help you make the best use of your time by supporting and managing the tasks that you need not spend time for.

Our virtual ninjas can provide the **faster** and **personalized support** for your e-commerce business to stand out. The virtual assistant services can act as key differentiator for your business. With a decade of experience in technical nitty gritty, our focus never deviates from quality services and innovative solutions to customer issues. We possess the acumen to take your e-commerce business ahead by helping you succeed both in terms of cost-efficiency and revenue.



OUR DIFFERENTIATOR

We put ourselves in your shoes and look at the things from your lens.

Dedicated Experts at your Service

We have a team of dedicated virtual assistants, so no more settling with “Jack of all trades”! Your business needs passionate and accountable experts to run everything smoothly. And that is exactly why we are here to provide you.

Round-the-Clock-Service

Be it dusk or dawn, Sunday or Saturday, Christmas or Easter; we work 24/7 with optimum workforce. We're your pair of hands that will keep working even while you are asleep. If you perform business overseas or deal with international clients, we're a perfect fit for you.

Listen and Remain Transparent

We like listening to the clients and their needs. Getting clients is important for the business to survive. Having said it, we always suggest clients the best suited process and options. No worries if you are not able to put up your requirement, we will try to put all of them for you.

Accountability

The offshore team that is handling your administrative and clerical tasks take the entire authority of the chores. As the business owner or executive, you can rest assured that the delegated tasks will take place at the right time.

Work under one Roof

We are a team of 300+ employees working under the same roof. We meet each other daily and work as a team. When you work with our expert VA, it not only broadens the area of knowledge but also adds more skills and value to the business.

The speedy and high quality of work comes along with great security.

Overseas Advantage

The advantage is we are based in India. If that sounds like a USP, then yes, we are proud of it. We are blessed with business-friendly economy and environment. It allows us to serve clients in a cost-effective way, hire skilled VAs, and pay them well.

We optimize the socioeconomic boon for improving work quality and team building.

Backup/Substitute Staff

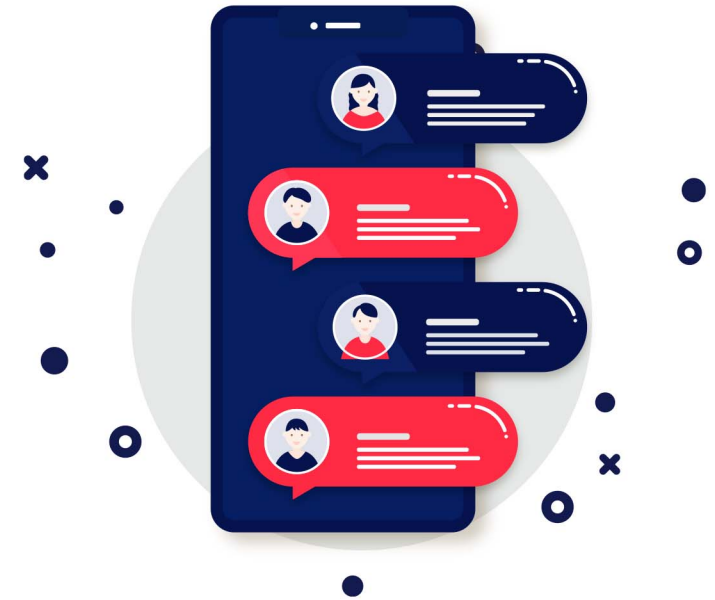
We provide backup staff if you hire our Virtual Assistants, they work exclusively for you. In the case where the person falls ill or quits the company, the backup VAs will be there to work with you. Thus, your work will never suffer.

Confidentiality of Information

The Virtual Assistants work under 24/7 CCTV camera surveillance and every system is monitored by the IT department. Moreover, the background inspection of our employees and signing of Non-Disclosure Agreement (NDAs) is the way we ensure that any leakage of information can lead to termination.

Chat Support

- Understanding the inquiry
- Replying to inquiry
- Providing order status
- Removing knowledge barriers



Email Support

- Sending order status
- Responding to inquiry
- Managing inbox and email types
- Setting up marketing campaigns

Phone Support

- Accepting orders over the phone
- Customer support
- Removing web related obstacles
- Answering as an extension of the office



Order Processing

- Updating order status timely
- Reviewing order summary details
- Adding media objects to order
- Entering customer details

Returns – Exchange Management

- Reviewing customer's order history
- Overviewing product condition
- Handling spilled and complete payments on orders
- Preparing order documents



Manage Inventory

- Creating a list of available products
- Creating a list of products needed
- Preparing a list of unused inventory for return
- Making product transfer specifying quantity and location

Product Listing

- Creating types & sub-types of products
- Updating the product list timely
- Maintaining product related records



Customer Follow-up

- Providing important information
- Rendering on-going support
- Asking for feedback

Website Management

- Checking hosting and domain registration
- Updating the website's content
- Performing ongoing maintenance
- Backing up the data



Social Media Management

- Creating social profiles
- Post scheduling
- Tracking likes, shares, and response

CLIENT TESTIMONIAL



“ Fusion understands what our objectives are, and they do an outstanding job of aligning their objectives with us. I don’t think it would have been possible to perform the entries and manage documents as we have and to grow simultaneously without the assistance of in-house team members. ”

“ I have used Fusion Business Solutions for various administrative and research projects. Excellent service, easy to work with and very punctual. ”

– Anthony Burgin

BUSINESS MODEL TO SUIT YOUR BUSINESS CONCEPT

We create, deliver and capture value for the clients with our distinguished business model. It's worth pointing out the way we will help you at each step to smooth running of the business.



Three Days Free Trial

We provide an "Exclusive Free Trial" of three days to send you the insights of our work ethics and culture. During the three days trial there will be processes including training session, sharing of sample work, and fetching feedback of the work done. Having the real picture of the delivery process and work style, it makes a complete win-win scenario.



Dedicated Staff

No matter the industry/service type, we provide a dedicated VA and a team to work on your business needs. The team encloses a group of experts trained as per the required skillsets. The accounts manager, VA, and explicit team members will work together, brainstorm, and boost your business.

BUSINESS MODEL



No Long-Term Contracts; Month to Month Basis

We love to set people free who work with us and thus, freeing up our clients is what we try to achieve every time. Therefore, we renew the contract every month to keep the working flexible and approachable.



Customized Requirements

We provide a myriad of services covering various industries to fit your requirements. Also, you can extend your unique requirements and get the best possible help from our dynamic team members. The customized processes and reports are one thing that helps us stand out.



Easy Communication

We believe in easy and smooth communication on work-related matters. Be it about giving instructions or free exchange of views, Skype or Google Hangouts or Line, we want you to feel comfortable and remain reachable for our clients. It will lead to saving of time and raise potential at hand.

OUR PROCESS

Conduct an Enquiry



Once you discover the need for a virtual assistant to perform operations, conduct an inquiry. It will help you understand the basic details of our offerings directly via email or call.

Take it ahead with the Manager



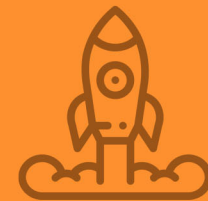
After the inquiry, our operations manager will discuss the nitty-gritty of your tasks. Considering the requirements, the suitable services and pricing plan will be provided to you.

Meet your dedicated Virtual Assistant



We will look for the suitable assistant who matches to your requirement and connect you the concerned. The assistant will have an educational background or work experience according to your requirements.

Get Started



Now when you own all the information about the dedicated virtual assistant, the further task assigning can take place via email, chat, skype, task management portal, or in any other mode, you feel comfortable.

PRICE PLANS

Part time



20 HOURS/WEEK

MONDAY TO FRIDAY

Full time



40 HOURS/WEEK

MONDAY TO FRIDAY

Hourly Plan

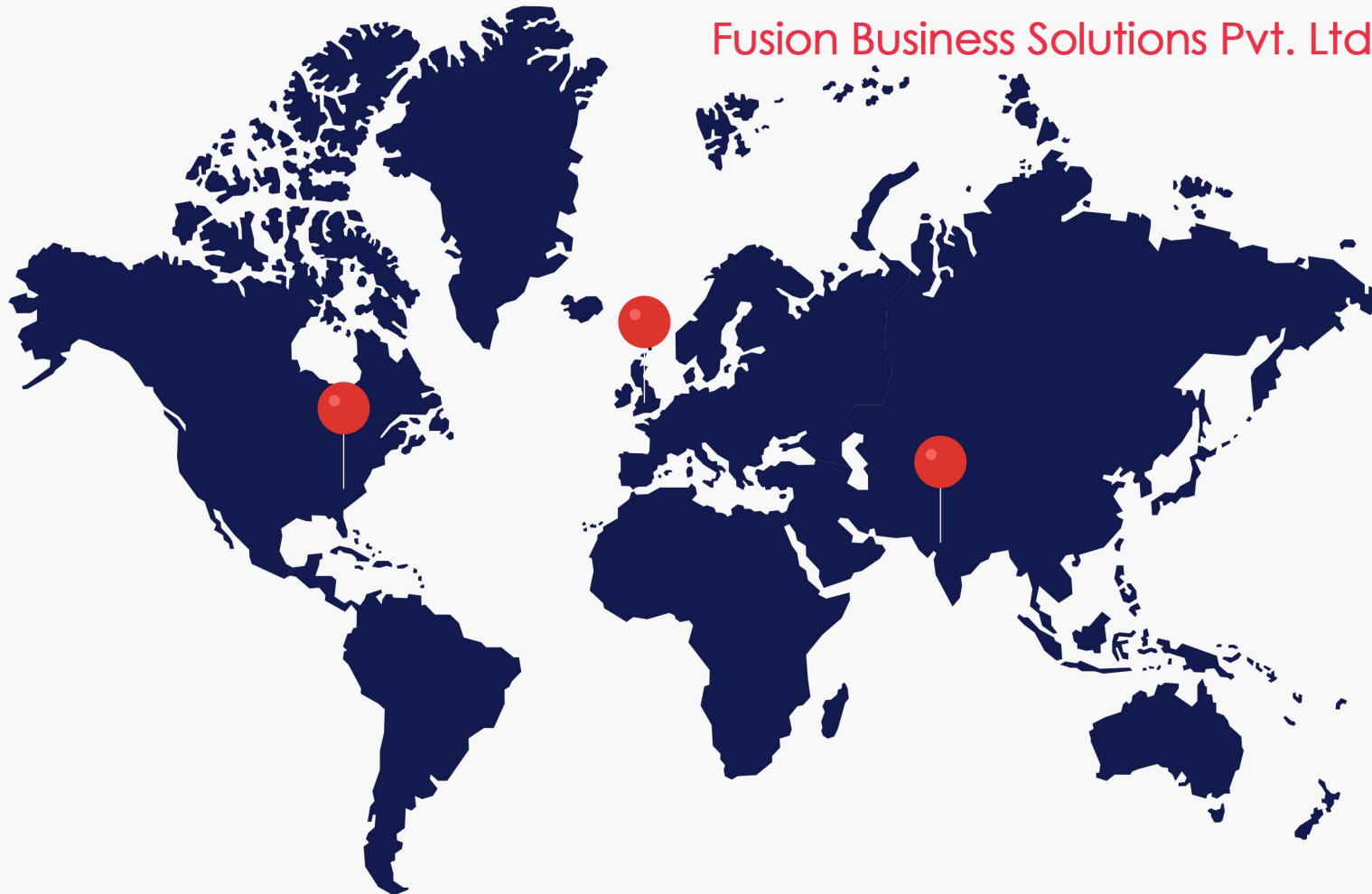





50 HOURS

TWO MONTHS

CONTACT US

Fusion Business Solutions Pvt. Ltd.



	India	+91-97722-79996
	USA	+1-240-979-0061
	UK	+44-20-3290-8897

www.fusionfirst.com
support@fusionfirst.com

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