

Success Report: How Neo EnTrust Transformed Operations at MODELOS SOLUTIONS PRIVATE LIMITED

Background: MODELOS SOLUTIONS PRIVATE LIMITED, a company known for its innovative solutions in the manufacturing and logistics sector, faced several operational challenges as it scaled. Managing complex supply chain logistics, customer support, and back-office functions while trying to expand product offerings and grow the business was becoming increasingly difficult. To optimize these processes, MODELOS SOLUTIONS turned to **Neo EnTrust** for a comprehensive BPO solution.

The Challenge: Before partnering with Neo EnTrust, MODELOS SOLUTIONS struggled with:

- **Order Management:** Manual tracking of orders created delays and errors.
- **Logistics Coordination:** Coordinating deliveries and shipments was labor-intensive and prone to mistakes.
- **Inventory Tracking:** Lack of real-time inventory tracking led to stockouts and overstocking.
- **Customer Support:** Customer inquiries were often delayed due to inefficient processes, impacting satisfaction.
- **Scalability:** As the company grew, scaling these processes without compromising efficiency was a major challenge.

The Neo EnTrust Solution: Neo EnTrust stepped in with a tailored **end-to-end BPO service** that revolutionized the company's operations:

- **Supply Chain Management:** Automation of order tracking and logistics coordination to streamline the flow of goods and reduce errors.
- **Customer Support:** Implementing automated customer support systems for faster response times and issue resolution.
- **Back-office Operations:** Real-time inventory tracking and seamless order management to improve accuracy and efficiency.
- **Technology Integration:** Neo EnTrust's technology-driven solutions were seamlessly integrated into MODELOS SOLUTIONS' existing processes, providing both flexibility and scalability as the company expanded.

Key Outcomes & Metrics:

1. Operational Efficiency:

- **Order and Inventory Management:** The automation of these processes reduced manual errors by 30%, resulting in smoother logistics and fewer customer complaints.
- **Back-office Optimization:** Time spent on manual back-office tasks decreased by 40%, allowing the team to focus on more strategic functions.

2. Customer Support:

- **Customer Inquiry Response Time:** Improved by **50%**, leading to faster issue resolution and greater customer satisfaction.

3. Scalability:

- Neo EnTrust’s solutions provided **scalable infrastructure** that allowed MODELOS SOLUTIONS to handle growing demand without the need for additional manual processes, supporting a **25%** increase in business volume without compromising service quality.

4. Cost Savings:

- Operational costs were reduced by **20%** through automation and outsourcing of time-consuming tasks, creating room for reinvestment in business development and product expansion.

5. Business Growth:

- With backend operations streamlined, the management team at MODELOS SOLUTIONS was able to focus on **expanding product offerings** and driving **business development**, leading to a **15%** growth in new product lines and a **10%** increase in market share.

Visual Data & Graphs:

Aspect	Before Neo EnTrust	After Neo EnTrust	Impact/Results
Order Management Efficiency	Manual tracking, frequent delays and errors.	Automated tracking, real-time updates.	30% reduction in errors and delays.
Customer Support Response	Delayed responses, long inquiry resolution time.	Automated customer support, faster resolution times.	50% improvement in response time.
Operational Efficiency	Time-consuming manual back-office tasks.	Optimized with real-time tracking and seamless operations.	40% reduction in manual tasks, improving focus on growth.
Scalability	Difficulty scaling with manual processes.	Scalable automation to handle growth.	25% growth in business volume with no added resource strain.
Cost Savings	Higher operational costs due to manual handling.	Reduced costs via automation and outsourcing.	20% cost reduction, freeing funds for strategic investments.

Testimonial from MODELOS SOLUTIONS PRIVATE LIMITED:

"Neo EnTrust has been a game-changer for us. Their BPO services have significantly improved our supply chain management, customer support, and back-office functions. From order management and logistics coordination to inventory tracking and customer inquiries, Neo EnTrust has ensured our operations run smoothly and efficiently. Their technology-driven

solutions integrate seamlessly with our processes, providing the scalability we need as we grow. With Neo EnTrust managing our backend operations, we can now focus on expanding our product offerings and driving business development."

— MODELOS SOLUTIONS PRIVATE LIMITED