

SERVICES – HOSPITALITY VERTICAL

Osource India Private Limited

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Phoenix House, High Street Phoenix,

Lower Parel (W), Mumbai – 400 013



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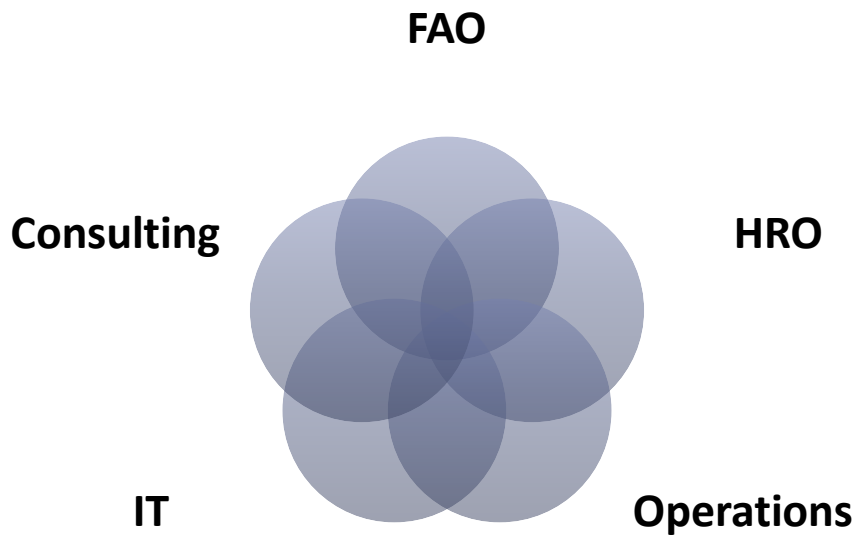


CHAPTER 1 – ABOUT OSOURCE

About Osource

- 20 + Years of Experience
- 350 + Clients
- 1100 + Employees
- 5 Cities – 9 Back Office Centers
- 450+ Successful Migrations

Business Units



Management Team

Board of Directors

- Rajeev Sharma – CA, CS, ICWA (20+ Years)
- Pankaj Sharma – MBA (15+ Years)
- Devendra Murkute – BE (20+ Years)
- Sanjay Sharma – BE, MBA, Ex-Power Grid (20+ Years)

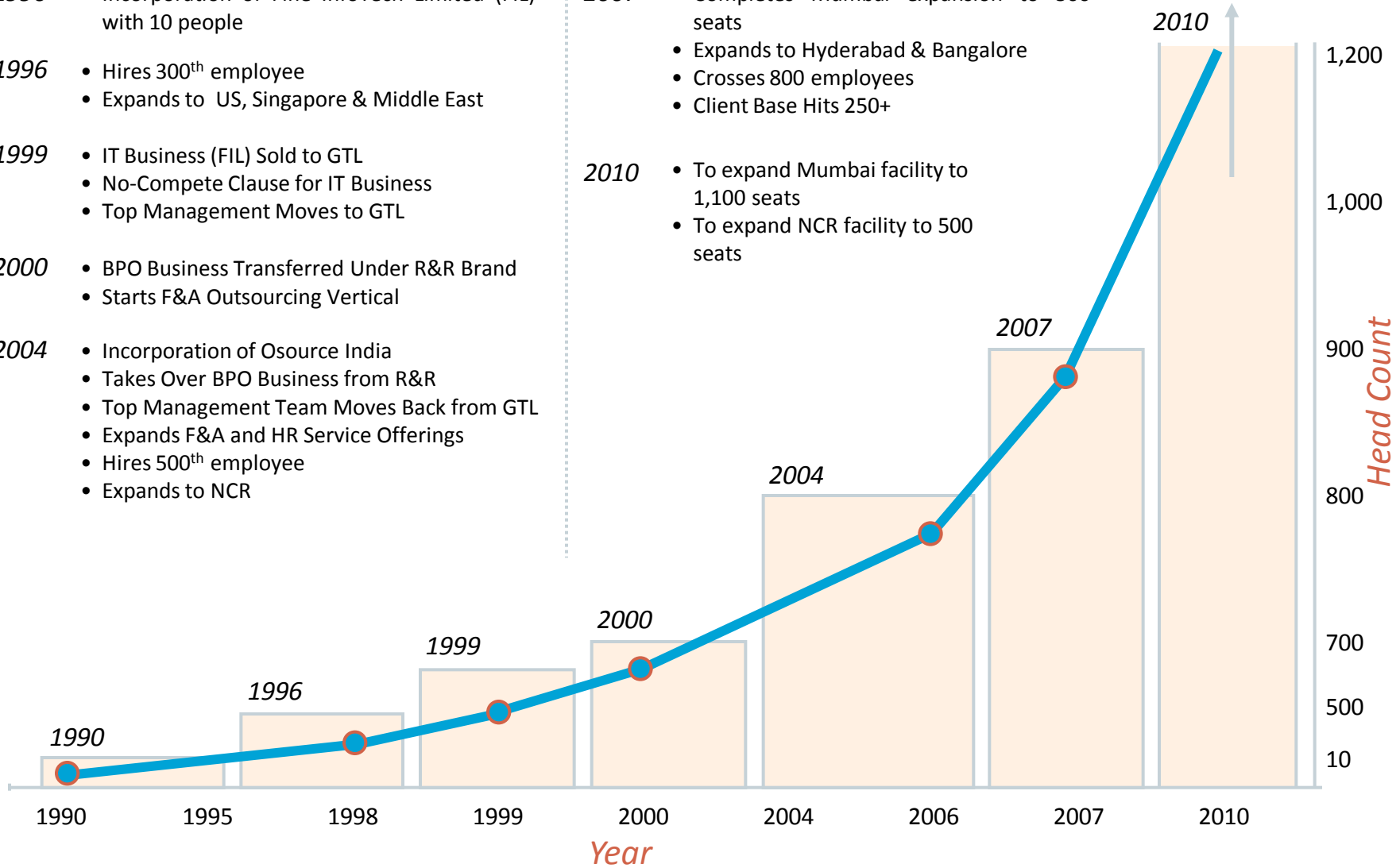
Executive Management

- Ketan Vakil, SVP – Ex-SBI, Ashok Leyland, GTL (30+ Years)
- Rajesh Pandey, SVP – CA (10+ Years)
- Suraj Dubey, VP – MSc, CISA, Ex - Armed Forces (10+ Years)
- Sandeep Goswami, VP – Ex - Amex, Max Life (22+ Years)
- Saurabh Rai, AVP – B.Com, CISA (7+ Years)
- Saurabh Kumar, AVP – CA (7+ Years)
- Gagan Saxena, AVP – BA, MBA (7+ Years)
- Ravikant Ghate, AVP – BE, Ex – IDBI (15+ Years)
- Akshay Varma, Chief Manager – BA, Ex–Capgemini (5+ Years)

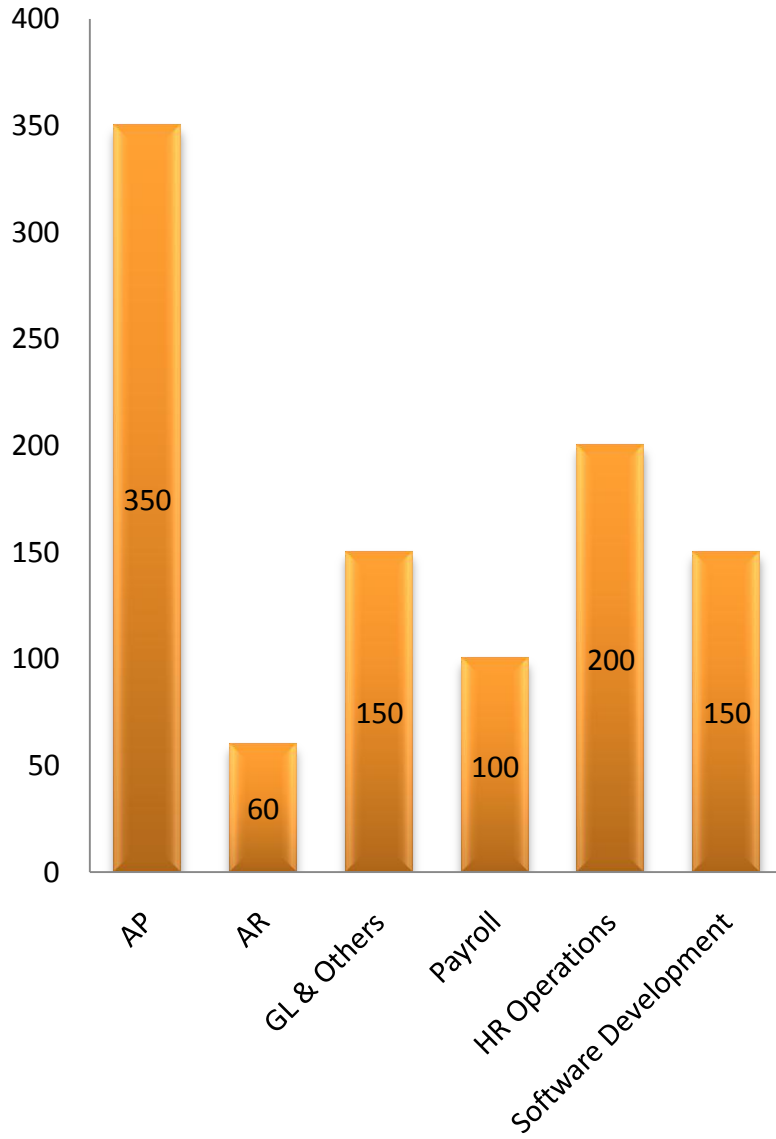
Osource Evolution

- 1990**
 - Incorporation of Fine InfoTech Limited (FIL) with 10 people
- 1996**
 - Hires 300th employee
 - Expands to US, Singapore & Middle East
- 1999**
 - IT Business (FIL) Sold to GTL
 - No-Compete Clause for IT Business
 - Top Management Moves to GTL
- 2000**
 - BPO Business Transferred Under R&R Brand
 - Starts F&A Outsourcing Vertical
- 2004**
 - Incorporation of Osource India
 - Takes Over BPO Business from R&R
 - Top Management Team Moves Back from GTL
 - Expands F&A and HR Service Offerings
 - Hires 500th employee
 - Expands to NCR

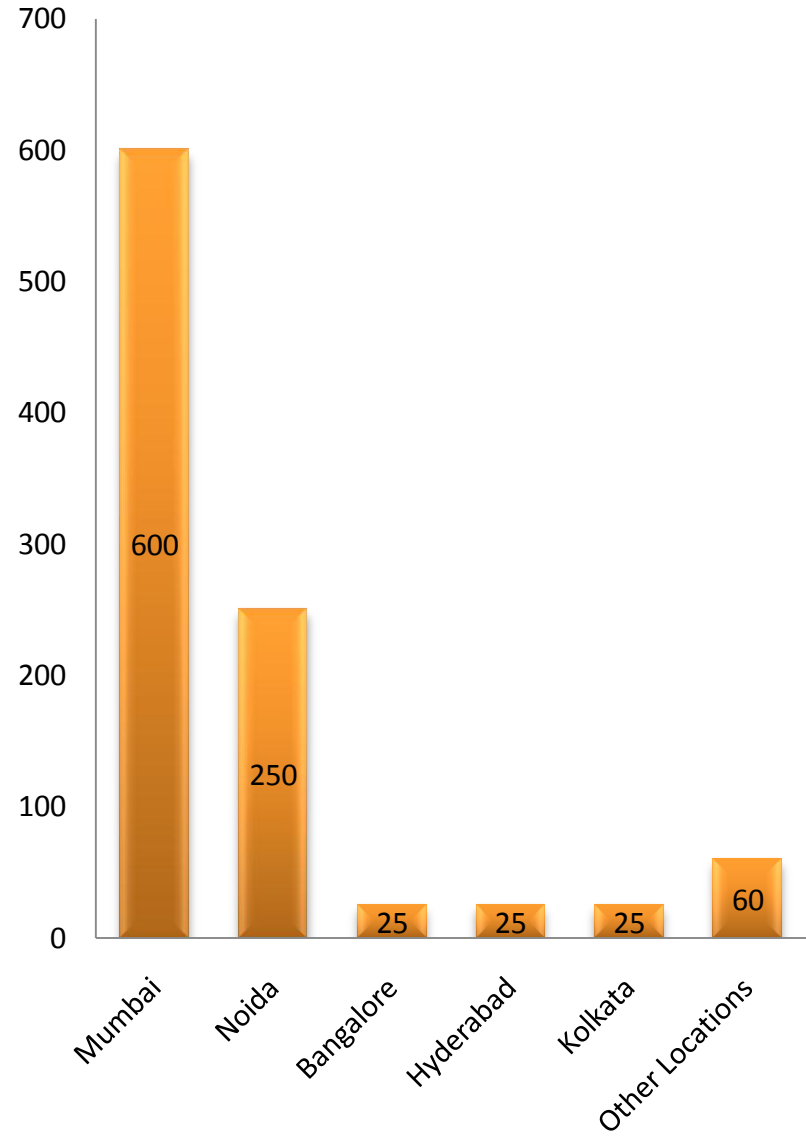
- 2007**
 - Completes Mumbai expansion to 500 seats
 - Expands to Hyderabad & Bangalore
 - Crosses 800 employees
 - Client Base Hits 250+
- 2010**
 - To expand Mumbai facility to 1,100 seats
 - To expand NCR facility to 500 seats

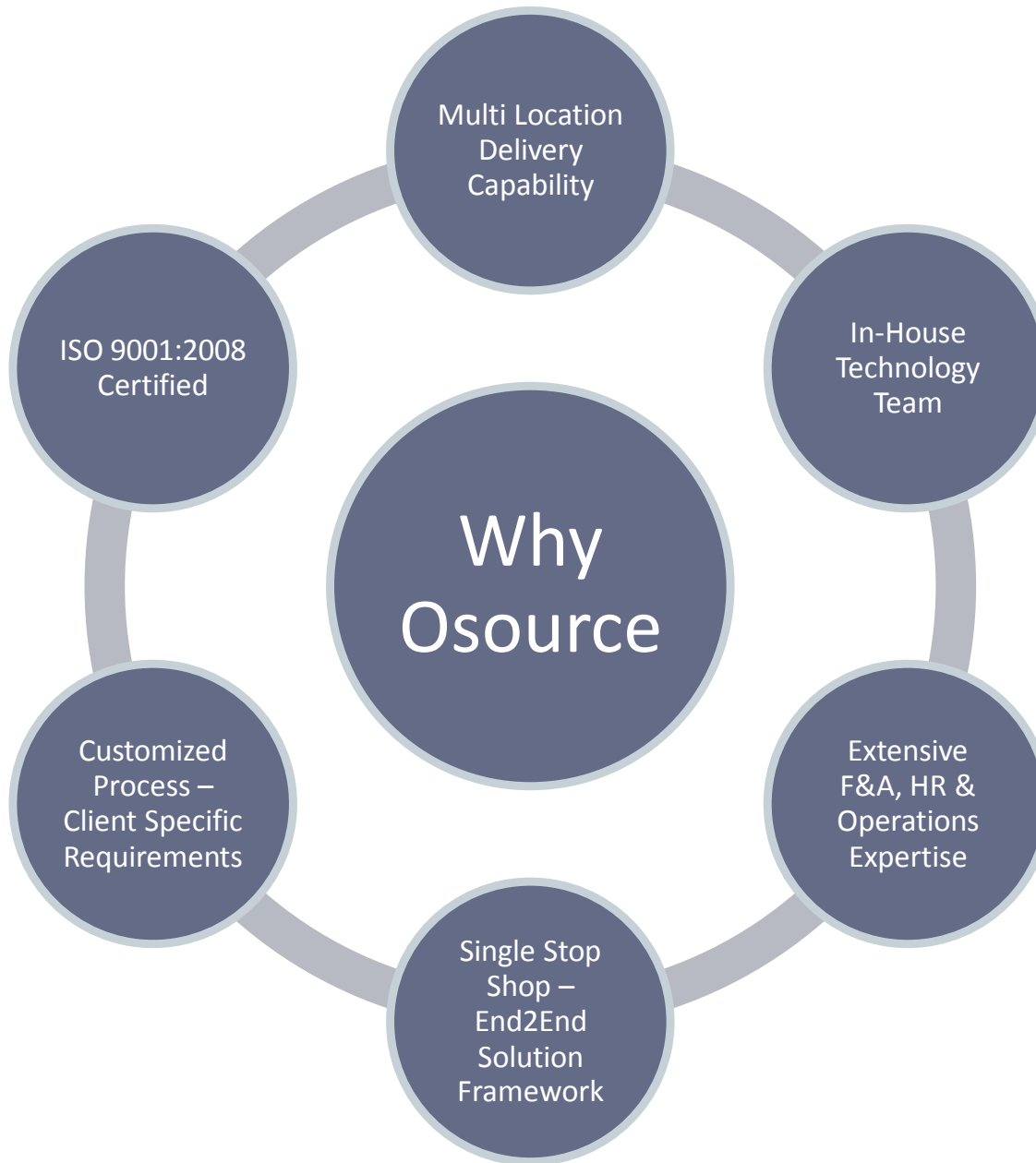


Employee Mix



Location Spread

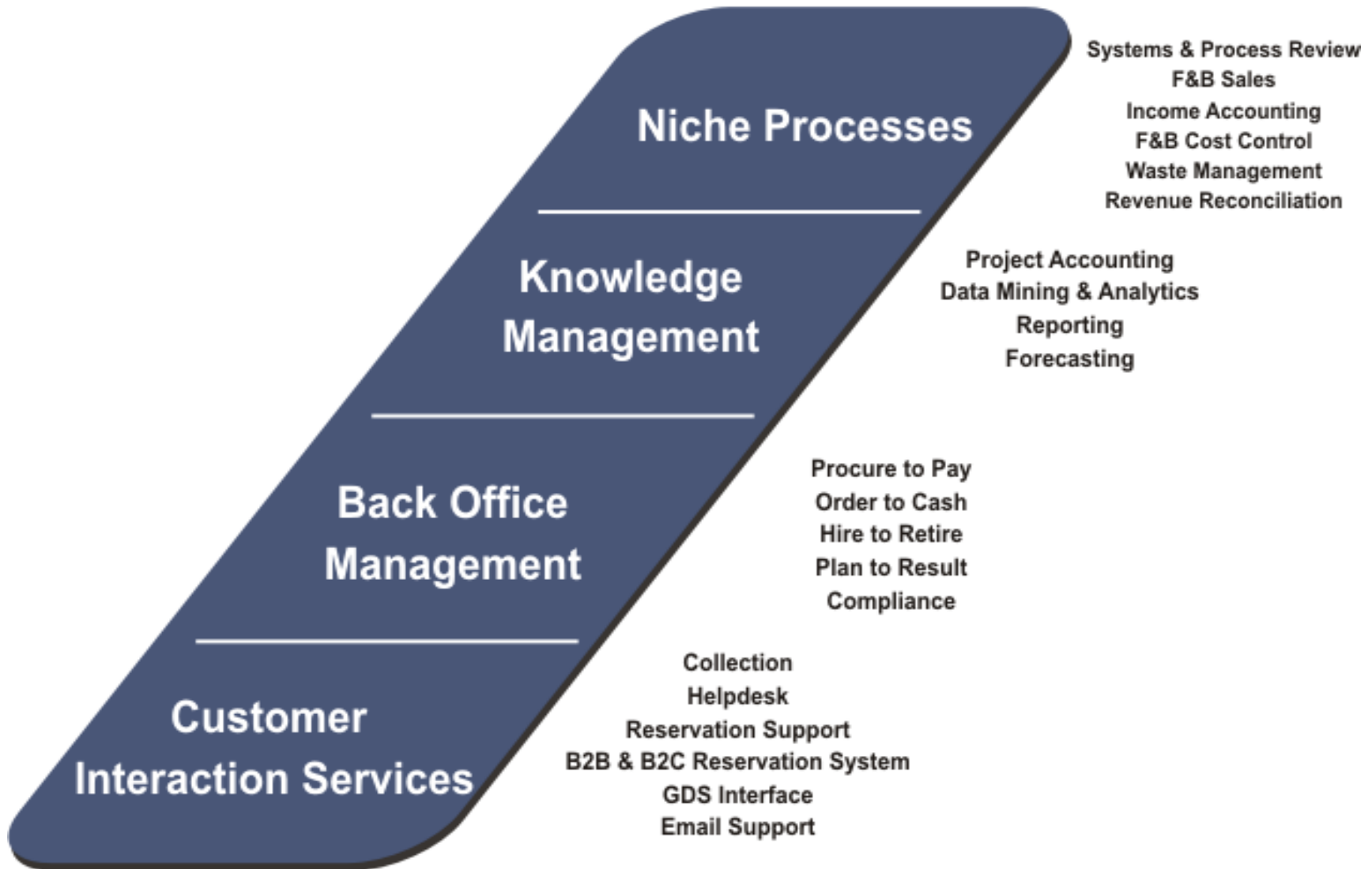




CHAPTER 2 – INDUSTRY SPECIFIC SERVICE OFFERINGS



Hospitality Industry Services



Phase I -
FAR
Building

Phase II –
One Time
Verification

Phase III –
Periodic
Verification

CHAPTER 3 – F&A SERVICE OFFERINGS



Procurement

- Requisition Review and Approval
- Purchase Order Award and Processing
- Purchase Order Change Management
- Expediting and Logistics Coordination
- Receipt and Return Management
- Supplier Helpdesk
- Vendor Master Management
- Catalogue and Content Management
- Supplier Scorecard

Invoice Processing

- Receipt of Invoices
- Acknowledgement of Invoices
- Scanning & Indexing of Invoices
- 2 Level Verification
- Post Processing/ Pre Processing Client Approval
- Payment Processing
- Payment Disbursement

Vendor Management

- Vendor Master Updates
- Vendor Helpdesk
- Supplier Portal
- Account Reconciliation
- Expense Management
- Corporate Card Administration

Order Management

Order Entry and Scheduling

Order Validation

Credit Review and Management

Order Booking

On-hold Order Release

Order Change/Expedite/Cancellations

Contract Management

Invoicing

Collection of Billing Information

Invoice Consolidation

Invoice Presentment

Revenue Assurance

Collections

Collections

Dispute Management

Deductions Processing

Credit Note Processing

Account Reconciliation

Cash Flow Forecasting

General Accounting

- Manual Journal Entries
- Automated Journal Entries
- Accruals/Reversals
- Bank Statement Processing
- Bank Account Reconciliations
- Payroll Posting & Reconciliation
- Inter-company Postings
- Accounts for Loans/ Investments

Fixed Assets

- Capital Project Setup
- Invoice Recording
- Expense Adjustments
- Capitalization
- Fixed Assets Retirals /Disposals
- Depreciation

Closing

- Daily Interface Monitoring & Recon
- Month-end Sub Ledger Close
- Month-end Foreign Exchange Revaluation
- Month-end General Ledger Close
- Balance Sheet Accounts Reconciliation
- Inter-company Reconciliations
- Allocations
- Consolidation
- Population of Reporting Database
- Audit Support

CHAPTER 4 – HRO SERVICE OFFERINGS



- Input Compilation
- Salary Processing
- Statutory Challans & Returns
- Pay Slips & Tax Sheets
- Form 16, 16A, 24
- Full & Final Settlements
- Employee Query Resolution
- External Auditors - Support

Base Payroll Services



- View Pay Slips
- View Tax Sheets
- Entry of Investment Declarations
- Tax Simulation
- Leave Management
- Attendance Management
- Integration with Swipe Card Systems

Web Portal Services



- Employee Query Support - Helpdesk, Email, Inbound Telephonic & Online Chat
- PF Management (RPFC & Trust)
- Gratuity Management (LIC & Trust)
- Superannuation Management (LIC & Trust)
- ESIC Management

Support Services



- Collection of Vouchers & Supporting Documents
- Processing of Vouchers
- Verification of Supporting Documents
- Reimbursement Upload
- Reimbursement Pay-Slips
- Employee Query Support
- CTC Limit Monitoring
- Web Based Model

CTC Expense



HR Operations Solution Framework

- Sourcing
- Screening
- Interview Scheduling
- Offer Management
- Database Management

Recruitment

- Joining Kit Management
- Personal File Creation
- Joining Documents Management
- Appointment Letter

On-Boarding

- Reminders for Confirmation Process
- Coordination with stakeholders
- Issuance of Confirmation Letters
- P File Updation

Confirmations

- Changes – Employee/Entity Trigger
- Document/Information Validation
- Issuance of Revision Letters
- System & P File Updation

Mid-Year/Adhoc Changes

- Receipt of Resignation Letters & Approvals
- Coordination for NOC
- Payroll Input Process
- Exit Interviews

Employee Exit

- Input Compilation
- Payroll Processing
- CTC Expense Reimbursement
- Full & Final Settlements
- Form 16
- MIS & JV

Payroll Management

- PF, PT, TDS & ESIC Management
- eTDS Returns
- Statutory Challans & Returns
- Coordination – Statutory Bodies

Compliance Management

- Employee Support
- Documentation – Exp Certificates/Address Proofs
- Transfer/Relocation Support

Help Desk

- Process & Sub-Process MIS/Analytics
- Consolidated Group , Entity-Level & Location-Level Reporting

MIS & Analytics

THANK YOU

Mumbai – Noida (NCR) – Bangalore – Hyderabad - Kolkata

