

Back Office Support > Order Processing

To maximize organizational profits, back office workers must complete processes quickly, effectively and correctly. Many back office processes are repetitive and tedious, causing users to seek shortcuts and deviate from predefined policies and procedures. This results in non-compliance risks or a potential pitfall to make a mistake. KGI SL has the expertise and resource to help your process maximize productivity, eliminate user errors, and ensure compliance with the organization’s policies and procedures.

KGI SL provides order processing services within client’s existing technology platform and workflow; integrating both the teams to provide support and flexibility needed to maximize capacity. The back office helpdesk team performs a wide range of data capture, processing, reporting, document management and offers support functioning as an extension of client’s process. KGI SL’s proven expertise in data processing helps clients gain relief from the challenging, time-consuming manual work, while benefiting from reduced labor and processing costs.

Order Management – Core Services



Raise productivity and arm your platform with “On-Demand” operational capacity using KGI SL Back Office Solution

KGI SL Advantage

- Tailored process to suit your needs
- We specialize in streamlining and reducing costs associated with order processing and analyzing data
- Single point of contact with close management collaboration assuring optimal results
- Help maintain compliance standards and accuracy
- Handle all the inquiries, responses as well as follow-ups



We can work with you to create customized solutions that increase processing control and profit potential. For more information about our Back Office Services and to find out more about why we are a wiser choice than other providers, please feel free to get in touch today.

Case Study: Order Processing Back Office

Client Profile:

Leading global automotive company with operations in over 50 countries and an annual turnover of above 50 billion US dollars

The Landscape:

The client company processes a very large volume of sales orders on a daily basis and faced challenges in effectively meeting the needs of their global diverse customer base. The client stakeholders from different geographies needed to create and make changes quickly to the changing statuses for each order alongside the order to pay cycle. The client required an efficient sales order processing support solution and engaged KGiSL to help increase their overall service efficiencies.

How we help this client?

Upon assessing the company's order to pay functions, we identified operational areas that could be outsourced and developed a strategic solution to increase productivity through support for several back office functions. A Back-Office Support Service Center (BSS) was set-up onsite to drive changes and derive seamless benefits through partnership with KGiSL.

KGiSL has deployed agents that understood order processing, possessed and displayed good product knowledge to perform the function. We offer support functions that quicken the processes and that leverages an existing SAP system which is widely used across all the locations in which the company operates. Following are the core support services being offered:

- ☞ Order entry and validation
- ☞ Status tracking, follow-up & reporting
- ☞ Validating parts and engineering drawings
- ☞ Document processing and management
- ☞ Lead time tracking (KPI) & reporting gaps (from ordering, raw material, manufacturing, warehouse, transportation to global delivery)
- ☞ Quality Back Office
- ☞ Data Analytics, executive presentations & Reporting
- ☞ Helpdesk & handling emails

The Result:

- ☞ 98%-100% order accuracy levels
- ☞ 100% in meeting turnaround time
- ☞ 30% reduction in operational costs