FBSPL
keeping U first

Business Portfolio

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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 **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.

The Problem

Every business comes across problems at a certain point of time during functioning. If your problems are all or some of these from the below mentioned points, we have a solution for it.

- ◉ Is the growth of your organization at stake?
- ◉ Does the overall productivity has lowered down?
- ◉ Are you burning time in mundane & repetitive tasks?
- ◉ And, your operational cost is going beyond the budget?

The Solution

Considering you as a busy leader, there must be a lot of things on your plate. Connect with a team of smart thinkers and problem solvers - **Virtual Assistants or Virtual Ninjas.**

The virtual assistants can handle the business-related tasks with perfection and expertise, acting as extra pair of hands for you. The **professional and reliable virtual assistants** perform a wide range of business support services. We help you make the best use of your time by supporting and handling the tasks that you need not spend time for.

We are a **one-stop solution** for growing businesses by taking their **mundane and repetitive tasks** while helping them to concentrate on things that are important for taking the business standard to the next level.

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 Designers/Developers, 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 designers/developers, 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 designers/developers, 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 designers/developers, they work exclusively for you. In the case where the person falls ills or quits the company, the backup designers/developers will be there to work with you. Thus, your work will never suffer.

Confidentiality of Information

The designers/developers 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

We cover prominent industries within our services spectrum:

- Recruitment Process Outsourcing — 01
- Accounting & Bookkeeping — 02
- Merchant Cash Advance — 03
- Virtual Assistant Service — 04
- eCommerce — 05
- Data Management — 06
- Healthcare — 07
- Real Estate — 08
- Insurance — 09
- Pre-Sales Support — 10
- Voice Support — 11
- Omni Channel — 12
- Finance - SBA Loans — 13
- Software Solutions — 14

Services

Recruitment Process Outsourcing

- Job posting
- Head hunting
- Contact extraction
- Resume sourcing

- Database building
- Calendar management
- Initial communication
- Contact validation

- Creating candidates pipeline
- ATS management
- Reverse sourcing
- Candidate Mapping

eCommerce Support

- Chat support
- Email support
- Phone support
- Product listing

- Order entry, processing, and tracking
- Returns - exchanges management
- Managing inventory
- Order products

Services

Merchant Cash Advance

- ⊙ Document processing
- ⊙ Underwriting analysis
- ⊙ Underwriting pricing
- ⊙ Information exchange

- ⊙ Database management
- ⊙ Reports & miscellaneous
- ⊙ Drafting agreements
- ⊙ Accounting services

- ⊙ Final underwriting document review

Accounting & Bookkeeping

- ⊙ Invoice processing
- ⊙ Preparing sales reports
- ⊙ Reports generation
- ⊙ Credit card reconciliation

- ⊙ Bank activity entry
- ⊙ Tracking loan activity
- ⊙ Bank reconciliations
- ⊙ Entry of transactions

- ⊙ Preparing aging reports & summaries
- ⊙ Preparing purchase reports
- ⊙ Books balanced and quarterly reconciliation

Services

Data Processing

- Form based data capture
- Credit card processing
- Product data entry
- Image data entry
- PDF conversion
- Online data entry
- Mailing list compilation
- Handwritten document and data tasks
- Market research data extraction
- Data enrichment & standardization

Healthcare BPO

- Patient Reconciliation
- Revenue cycle management
- Production & collection reports
- Credit card receipts in QB
- Medical billing & coding
- Entering deposits in QB
- Entering patient refunds in QB
- W9 status
- Dental insurance verification
- Dental claim verification
- Entering fee schedule in CRM
- Denials management

Services

Real Estate

- Managing contracts
- Database building
- Market research
- Contact extraction
- Setting appointments
- Calendar management
- Calling potential deals
- Customer relationship management
- Creating letters or emails
- Pre-sales & lead generation
- Updating online listings

Insurance Support

- Uploading documents
- Updating claim information
- Preparing reports
- Adding motor vehicle records
- Processing endorsement
- Setting up new prospects
- Cancellation reminder
- Presentation for prospects
- Updating policy information
- Renewal presentation
- Back-office support
- Claims processing

Services

Pre-Sales Support

- Lead generation
- Database building
- Market research
- Contact extraction

- Prospect list building
- SMM
- Craigslist ad posting
- Business development

- Google AdWords / PPC
- Product listing
- SEO
- Business analytics services

Virtual Assistant

- Scheduling appointments
- Booking flights & hotels
- Data processing
- Sending email responses

- Preparing invoices
- Creating & editing presentations
- Merging & splitting PDF files
- Creating surveys or forms

- Social media post scheduling
- Preparing user or training manuals
- Tracking and confirming orders
- Doing bookkeeping & payroll duties

Services

Voice Support

- Inbound calls
- Outbound calls
- Answering calls
- Email support

- Live chat support
- Tech support/IT help desk
- Conducting surveys
- Sending follow-ups

Omnichannel Customer Support

- Phone support
- Chat support
- Email support
- Social media support

- Ticketing systems
- Custom reports
- Customer review management
- Marketplace management

Services

Finance - SBA Loans

- ◉ Managing SBA Applications
- ◉ Govt. ID verification
- ◉ Seasonal - SOLO - PEO Escalations
- ◉ Fraud Verification - KYC & KYB
- ◉ Sending Missing Document Requests

Software Solutions (Web & Mobile Application Development)

- ◉ UI/UX Design and Development Services
- ◉ Web Application Development Services
- ◉ Mobile Application Development Services

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 to Suit your Business Concept

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. a

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