



Case Study – Tata Capital- KYC Fulfilment

By Unicorn Ops (A Business division of Cylsys Software Solution Pvt. Ltd.)

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Case Study Tata Capital – KYC Fulfilment

The Client

Tata Capital Ltd. Is a financial and investment service provider in India. The company is based in Mumbai and has more than 100 branches across the country. The firm offers Consumer loans, Wealth management, Commercial finance and Infrastructure finance.

The Challenges

Personal Loans and Business loans are two of the prime products in Tata Capital's Retail loans portfolio. The assignment for Unicorn Ops was to collect the KYC supporting documents from customers whose Personal Loan or Business loan were in principal approved. The final loan approval would happen subject to all the KYC and supporting documents were in order and as per the KYC norms. The area to be covered was entire MMR region (Mumbai Metropolitan Region) which included Mumbai City, Thane City and Navi Mumbai. Also there was a TAT to be maintained and the collected documents had to reach the Central Processing Hub in that TAT which was a real challenge given the area and Travel means to reach from Point A to Point B in the city. Close scrutiny and supervision and the support and enthusiasm of the FOS (Feet on Street) was required to deliver the expected results.

How did Cylsys help

The Team Heads at Cylsys took this up as a challenge as the team had to sync and work like clockwork. More the reason to successfully execute it. 2 Teams were formed. Team 1 was of 10 Tele calling members would establish contact with the customers from the given customer database and fixing an appointment according to the convenience of the customer for our FOS executive to visit. Team 2 was of 60 Field executives who would be visiting the customer and first checking the KYC Xerox documents with the original documents, getting the customer to sign off on each document xerox and if in order collecting the documents and moving onto the next customer visit. Finally they had to deliver the collected documents at the collection hub.

The Outcome

Both the Teams did a splendid job by coordinating closely with each other and with the help of their supervisors who kept a hawk eye on the minute to minute action and ensured that the Team kept meeting their daily targets. Each FOS executive was ensuring that they were completing 5 Customer KYC's on a daily basis. Yes there were occasions when a certain field executive could not meet the customer due to some unforeseen reason like the customer was in an extended office meeting or the customer had left for the day early without informing the field executive. In such a situation, other field executives went the extra mile and met 1 or 2 additional customers and ensured there was no shortfall in the Teams daily targets. True Team Work at play here !!! All kudos to this wonderful Team for all the success it has achieved !!!

Unicorn OPS

After the stupendous success in its Business verticals of Software Development, IT Staffing and Digital Marketing, Cylsys Software offers Unicorn OPS – A path breaking Outsourced service to take care of all your Backend or Operations requirement and deliver results according to set parameters. And all this at very Economical commercials.

A state of the art facility at Gadarwara in Madhya Pradesh with a crack team of 80 plus talented professionals who will give shape to your Business vision in a definite time frame.

Unicorn Ops also has 2 additional operational Call centres. One in Mumbai which is a 50 seater facility exclusively used for International Call processes and a centre in Noida which is a 60 seater and used for Domestic BPO and KPO processes.

These services can be opted on an hourly / daily/ weekly or Monthly basis. Teams are allocated as per the function and skill sets required for the particular project.

Unicorn OPS will transform your Business ideas to successful implementation and finally partner you in achieving your Business goals.

Some of the amazing services Unicorn OPS currently offers to some of our Esteemed clients are



Back office Operations



Sms / Email campaigns



Lead Generation



Data Entry



Call Center Ops



Scheduling Appointments for professionals like Doctors

Our Clients

We have worked with the following clients on different modules based on the requirements.

I do hope that this information will help you gain a clear idea of what we can offer, and that we can become a recognized vendor for your organization.

						
						
						
						
						
						

The Cylsys Group

Introduction

Cylsys Software Solution Pvt. Ltd. was founded in the year 2010 and has been scaling new heights in the various verticals of Information Technology

Be it Software Development,, Applications Development, IT Staffing , Digital Marketing or the newly launched Unicorn Ops, Cylsys Software leverages its expertise in Information Technology to deliver path breaking Solutions which enables a Business in any industry to embrace its potential and deliver spectacular results.

We Partner Businesses to achieve their Business goals through our various Software Solutions.

Cylsys Software provides 360 degree solutions in the IT domain.

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