



Business Process Outsourcing Services

Business Processing Services – Overview

Business process outsourcing (BPO) is the delegation of many back-office functions to an external vendor giving them the responsibility to manage the selected process based on defined and measurable performance criteria. As businesses around the world are struggling to improve the quality of their processes due to shortage of skilled labour, competition and speed imposed by economic globalisation - business process outsourcing has become essential.

Austenite, a BPO consulting and service provider company based in India, provides effective and high quality BPO Services to its clients. We, at Austenite, offer a seamless delivery of services from our offshore state-of-the-art service centres in India, while our UK, US based consultants work as a bridge between us and our clients. Our BPO outsourcing services help mitigate the risks and secure benefits through a structured approach.

Austenite's Value Proposition

Highly skilled People: Our main asset is our people, who are trained, experienced and highly skilled at their job. Many of our managers are graduates from some of the finest UK and USA universities. Austenite's offshore consultants, based in UK, US can also help you in the outsourcing process and can act as a bridge between you and Austenite for seamless integration.

State-of-the-Art Infrastructure: All our development centres are equipped with modern computer systems (PIV and Athlon XP) interconnected with LAN; power back up with UPS system, own (P1V Dual Processor) File Servers; Web Server co-located in Fast, Reliable UK based server; fast internet connection and all other accessories like printers, scanners, plotter, CD/DVD writer, ZIP drive. We offer fast communication through FTP, Telephone, Email, Chat or Courier service.

Management Experience: Our managers are highly skilled, with deep technical and industry experience. Some of them have decades of experience in working in the industry.

Highest Quality: Austenite is in the process of building highest possible quality standard with international standard. With our in-house quality-checking team, we employ our three-tier quality checking system to ensure minimum error rate and rework.

Quick Turn around Time: Austenite offers extremely efficient BPO services to its customers with quick turn around time.

Cost Advantage: Outsourcing BPO work to Austenite can be extremely cost effective and you can typically save up to 30% - 60% of your operational cost.

Flexibility: Access to more than 100 high quality low cost highly skilled labours at offshore rate. Greater flexibility to ramp up and down, as needed.



Data Entry Services

- Dictionaries
- Company reports
- Index cards
- Market Research Tabulations
- Data Entry into databases
- Surveys
- Manuals
- Questionnaires
- Polling information
- Company reports
- Index cards
- Market Research Tabulations



- Scanning
- OCR (Optical Character Recognition)

Data Processing Services

- Form Processing
- E-Book / E-Cataloging
- Online Data Capture
- Paper / Computer file conversion
- Scanning / OCR with file editing / cleanup
- DTP
- Data Digitisation
- Indexing
- PDF conversions and Interactive forms
- Forms & Insurance Claim processing
- HTML / XML coding, DTD Design

Accounting Services

- Book Keeping Services
- Write –Up Services
- General Ledger Services
- Final Statement Preparation
- Tax Preparation Services
- Insurance Outsourcing services

Our Value Addition



- Streamlined Processes
- Transparent Process using Key Technology
- Reserve the sanctity of information between Employer and Employee
- Adherence to International quality
- Cost-Effectiveness
- Access to Intellectual Property, not available in-house

HR Services

- Recruiting Services
- HR Management Services
- Benefits Administrations
- Payroll services



Try us