



Quantify Success With Quality Team

VirtualTeam Finserv

Quantify success with a quality team

Our Values :

- Lead With Integrity
- Accountability
- Customer Focus
- Win as a Passionate Team
- Respect & Inclusion
- Operation Excellence
- Responsiveness
- Innovation & Diversification
- Hunger for success

Vision :

To be a trusted partner for all our service verticals, thereby **being an end-to-end service provider** by building strong relationships, ensuring admirable performance and at the same time ensure a win-win situation for all.

Mission :

To deliver exceptional quality services under one roof to our clients that sets us apart and gives us an edge over our competitors and become employers and partners by choice and not by chance .



Quantify Success With Quality Team

About the Organization

VirtualTeam Finserv (VTF) is a private limited company headquartered in New Delhi. Earlier VTF was under the umbrella of VirtualTeam CorpServe Pvt Ltd (VTC) established in 2010.

VTF is an ISO 9001:2015 and 27001:2022 certified company and keeps updating our environment regularly to keep up with the international standards.

As VirtualTeam we have an experience and expertise of 12 years plus and we service clients globally along the verticals of Credit Risk Management , Process Management, Legal Solutions, Investigations ,Recruitment, Team Lease & Business Consulting solutions as their Virtual Team and collectively working towards a mutual objective.

As a Virtual Team we strive to upkeep standards and quality maintained by our esteemed clientele and provide the best results in a professional and systematic way. As experts in the above verticals we act as a one stop shop for our clients



Quantify Success With Quality Team

Accreditations



Certificate of Registration

This Certificate certify that the Management System of

VIRTUALTEAM FINSERV PRIVATE LIMITED

Wz73 First Floor, Nangli Jalib-B1, Janakpuri, West Delhi-110058, India.

**has been audited by ICV and found to be
in compliance with the requirements of the standard**

ISO 27001:2022

(Information Security Management System)

**This certificate is valid for
the following scope:**

Services Provider of Bad Debt Recovery, Advice on Legal Support, Business Management
Process Services and Sarfaesi of Loans.

Certificate No.	:IN/33308369/0067
Certificate Issue Date	:05/06/2023
1st Surveillance Due	:05/05/2024
2nd Surveillance Due	:05/05/2025
Date of Expiry	:04/06/2026






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* Validity of this Certificate is subject to completion of surveillance audit on or before of due date. In case
 Surveillance audit not allowed to be conducted this Certificate shall be suspended / withdrawn.
 * This Certificate is Intellectual Property of ICV and Certificate should be returned to ICV in case of non
 compliance of certification procedure. Authenticity of this certificate can be verified at www.icvassessments.com



Quantify Success With Quality Team

Accreditations

ISO 9001:2015



Certificate of Registration
 This is to certify that the Quality Management System of
VIRTUALTEAM FINSERV PRIVATE LIMITED
 WZ 73 FIRST FLOOR, NANGLI JALIB-B1, JANAKPURI, DELHI,
 WEST DELHI-110058, INDIA
 has been independently assessed by PQC and found to comply with the
 requirements of
(QUALITY MANAGEMENT SYSTEM)
ISO 9001:2015
For the following scope:
SERVICES PROVIDER OF BAD DEBT RECOVERY,
ADVICE ON LEGAL SUPPORT, BUSINESS
MANAGEMENT PROCESS SERVICES AND
SARFAESI OF LOANS

Certification Calendar:

Client Id: 3417	
Certificate No: 3662/DL-Q/280921	
Initial Registered Date: 28.09.2021	Issuance Date: 28.09.2021
Date of Expiry: 27.09.2024	
1 st Surv. Due: 27.09.2022	2 nd Surv. Due: 27.09.2023



ACCREDITED
Management System
Certification



CERTIFIED
ISO 9001:2015
CERTIFIED



CERTIFIED



Authorized Signatory

PARAMOUNT QUALITY CERTIFICATIONS
 27, Old Gloucester Street, London, WC1N 3AX, United Kingdom. Email:- info@pqcrt.in
 Validity of this certificate is subject to successful completion of surveillance audit on or before of due date.
 (In case surveillance audit is not allowed to be conducted, this certificate shall be suspended/withdrawn.)
 Certification Verification: Please check this validity of the certificate at:- <https://pqcrt.in/certified-clients/> or www.pqcrt.in at Certified Client
 This Certificate remains the property of PQC & shall be returned immediately upon request.



Scan the QR code with your smart phone to verify the certificate

PQC SCT





Quantify Success With Quality Team

Our Services

Team on Rent

When you need a trusted partner, Our Team is Your Team

Debt Recovery

**Control Write Offs
Recover from Write offs**

Process Outsourcing

Your Process will be handled by experts in a expert way.

Due Diligence

Know what you should know

Legal Support

Use our vast network of Lawyers

Business Support Services

Advantage with our regional expertise and consultants



Quantify Success With Quality Team

What to Expect at VTF



*TALENTED & TRAINED
TEAM AT YOUR
DISPOSAL*



*EXPERIENCE AND
EXPERTISE*



*TECHNOLOGY &
AUTOMATIONS FOR
EASE OF BUSINESS*



*WORLD CLASS
INFRASTRUCTURE*



*GLOBAL STANDARD IT
SECURITY*



Quantify Success With Quality Team

Our Clients

- VTF & VTC is associated with clients across the globe and successfully delivering quality services to our clients since 2010

Industries We Serve

Banking &
Finance

NBFCs

Logistics

Real Estate

Hospitality

Automobile

Telecom

Insurance

IT

& counting



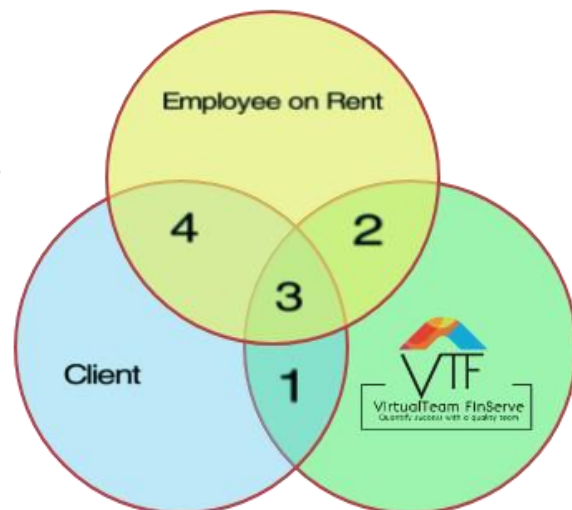
Quantify Success With Quality Team

Team on Rent

When you need a trusted partner, Our Team is Your Team

Team On Rent Why Rent a Team in India

- No Hiring Costs
- Lower your business's human resource costs such as end of service benefits , visa costs , other related expenses
- Explore Larger talent pool
- Workforce Flexibility & Quick Replacements – Keep efficient employees.
- Save time on employee related compliances
- Reduce cost on infrastructure required for employees
- Stay away from employee related litigations





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Team on Rent

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Team On Rent

What to Expect

Our clients take the final call on hiring

Onsite (Your Premises) & Offsite (Our Premises) Operations

Secured and monitored Premises

Global standard IT environment

Global Standard Information Security Standards

Inhouse IT support

Adherence of employment contract as per the local regulatory

Consider this your team on our payroll

Training and Development Support



Debt Recovery

**Control Write Offs
Recover from Write offs**

Debt Recovery

Why VTF

Expert Team with over 20 years experience in debt recovery

Expertise in Middle Eastern and Indian Market

Expert level technique for borrower skip tracing and investigations

Usage of Updated Technology and IT Environment

Intelligent & Automated process

Intelligent communication systems to ensure account coverage in no time

Learning and training sessions for employees for effective communication and negotiations

In house legal team for legal advisory & recoveries

Dedicated team for your portfolio

Micro Level management & reporting

Multilingual Associates to tackle language barriers



Process Outsourcing
Your Process will be handled by experts in a expert way.

Process Outsourcing

With a strength trained and highly qualified employees spread across centers in Noida & Delhi we are ideally positioned to outperform committed service level agreements (SLAs) and drive bottom-line growth of our clients.

We partner our clients and function as an extension of their business to ensure maximum value for their business.

Outbound Call Centre Services

Appointment Scheduling

Information Verification

Soft Lead Generation

Telemarketing

Inbound Call Centre Services

Customer Support

Inquiry Handling

Call Answering

Product Information

Toll Free Services

Back End Support

Accounts

Data Entry Operations

Order Taking

Chat Support

Product Promotion

Accounting services

AR / AP

Payroll Expenses

Reports

Reconciliation

Journal Entries

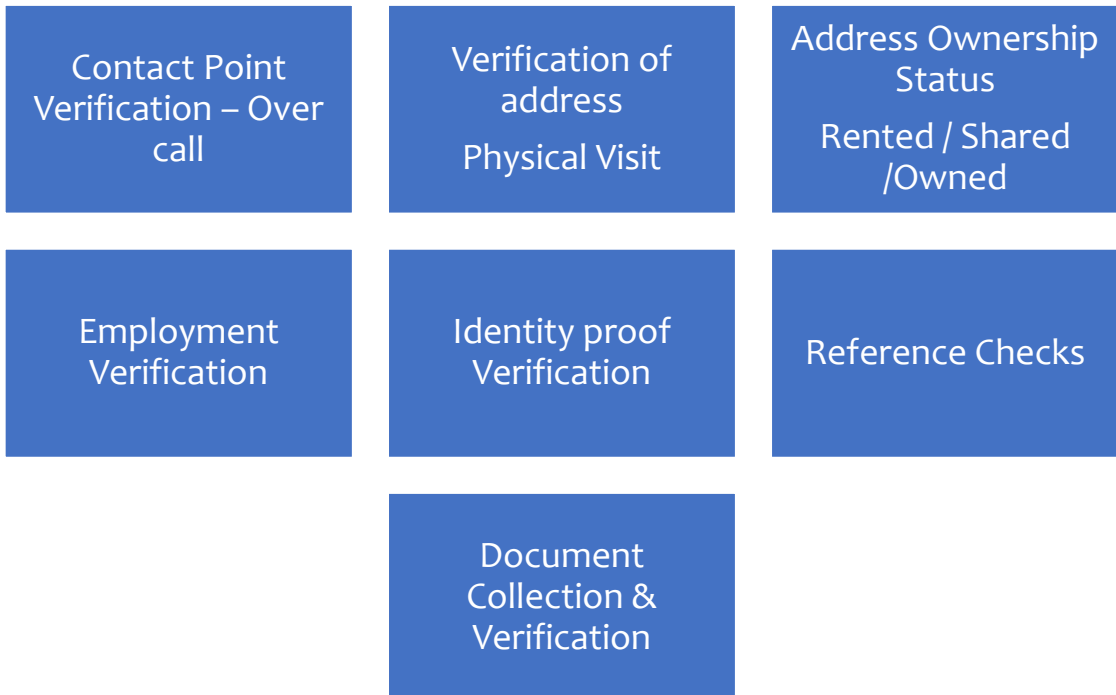
Book Keeping



Due Diligence
Know what you should know

Due Diligence & Credit Verification

- Technology & a experienced team driven due diligence & credit verification with real time reporting enables you for faster credit approvals & decisions
- Credit Verification of Individual who intends to borrow is a vital process in lending perspective. Funds Invested in Lending should return with earnings; for which due diligence is inevitable to assess the Contactability, Standard of Living, Credit Worthiness and Capacity to repay. Hence the credit check is one of the most important checks to conduct as a part of the background verification.





Quantify Success With Quality Team

Legal Support
Use our vast network of
Lawyers

Legal Support Services

- VTF team is partnered with highly experienced & knowledgeable attorneys and consultants with diverse areas of practice, offers practical and profitable approach to Corporate Law matters which is an absolute leverage for our clients.

Compliance and Disputes	Asset transfers	Finance
Commercial rights	Business structures	Property rights
Commercial trade	Intellectual Property Rights Services (IPR)	Paralegal Services
	HR Legal & Compliance	



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Business Support Services

Advantage with our regional expertise and consultants

Business Support

- We help clients in navigating their most complex business tasks smoothly & efficiently and this we can achieve because of the expertise and team we have who simply delivers as a unit.

F & A

- Financial Statement Preparation
- Book Keeping Services
- Tax Consulting
- Bank reconciliation
- Reconciliation of Party Accounts
- Inventory Accounting

Business Planning

- VTF experts , including operational, tax and industry professionals, support your project teams to review and develop specific aspects of business plan
- We provide an unbiased and objective view to support the articulation of business plan assumptions

Business Set Up Services

- Identify team and service providers
- Finding Office Spaces
- Establish industry linkages
- Legal Support
- Support in procuring licenses
- Support in Establishment of Branch offices
- Other Supports



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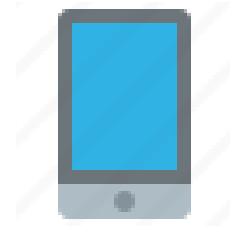


Head Office

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