Global Vantedge: EDITED

Header: Outstanding performance
Intro: The company has adopted innovative measures coupled with a caring attitude towards its employees

Global Vantedge was founded in September 2001. The company provides data processing and web support services. As a part of its voice processes, it carries out first-party collections and third-party collections of outstanding debt.

Though Global Vantedge is headquartered in California, the company has its back-end operations centre in Gurgaon, Haryana. The company’s India operations started in April 2002. It began its operations with an initial equity of $8 million and was funded by ChrysCapital, a leading private equity firm.

Global Vantedge began operations with its strategic partner and investor, Outsourcing Solutions, Inc (OSI), a provider of receivables management services in the US. When it started, the company had about 130 employees on board, but was expected to ramp up to over 600 people in the coming 12 months.

It was planned that OSI would also migrate business for 500 full-time employees (FTEs) to Global Vantedge. This would ensure a revenue base of over $10 million from OSI alone. OSI operates offices in nearly 60 locations across 27 states in the US and also in Mexico, Puerto Rico and Canada. It has revenues in excess of $542 million and employs close to 9,000 people.

Currently, the Global Vantedge has about 700 employees, and eight clients. All the clients are located in the US. The company also plans to target Australia and the UK, for which it is exploring the fields – credit cards, auto finance and telecom.

The company confirms to the strict standards of credit card collections. The strict regulations in accordance with the Federal Debt Collection Practices Act are complied with. It also plans to set up a second site.

The attrition rate of the company is in the range of 35-40%, which is close to the industry average. The company lays great stress on managing the relationship with its employees effectively.

Some of the initiatives that the company is taking in order to retain talent is provision of cafeteria on the house and door-to-door transport of the employees. Contests are held within the company, in which high performers are given the opportunity to participate in morale-building activities. Internal job postings, including lateral moves, are also encouraged in the company. Town halls are held at regular intervals in which presentations to employees are made and their concerns are addressed.

The company has a well-established US presence with the company's CEO and business development offices located there. Hence this plays a large role in clinching deals with clients and maintaining a rewarding relationship with them. This ensures strong and personalised customer service levels.
Start-up Year: 2001
Area of Operations: Collections, recoveries, credit services
Locations: Gurgaon
Approximate Revenues : NA
Approximate Headcount: 700
CEO/Managing Director: Dennis Sholl
Promoters/Owners and Funding: ChrysCapital, Outsourcing Solutions