



Creative Services

Q1. More information on resource allocation?

We have three types of resource allocations:

1. Full time or dedicated resource (160 manhours per month).
2. Half time or partly dedicated (80 manhours per month).
3. Hourly...(daily work hrs as per requirement).

Q2. What would be the work time?

We generally work during the PST daylight time. All our contacts are available from 0900 - 1700hrs PST.

The timings for the dedicated resources would be fine tuned as per your requirements or the time zones which might suit (ex..PST/EST/ MST).

Q3. Typically what type of services do you provide?

As indicated by our website we provide you the following:

1. [Customer Support](#)
2. [Creative Services](#)
3. [SEO Services](#)

More details about the same are available on our website.

Q4. What type of resources do you allocate?

As for the resource allocation we would like you to fill in the Skill set requirement form (SSRF) which basically consolidates your requirements and helps us to get you the right fit.

Q5. Can you throw more light on the resource profile in general?

We recruit from some the leading universities in India and our recruiting policy is to recruit, train, and retain the best of talent available. All our employees have undergone formal training and regular skill upgradation courses. We concentrate on giving you resources which have good experience in communications, interface abilities and good understanding of clients requirements.

Q6. How do we communicate with our resources?

We follow a three way communications hierarchy which is best depicted as follows:

- Detailed work assignments are communicated via the resources official email id which is for example xyz@ybrantinc.com.
- IM chats via "Yahoo", "MSN" or "AOL" is encouraged as the next step only when our clients or the resources want the same for explanations or clarifications purposes.
- Finally we do encourage communications on telephone as and when the situation calls for.

Q7. What role does the client have in the selection of the resources?

Once the CV's are selected the client is notified about the same and options are forwarded. An IM chat followed by telephonic talk is scheduled for the shortlisted candidates with our clients. The client has the final say.

Q8. Are there any tools which indicate the work assigned and work deliveries flow as per plan?

Yes, quite right, this is one important area which needs to be addressed with absolute clarity. Hence, we have a reporting format as follows:

1. Daily Worklog.
2. Master Worklog.

Q9. Are any resources checkpoints are available to see the deliveries are maintained?

Each of the resources for a particular process area is part of the team which is headed by an experienced Manager who is the check point for seeing quality and productive work being delivered to our clients.

Q10. What about maintaining the confidentiality of our processes and documents which we share with the resources?

Yes, this is very important. This issue is also suitably addressed as follows:

- Our company assures the same via a clause indicated in the contract which has a two way commitment.
- Further our company also has a NDA form signed by the resources with our company
- Additionally a separate NDA can be signed by the resource with the client.

Q11. How about the payment mode and schedule?

Once the contract is signed an initial commitment fees or advance fees, which generally is 40% of the monthly amount in case of dedicated resources or USD 350.00 in case of hourly man hours services, is wired to us. Banking details will be indicated in the invoices sent to you.

Q12. How are problem issues settled.

We have clear cut escalation procedures in place. The respective Dept Managers and the Head of division are always available online on MSN, YAHOO, AOL or on phone during the PST daylight time. All issues once brought to the notice of the same would be reconciled with immediate effect.

Q13. Do you work 5 days or 6 days per week?

We work 5 days a week. If required we can do a 6 day week shift system wherein we have 3 resources working (especially seen in customer support services), in three different shifts of 8 hours each one covering the pst daylight time and the other pst evening and pst night time or as advised by the client 24/6 or 24/7 support.

Q14.How soon can we start off?

Once we receive the request we need a min of 15 days to start off in case of dedicated services. Otherwise the start time would be minimal between 2-5 days.

Q15. I want to start the process. Whom to contact?

Please get in touch with our sales contact at business@ybrant.com.

The above mentioned contacts will walk you through the [sign up](#) process.