



Amazon Retailer Support Services



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Introduction

Fusion Business Solutions Private Limited (Formerly Fusion Outsourcing Software Private Limited) inceptioned 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 **350+ employees**. Fusion is one of the leading organizations in India in software services and **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 & MD)



Shweta Dubey
(Director)



Kuldeep Bhatnagar
(Ass.General Manager)



Chandra S Yadav
(Ass.General Manager)



S.S. Shekhawat
(Sr. Manager - Operations)



Shekhar Dhabhai
(Sr. Manager - Operations)



Ojal Suthar
(Project Manager)

350+

Pool of Professionals

The Problem

Despite being a mature marketplace that has spent years in buying and selling of all product types, AMAZON has its flip side for retailers. Several online merchants talk about the troubles that arise due to inadequate AMAZON seller support, weak AMAZON shipment tracking system, and many more. Some of the examples illustrating common problems by AMAZON retailers include

- ⚠ Removing the orders from the market that are no longer sellable.
- ⚠ No inventory updation when the product goes out of stock.
- ⚠ There is no transparent process of handling the returns efficiently.
- ⚠ No assured plan to address product-specific issues.

The Solution

Despite so many problems, selling products on AMAZON is all worth the effort. All merchant agrees to the fact that the added traffic and revenue of this platform is incomparable. And if you talk about the above pain points, it is recommended to resolve all of them with virtual assistants.

Fusion provides a team of a skilled and experienced virtual assistant who have been offering world-class services to the sellers. The services include order tracking, e-mail follow-up, customer support, claim management, returns management, and a lot more. We help you make the best utilization of your time by supporting and managing the tasks that you need not spend time.

In short, we possess the insight to take your AMAZON 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 350+ 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

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.

Services

Product Listing

Listings products on AMAZON seller portal and publishing it along with respective description and Image.

Inventory Management

Updating inventory on AMAZON with current availability of product in stock.

Editing & Uploading images

Editing the images as per the standards of AMAZON and uploading it to the portal.

Customer Support

Answering customer inquiries or escalating it to the right person for a quick resolution.

Services

Category Management

Listing the products in correct category & updating them under current offer or campaigns.

Online Research

Searching for details about certain products, pricing or may be competitor info.

Catalog Management

Listing products in catalog with featuring images and description.

Order Management / Order Entry / Order Processing

Keeping log of orders, entering them into system and initiating the processing of the order shipment to client.

Services

Company brochure

Creating a company brochure with all the products of company.

Amazon Seller Central

Managing AMAZON Seller Central activities such as creating shipping labels and confirming Shipment.

Amazon Vendor Central

Managing AMAZON Vendor Central such as accepting orders, creating shipment request, creating Shipping labels (FedEx and UPS), submitting ASN & completing shipment and creating Invoice.

Client Testimonial

Anthony Burgin Say

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

Steph Say

“ Everyone at Fusion is such a pleasure to work with. They are extremely professional and deliver the candidates you are searching for. I highly recommend working with Fusion for all of your sourcing needs! ”

Eternal Mewar Say

“ Fusion not only helped us display the journey of Rolls Royce GLK 21 but it also served us with exceptional and innovative features that showcased the true value of our vintages. ”

Mike Jones Say

“ I set the bar high while I took the complimentary trial offered by Fusion. The outcome was more than expected and the quality is been maintained till date as expected. If you need help with Pre Sales activities like Lead Generation and RPO services, go to Fusion and you will be amazed by the output. ”

Business Model to Suit your

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.

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.

Contact Us

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Request A Consultation

Click Here