

Business Process Outsourcing

Offloading and Optimizing Business Processes

hanu

Which processes are costing your business too much time and too much money? If you eliminated day-to-day responsibility for such processes, how many more resources could you devote to strategic activities, such as engaging with customers or developing new products and services?

Across industries, companies are realizing the strategic advantages of business process outsourcing (BPO). By engaging a partner that assumes responsibility for management of business processes, companies can dramatically improve costs, increase efficiency, and cut cycle times. Ultimately, BPO services enable you to focus more time and money on what matters most: your core business.

But not all BPO providers are created equal. To succeed, you need a partner that offers a disciplined approach with a total commitment to quality, customer service, communication, and transparency. Those are key strengths of Hanu—and some of the reasons our clients turn to us time and again.

Hanu follows a proven model for moving business processes from your team to our team. But we don't simply implement processes. We also optimize them—tapping into our team's business experience and technical expertise to wring out inefficiency and cost.



Global Sourcing for Success

KNOWLEDGE TRANSFER

- Product, process, & tool usage understanding
- Input data format & work product understanding

PROCESS TRANSITION

- Pilot run
- SLA identifications
- Transition plans

PARALLEL RUN

- Process execution from offshore
- SLA monitoring
- Continuous procedure corrections

PROCESS OPERATIONS

- Continuous production of services
- Managing the ramp up and ramp downs
- SLA reporting and compliances

ONGOING PROCESS IMPROVEMENTS

- Focus on continual improvements in cost, quality, and efficiency

Because of Hanu's world-class software development capabilities, we routinely build and enhance tools to streamline and automate processes. Working with Hanu, your organization can slash costs without compromising quality. In fact, you may find that we actually improve it.

"There's just so much I don't need to focus on, which lets me stay a lot more focused on building our product and selling our business."

— Co-Founder, Chief Operating Officer and Chief Technology Officer,
New York-based Consumer Electronics company

With every client, we provide open lines of communication with full visibility into what we're doing, and how. Hanu stays in constant contact through daily and weekly progress reports, weekly teleconferences with your dedicated team, web- and VPN-based shared project management tools, and instant messaging. Hanu's philosophy is simple: to keep you informed at all times. This level of transparency gives you absolute confidence that we're delivering as promised—meeting or exceeding your business requirements.

How can we help you?

We listen carefully to each client's needs and develop a right-fit BPO solution for your specific requirements. The following is a sampling of our capabilities:

HR Business Support Services

- Manual job posting and quality assurance for 1,200+ domestic and international job boards (many languages)
- Resume sourcing through job boards, social networking sites, and applicant tracking databases
- Applicant screening
- Recruitment Process Optimization
- State board job posting to address OFCCP compliance
- Applicant Tracking & On-boarding
- Benefits Admin, Payroll Admin, HR Admin and Training Admin

Litigation Support Services

- Logical Document Determination
- Bibliographic Coding
- OCR (Optical Character Recognition)
- Inventory Indexing
- eDiscovery Support
- Document Review
- Legal Research & Paralegal Support
- Competitive Listings

Specialized Business Support Services

- Real Estate Appraisal / Valuation Support
 - Comparable Search
 - Sub-divisional Search
 - Radius Search [includes Maps & Aerials]
 - Highlighting and Stamping
 - Appraisal Data Entry
 - AVM Reports
- Document Management
 - Media/Image Processing
 - High Volume Scanning Solutions
 - Data sorting/indexing /retrieval services
- Customer Support
 - Web-based market research
 - Online retail sales support (P2C)
 - Order Management
 - Email support, online-based support, help desk, and technical support

Misc. Support Services

- Data entry and data processing services
- Loans and mortgage processing
- Online profile approval, web content approval, website bug reports
- Procurement and purchasing support
- Accounting and financial back-office processing

Get started

When you're ready to engage a true partner for BPO, contact Hanu.

We offer the best people, processes, infrastructure, technology, and experience. And we are serious about supporting your success—today and tomorrow.

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