



**G & M Global  
Solutions**

# COMPANY PROFILE

CONSULTING SOLUTIONS

# Meet Our Founders



**Ganesh Kalburgi**  
Founder

Ganesh Kalburgi and Mano Bharath RC Found [G & M Global Solutions](http://www.gandmglobalsolution.com) in 2016. Ganesh Kalburgi and Mano Bharath RC have 15yrs and 10yrs experience respectively in various fields across corporate standards. Such as US mortgage, customer service, client servicing, project management, and handling different teams in various aspects of business standards like servicing in leading countries US, Canada, UK, and Europe. The founders have worked with SLK Global, Altisource, and Ocwen in the past for more than 5 years.



**Mano Bharath RC**  
Founder

As third parties, we have clients who are leading globally and whom we service worldwide across the industries like Mortgage and BPO & KPO industries like customer service, Voice & Non-Voice, Ecommerce, IT services, and ISP Support, who are globalized in the nature of business for the past 7 years.

# ABOUT US

G&M Global solution has been providing high-value, productivity-enhancing mortgage solutions, business consulting, customer service, and other business and Knowledge process outsourcing for medium-sized and enterprise-level organizations For the past 7 years.

Founded in 2016 in Bangalore, India, We offer our clients a comprehensive range of Mortgage related services, including Municipal Lien Searches, Title research, Property valuations, Association Estoppels, and Permit Resolution, business consulting, customer service, and other business process outsourcing. G & M Global Solutions is Known for being one of the reputed BPO & KPO Services Provider in India.

Hand in hand with our superior technical support consisting of advice and guidance prior to setting up or assisting in migrating from legacy to cutting edge solutions as also offering value added services. Collaborating with clients from start to finish in an agile development process is one of our strengths. Then, when services are in place we provide full training and back-up support in a well-designed top down approach leading to positive business transformation.

## Vision

"Become essential to our clients by providing differentiated products and services to help them achieve their aspirations".

## Mission

"Aspiring our customers to achieve goals"

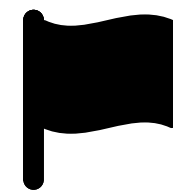
## Why Choose Us



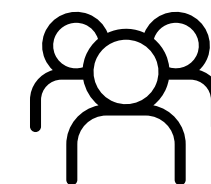
Exceed Customer  
Expectations



High  
Quality



Empower  
innovation



Dedicated  
team



Integrity



# Meet Our Team

## Operational Manager & Project Leader

Responsible for transition of the process from the client site and act as a single point of contact for all tactical and technology operational issues and day to day management.

## Team Leader & SME

Responsible for delivering required SLA as per the client standards & day to day process & daily reports. Coordinating between the quality & organizing training for operations.

## Analyst & Sr. Analyst

Responsible for quality operational & service delivery issues on day to day basis.

- Monthly relationship meeting
- Weekly project tracking meeting
- Weekly operations metrics discussion

## Meeting Frequencies

- Monthly quality review
- Monthly process training
- Weekly training session
- By Weekly quality & Training discussion

## Training Frequencies



# Mortgage Services & End-to-End Mortgage Service Product

## Tax Research

Research of Property taxes, current/delinquent tax Information, Municipal lien searches and tax servicing support.

## Municipal Lien Searches

Municipal Lien Searches discover unrecorded municipal liens, code violations, special assessments, utility, and open or expired permits issues

## Property Title Search

Need an answer for three important questions regarding a property on the market, reach out to us for the Title search

## Property Valuation Service

We provide of real estate valuations for the mortgage lending marketplace. With many years of experience in the business

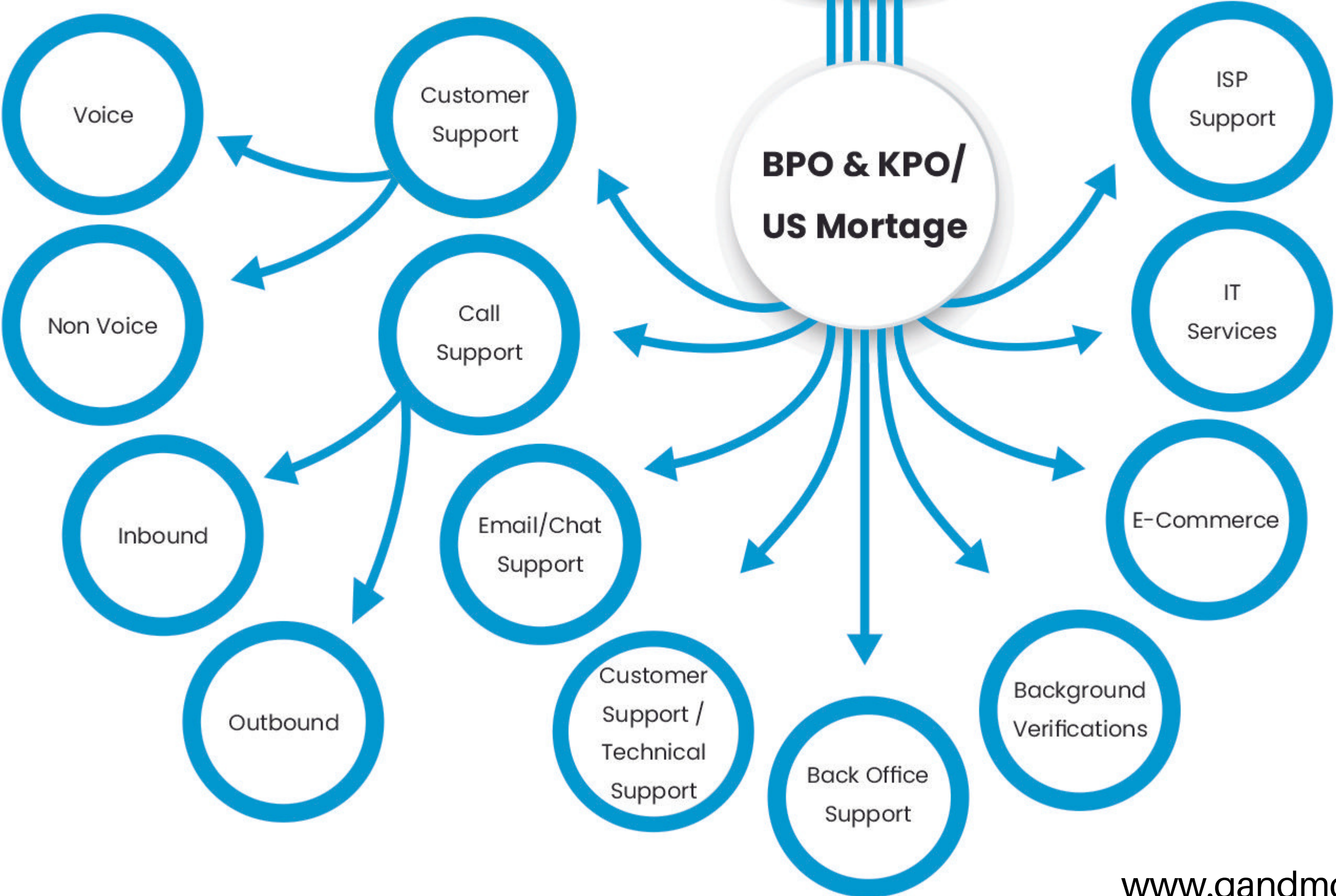
## Mortgage underwriting

We provide complete evaluation of a financial profile against lending guidelines and loan criteria for a loan request decision.

## Vendor Management

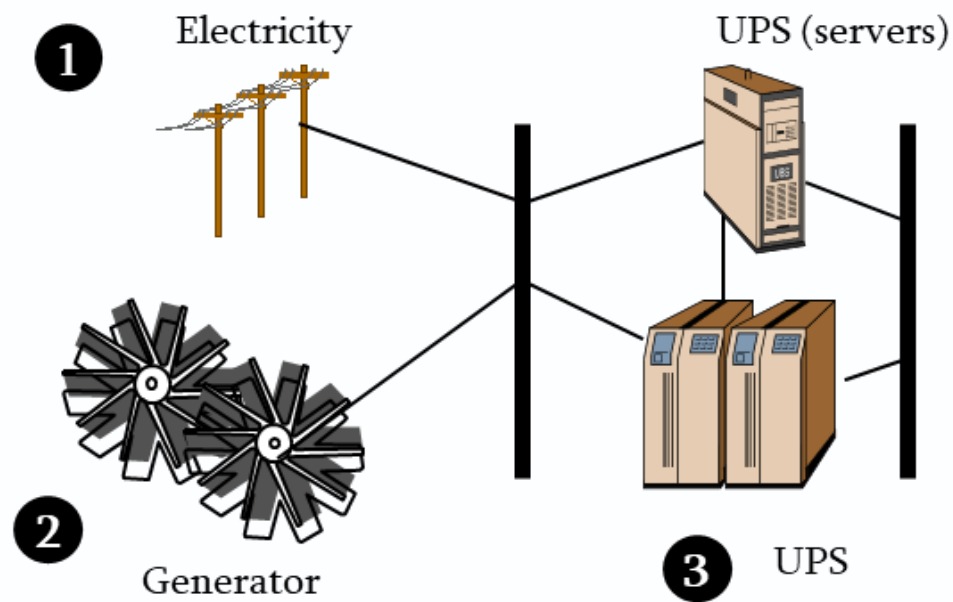
We are specialized in Vendor recruitment & management services for various financial & mortgage products.

# Our Scope of Support



# Technology Infrastructure – Power & Network

## Power



- 3 levels of redundancy
- Primary Source – Available 1500 KVA  
– Facility Load 500KVA
- Generator Backup – 750 KVA generator with fuel Storage for 24 hrs operation onsite with arrangements to sustain.

- UPS Network Centre – 1 X 60KVA (Redundant)
- UPS Overall – 4 X 120KVA

- All devices are with dual power supply and are fed thru independent power paths.

- 3 tier architecture

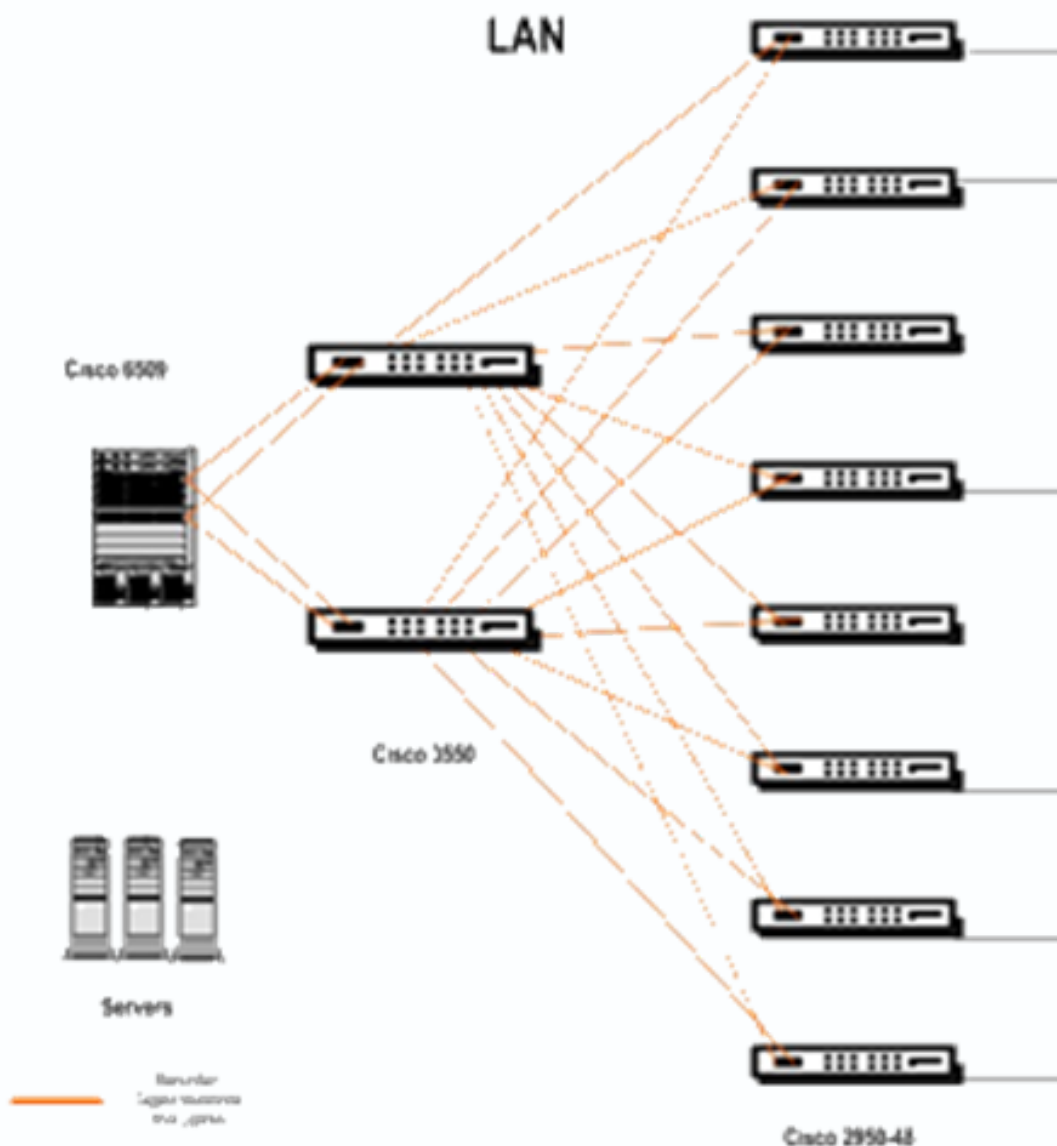
- Redundant L3 Core design

- Servers terminate into the core through redundant connectivity

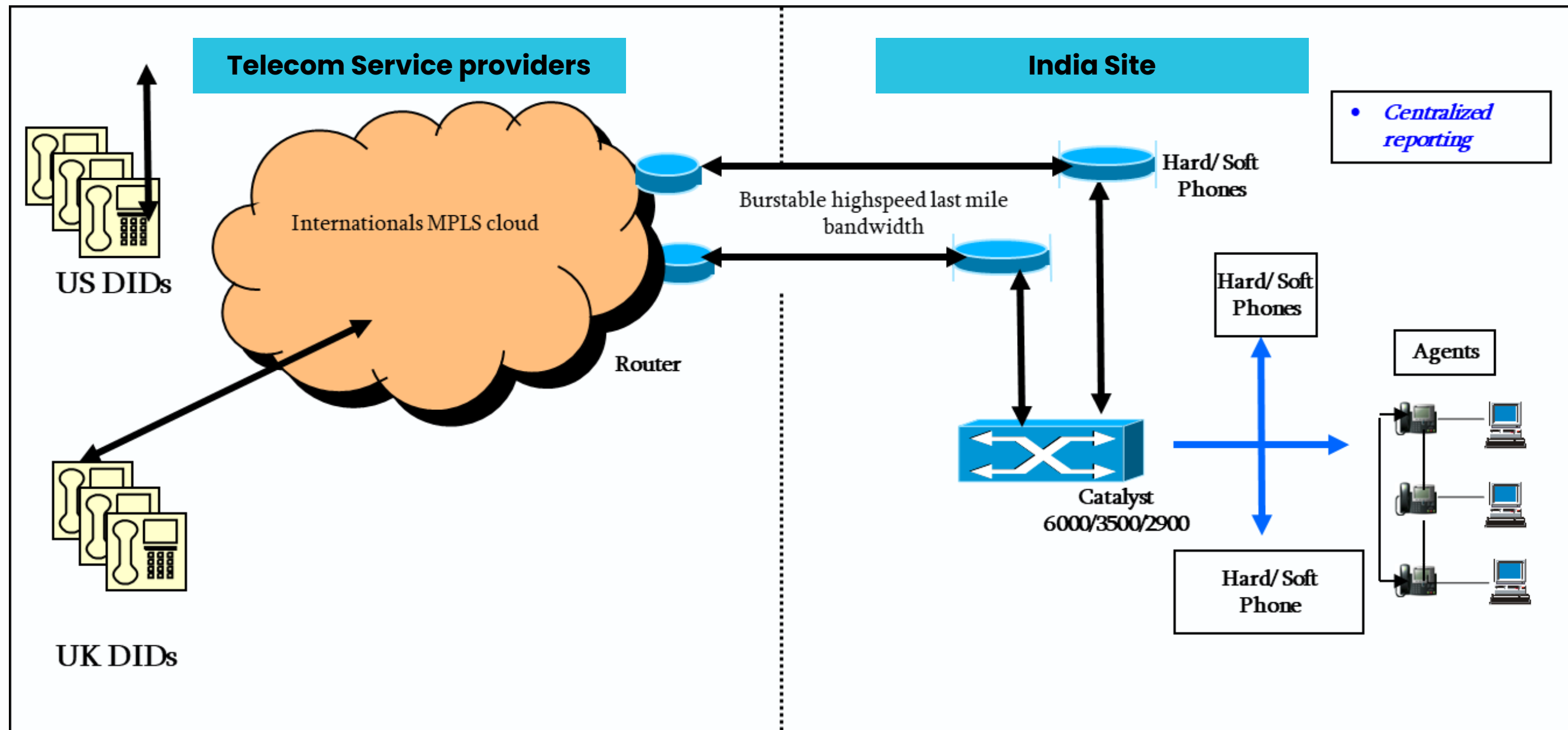
- Redundant workgroup switches (with L3 capability) per floor collapse into the Core

- Network fabric with port level physical redundancy

- 384 active ports per floor

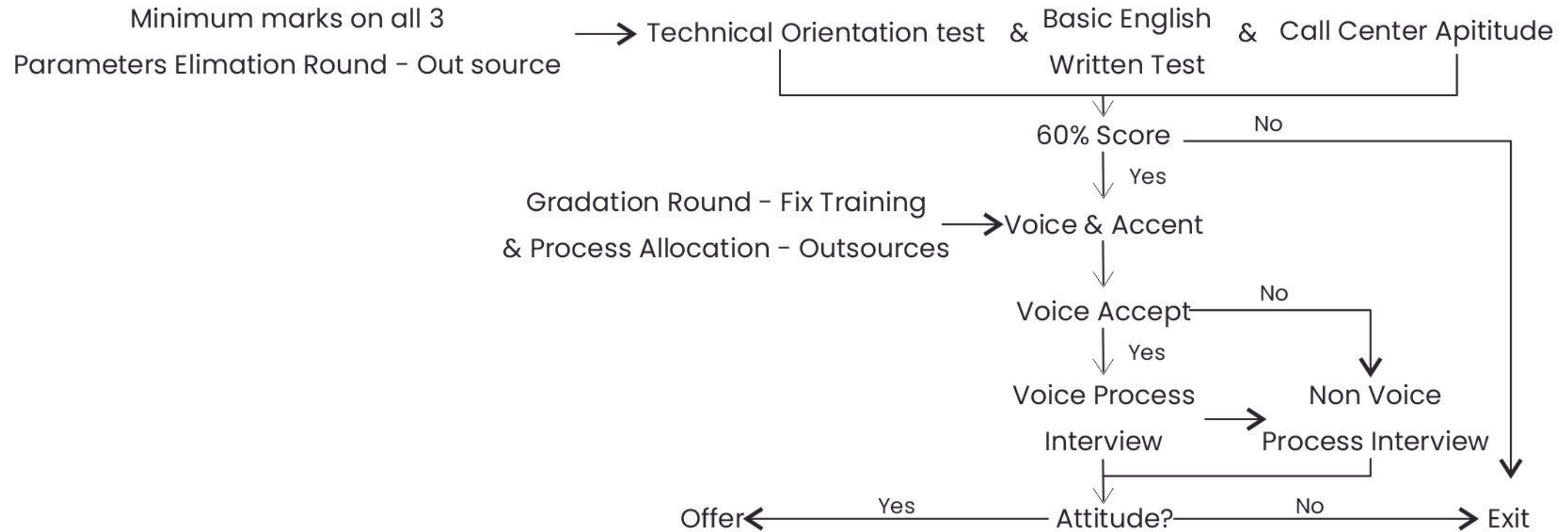


# Technology Infrastructure – Inbound Voice

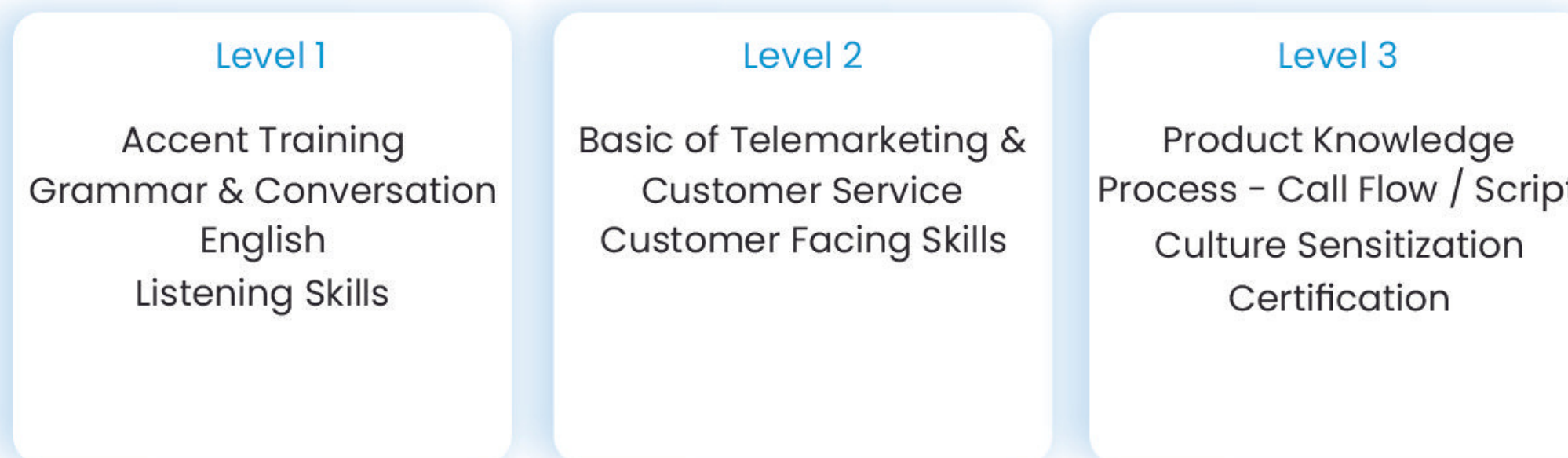


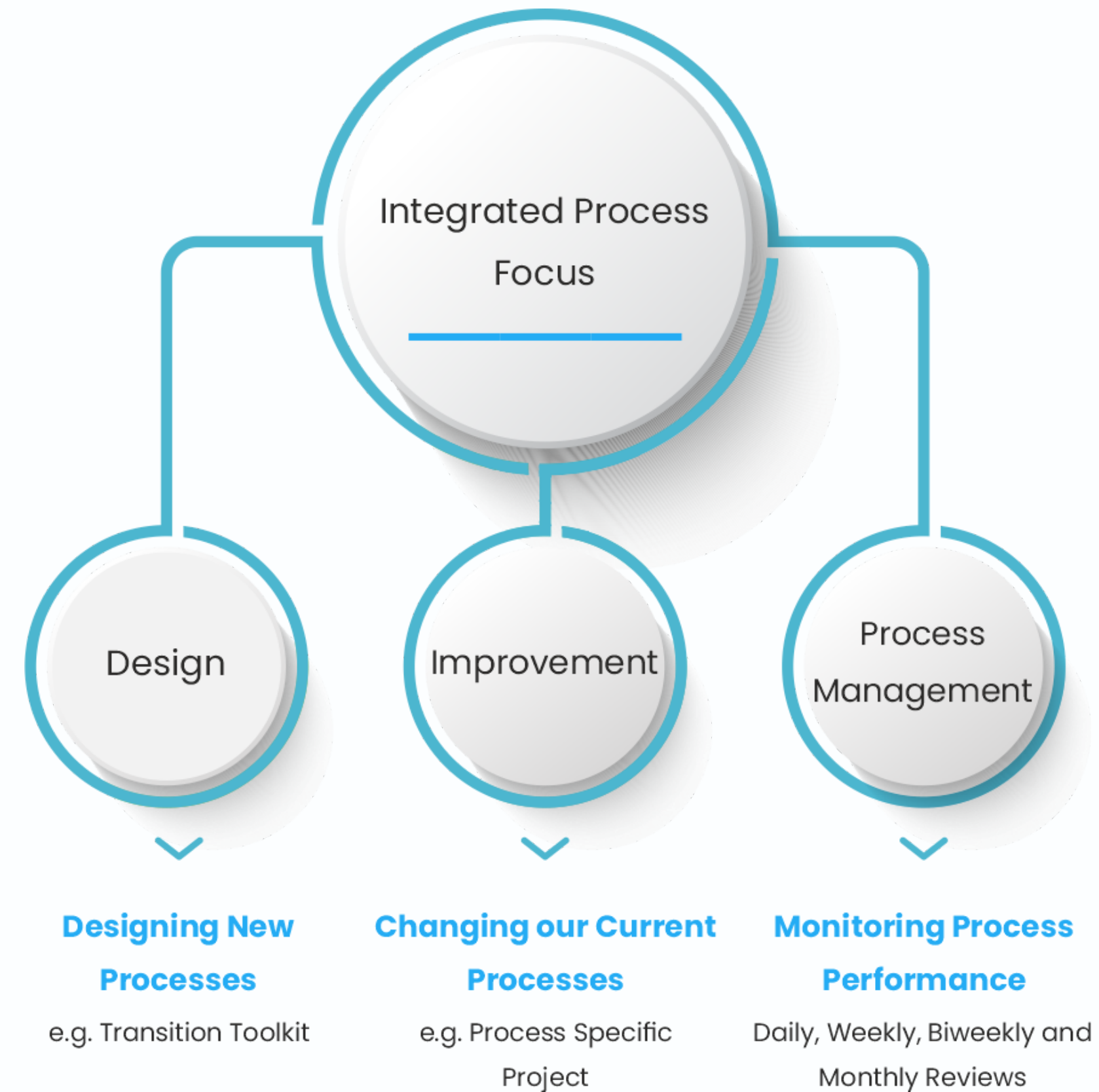
- Redundancy at all levels
- Tightly integrated with voice solutions
- Call queing
- Real time reporting

# Recruitment Process



## Learning Path





- **Business driven fulfillment rules**
  - Monitored calls are pushed to the relevant people
  - Exception handling – type of calls for evaluation
  - Allows for flexibility – broad or granular
- **Event-Driven**
  - Trigger monitoring through rich integration
  - Customer Id, Caller Entered Digits, DNIS, ANI, Disposition Code, Talk time, etc.
- **Exception Criteria**
  - Call Flow Exceptions
  - Holds, Hold Time, Call Length, Transfers, Conference
- **World-Wide Access and Playback**
  - Provide to Executives, Clients, at Home Supervisors
- **Spot Trends and Patterns**



**G & M GLOBAL  
SOLUTIONS**

**Thank  
You**



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