



Integra Global Solutions

CORPORATE PROFILE

At a glance...

- Founded in 2004
- 1300+ multi skilled professionals across 5 offices
- Clients across US, UK, Canada, Australia and Europe
- Offices at Pittsburgh(US), London(UK), Coimbatore(India), Ahmedabad (India), Cebu (Philippines)
- ISO 27001 Information security certified
- PCI compliance certified (by security standards council)
- GDPR compliant (registered under data protection with information commissioner, UK)
- Member of NASSCOM (membership ID : NSCM/2014/16/3518)
- Approved by ministry of communication & information technology (STPI, India)

Company mission and values

- **Mission**
Good people making a positive difference to companies worldwide
- **Core values**
Be good, Do good, Feel good

Be Good

- ❖ Ensure client happiness
- ❖ Equality in every area
- ❖ Mutual respect and trust

Do Good

- ❖ Can-do attitude
- ❖ Relentless quality focus
- ❖ Accountability

Feel Good

- ❖ Be proud of achievements
- ❖ Personal development
- ❖ Team spirit

Services – BPO/KPO/AI/ Software

- Accounting and bookkeeping
- Artificial intelligence powered robotic process automation
- Revenue cycle management (healthcare)
- Inbound/outbound call centre (24/7)
- SEC financial reporting service (for public listed companies)
- Software and apps development (PHP, Java, .NET, iOS, Android)
- Website design, development and consultancy
- Digital marketing (social media, SEO, pay per click)
- Exclusive offshore teams (handle custom long term jobs as per client requirements)
- Engineering estimation/Take off
- Data processing and analytics

Accounting and bookkeeping...

- Daily purchase/sales entries
- Bank and credit card reconciliations
- Accounts payable/Accounts receivable
- VAT returns, payroll processing
- Year end accounting
- Self assessment (personal) tax returns
- Corporation tax returns
- Profit/loss, balance sheet and other custom reports
- Monthly or quarterly management reports
- Expertise in more than a dozen different accounting software

Accounting software expertise

- Xero
- Iris
- Sage
- Quickbooks
- CCH
- Digita
- TaxCalc
- Free agent
- Kashflow
- Microsoft dynamics
- Moneysoft
- And more...

Call center/customer support (24/7)

- Phone, Email and Live chat support
- Pre-sales and post-sales customer support
- Technical Support (help desk, remote assistance)
- Handle shipment and billing enquiries
- Handle customer complaints
- Psychology trained customer care agents
- 24/7/365 service
- Agents from India or Philippines
- Also available – support in European languages

Robotic process automation

- Analyse and build automation proof of concept
- Deploy AI powered robotic digital workers
- RPA maintenance and training
- Functional areas we can develop and deploy RPA
 - ✓ Accounting
 - ✓ Human resources
 - ✓ Sales and marketing
 - ✓ Operations
 - ✓ Management
- RPA Software expertise - UiPath, Jiffy RPA, Automation Anywhere
- Robotic desktop automation

Complete medical billing service

Medical Coding

- Facility Coding
- Professional Coding
- Coding Audits
- Coding Denials
- Concurrent Coding
- Coding training
- Coder placements

Transactions

- Provider Enrollment / Credentialing
- Eligibility and Benefits Verification
- Charge Capture
- Electronic and Paper Claims Submission
- Edits / Rejections
- Payment Posting
- Refunds / Credit Balance

A/R Management

- Denial Management
- Correspondence and Appeals
- Insurance and Self-pay Follow up
- Business Analytics

Construction takeoff and estimates

- Commercial and residential buildings
- Software - Planswift, On Center, Active Takeoff and more
- Draftsmen and AutoCAD specialists
- Takeoff estimates for...
 - Roof and side
 - Paint
 - HVAC
 - Driveways and landscape
 - All other construction areas (too many to list here...)

Software and apps development

- PHP, .NET, Java development
- iOS and Android apps development
- MySQL, MS SQL, Oracle database systems
- E-Commerce software development (Opencart, Magento, Prestashop)
- Content management systems (WordPress, MS SharePoint)
- Google AppEngine, Amazon webservices, Microsoft Azure
- Cloud and online software
- Microsoft AI platform
- Custom built software applications

Website development & consultancy

- Professional websites
- E-commerce websites (Opencart, Magento, Prestashop)
- Content management websites (Word Press)
- Responsive websites
- Blog websites
- Directory type websites, classified type websites
- Websites with custom functionality
- Mobile apps development (iOS and Android)
- Logo and graphic design (brochure, flyer, stationery etc.)

Digital marketing (SEO, Social, PPC)

- Social media marketing (Facebook, Twitter, LinkedIn, Instagram etc.)
- Content writing (Blog, website, press release etc.)
- Search engine optimization
- Pay per click marketing and management (Google AdWords)
- Create videos and publish (YouTube, Vimeo etc.)
- Reputation management
- Email marketing

Exclusive offshore team

- Offshore team to handle custom jobs (as per client requirements)
- Save 50% or more on staffing costs
- Offshore staff from India or Philippines
- Available to work 24/7 (day shift, night shift, weekends)
- Multi skilled experts with industry certifications
- University degree, excellent language and experience
- Expertise at using variety of software
- Short or long term projects
- Ability to quickly ramp-up

Data processing and analytics



- Custom (and trainable) data processing and analytics tasks
- Internet research, lead generation tasks
- Product upload to Amazon, eBay, e-commerce stores
- Data entry of e-books
- Insurance claims processing
- OCR conversion
- Accounts payables and receivables entry
- Website maintenance and web research
- Image (pictures) cropping and enhancements

World class professionals

- 100% University graduates (guarantees high quality)
- Flexible staff with can-do attitude
- Professional, courteous with excellent telephone manners
- Fluency in English (neutral accent)
- Available to work 24/7
- Available to start in a very short notice
- You can hire dedicated staff for your company (Who knows your process very well)
- Get experts from either India or Philippines

Quality management

- Dedicated quality assurance team
- Periodic training to ensure high quality service
- Quality metrics set for every project
- Regular quality checks ensures high levels of service accuracy
- Mandatory peer reviews and feedback processes
- Employee bonus/rewards set against achieving quality metrics
- Customer satisfaction surveys conducted
- Regular quality checks, feedbacks and coaching ensures quality service

Data security compliance

- ISO 27001 data security certified
- Payment card industry (PCI) data security standard approved
- PCI certified for handling and processing credit card information
- HIPAA compliant for handling confidential health and medical records
- Approved by ministry of communication & information technology (STPI, India)
- STPI approval number: 5798 - Nov 2007
- Registered under data protection act with UK information commissioner
- UK data protection registration number: Z3331950 (since 2009)
- GDPR compliant

Our offices



Pittsburgh, Pennsylvania
USA



Ruislip, London
UK



Coimbatore, Tamilnadu
India

Our offices

Multiple operations centers:



Ganapathy, Coimbatore
Tamil Nadu, India



Avinashi Road, Coimbatore
Tamil Nadu, India



Cebu
Philippines

Data security measures



Biometric fingerprint access



24/7 security guards



CCTV monitoring (365 days)



Welcome to our office, India

More pictures...



USA Office



India office



Meeting rooms



Highly secure



Integra Directors



India office

More pictures...



Cebu Office



Cebu office



Cebu office

What you get from Integra

- World class service (which you always craved for)
- Extraordinary flexibility (to accommodate your unique needs)
- Experience exceptionally proactive, can do attitude & delivery
- Diverse set of services (you need not look elsewhere)
- Competitive pricing (affordable even for SME's)
- 100% transparent pricing model (no surprises)
- Round the clock support (through offices in US, UK, AUS, India and Philippines)
- Guaranteed service quality

Management team



Ganesh Ranganathan
Founder & chairman
USA

Vision to provide world class outsourcing solutions to global clients. This vision is reflected in the quality and client focus that is emphasized across the company.

Responsible for planning strategies and has played a significant part in the growth achieved by Integra since inception.

His prior experience includes more than 15+ years of experience in Fortune companies in various capacities across finance, operations, marketing and management.



Rajesh Velayuthasamy
Co-founder & Managing Director
UK

Heads the European division of the company and is responsible for driving the sales and marketing efforts. He resides in London (UK).

He has 20+ years of experience in working on the forefront of technology and service innovations in the outsourcing industry.

His prior work experience spans across companies such as Satyam, GE, Wipro, Nokia and Panasonic, implementing several successful projects with multiple global corporations in Europe and Asia.

Management team



Aravind Kumar
Co-Founder & Vice President
Coimbatore, India

His hands on experience at all levels of management has brought tremendous growth to the company and success to our clients.

More than 20+ years of experience in working with clients across continents and in several industries.

Prior experience includes experience with large companies such as Yahoo India, Rediff and Honda.

Has a bachelor's degree in accounting and corporate law and a master's degree in International business.



Ram Prakash
Co-Founder & Vice President
Coimbatore, India

His focus on quality and motivation is the primary reason why we have 100's of satisfied clients.

Responsible for human resources, production and financial management within Integra. He has overseen growth of Integra from a single office to multiple offices and locations.

20+ years of experience in management, human resources and outsourcing. He has a bachelor degree in finance and an MBA with a focus in management.

Management team



Tim Boylan
Executive Vice President, Sales & Marketing
USA

Responsible for overall global sales and marketing strategy, with a particular emphasis on business development in the USA and Canada.

Charged with managing all client services and retention efforts.

25+ years of executive level expertise in multiple industries with early stage to mature companies
Strong entrepreneurial background.

Founded, operated, and successfully sold Human-i-Tees, a \$45 million direct marketing business that helped K-12 schools with fundraising.



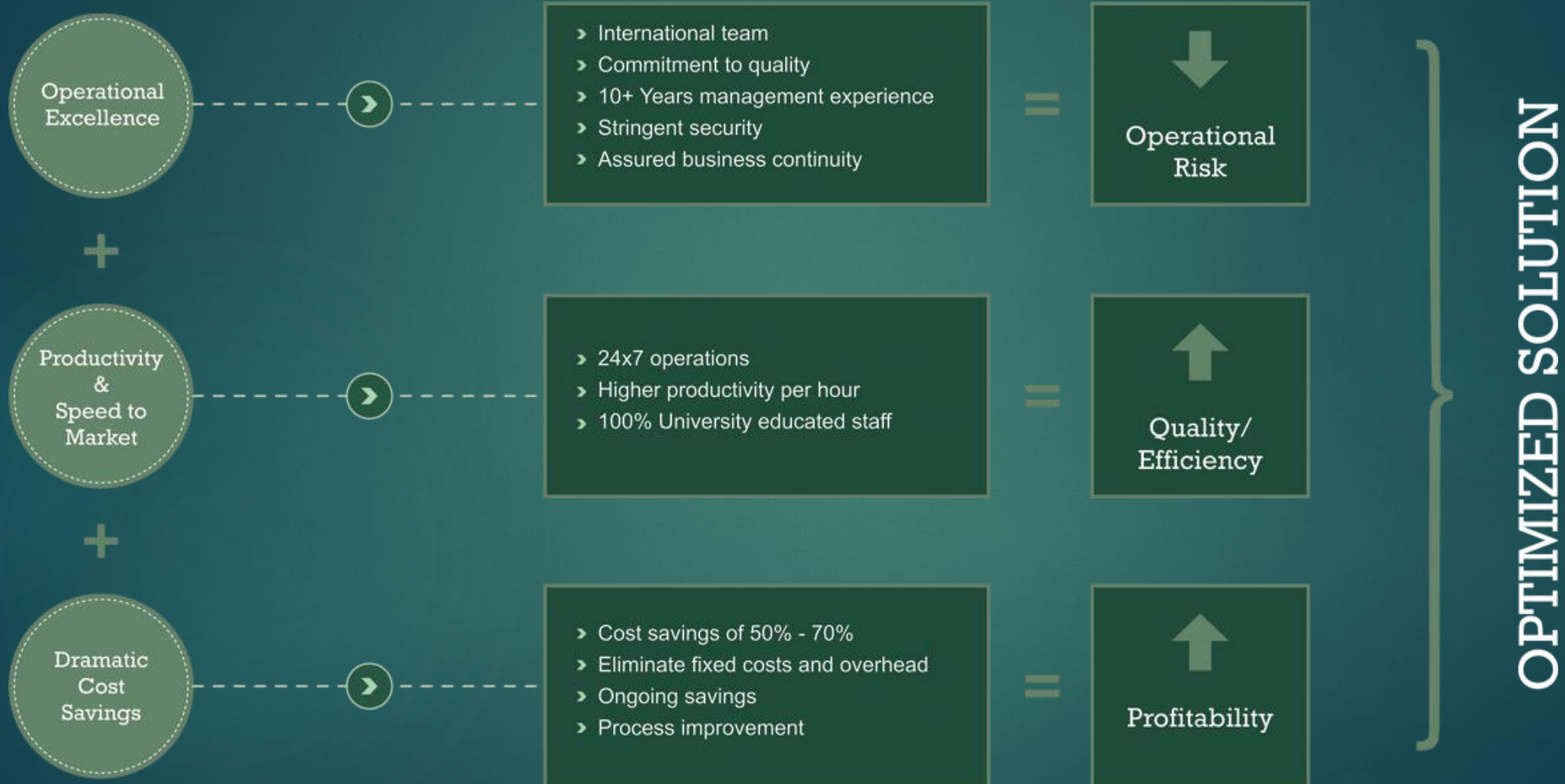
Sam Simon
Chartered management
accountant, UK

Sam is a chartered management accountant and has over 35 years experience working with several multi national firms. He has also worked at different European and African countries.

Currently he works with Integra from it's UK office managing the European clients with client management and support.

He also acts in a strategic advisory role for several UK companies. He loves mentoring finance and accounting graduates.

Our value proposition





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Our purpose of existence is to increase “Profitability” of our esteemed clients.

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Contact information

USA

7500 brooktree road
Pittsburgh
Pennsylvania
15090
USA

Phone: 412 267 1529

UK

2nd Floor, College house
17, King Edwards road
Ruislip, London
Middlesex
HA4 7AE
UK

Phone: 020 7993 2949

Email: info@globalintegra.com
Web: www.globalintegra.com

India

Kanapathy towers
Sathy road
Ganapathy
Coimbatore
641006
India

Phone: 422 437 9555

Philippines

Ayala Cebu Tower
14th Floor
Cebu Business Park
Cebu
6000
Philippines