Comprehensive **Back Office Support** including Admin, Support, Reporting & Data Processing

All round Support to our clients

The Summary:

Over 15 years with average team of 15 + Almost 200 person years of combined Back Office and Support experience.
All round support to our Clients from Conceptualising to final reporting across globe.

Concept - Brainstorming with the client on application design
Developing - The online application (With Direction Software's development team/s)
Maintaining - Coordinating between client and developers
Data Entry – Direction's Back office Staff
Support - User support & training on mail and call
Reporting - Online reports and custom reports by mail

The Challenges:

Domain expertise and reliability
While developing a web based system at Direction Software LLP the client was looking at on boarding various entities for a supply chain system they were developing with Direction Software LLP.

The need was for reliable Functional consultants to on-board / train various stakeholders.

Client also needed to maintain data on the site and carry out various other activities such conducting reverse auctions and generating reports.

The Solutions:

All round BO Support
Back Office for the Buying department
User related work:
*   Maintaining users & user authentication and access rights
*   A helpline for Offices & suppliers
Data related work:
*   Assimilating data into the client's site from multiple sources
*   Checking all data for errors - including data imported from other systems
Style related work:
*   Maintaining styles
*   Updating styles with attachments received
Auction related work:
*   Checking all required data is available
*   Checking & uploading styles
*   Monitoring Auctions

Trusted & knowledgeable partners:

Scalable team for Seasonal increase in work during auctions, awarding and shipments.
*   Functional consultants with extensive Domain Expertise
*   Conceptualizing and planning
*   Average staff tenure at Direction Software LLP over 5 years
*   Trust for Quality
*   UAT for client
*   End-to-end back office support
*   Easy ramp up & ramp down

Cross training improves resource efficiency & we have ability to offer our clients great flexibility in team sizes at flexible rates.

Having a well trained and experienced team was key to Seamless continuation of processes and support during transition to a work from home environment bought on by the COVOD 19 epidemic.

About Direction Software LLP

With over sixteen years of back office support experience with average team of 30 and around 400 man years of combined Back Office and Data Entry experience, Direction Software LLP is well positioned to service your BPO needs.

Direction Software LLP is also superbly positioned to offer 360 degree support to any organization.