



DIRECTION  
Software LLP

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'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 Client was looking at on boarding various entities for a supply chain system they were developing with Direction.

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 DSS 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. While developing.

## About Direction

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 is well positioned to service your BPO needs.

Backed up with excellent software development capabilities, Direction is also superbly positioned to offer 360 degree support to any organization.

For more information contact:

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