

## MEDIA COVERAGE REPORT



**SOHAN LAL COMMODITY MANAGEMENT PVT. LTD**

**SLCM re-engineers it's dedicated 24\*7 Call Centre for Collateral Management and Warehousing Services and makes it paperless**

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3	26 January 2020	Janpath Samachar	Mumbai	SLCM's call center goes digital
4	24 January 2020	Herald Youngleader	Ahmedabad	SLCM's service call center becomes paperless

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### Online Coverage

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1	23-01-2020	The Economic Times	SLCM digitalise agri-warehousing call centre	<a href="https://economictimes.indiatimes.com/markets/commodities/news/slcm-digitalise-agri-warehousing-call-centre/articleshow/73552372.cms">https://economictimes.indiatimes.com/markets/commodities/news/slcm-digitalise-agri-warehousing-call-centre/articleshow/73552372.cms</a>
2	28-01-2020	FNB News	SLCM makes 24X7 agri-warehousing call centre paperless, integrating AI	<a href="http://www.fnbnews.com/Top-News/slcm-makes-24x7-agriwarehousing-call-centre-paperless-integrating-ai-53937">http://www.fnbnews.com/Top-News/slcm-makes-24x7-agriwarehousing-call-centre-paperless-integrating-ai-53937</a>
3	23-01-2020	Rural Marketing	SLCM's agri warehousing call centre goes digital	<a href="https://ruralmarketing.in/industry/agriculture/slcms-agri-warehousing-call-centre-goes-digital">https://ruralmarketing.in/industry/agriculture/slcms-agri-warehousing-call-centre-goes-digital</a>
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5	27-01-2020	Realtyplusmag	SLCM re-engineers it's dedicated 24*7 Call Centre for Collateral Management and Warehousing Services	<a href="http://realtyplusmag.com/slcm-re-engineers-its-dedicated-247-call-centre-for-collateral-management-and-warehousing-services/">http://realtyplusmag.com/slcm-re-engineers-its-dedicated-247-call-centre-for-collateral-management-and-warehousing-services/</a>
6	24-01-2020	Textile Value Chain	SLCM re-engineers it's dedicated 24*7 Call Centre for Collateral Management and Warehousing Services and makes it paperless	<a href="https://textilevaluechain.in/2020/01/24/slcm-re-engineers-its-dedicated-247-call-centre-for-collateral-management-and-warehousing-services-and-makes-it-paperless/">https://textilevaluechain.in/2020/01/24/slcm-re-engineers-its-dedicated-247-call-centre-for-collateral-management-and-warehousing-services-and-makes-it-paperless/</a>
7	24-01-2020	Commodity Online	SLCM sets up call centre for collateral management and warehousing services	<a href="https://www.commodityonline.com/commodity-news/slcm-sets-up-call-centre-for-collateral-management-and-warehousing-services/news-now/28142">https://www.commodityonline.com/commodity-news/slcm-sets-up-call-centre-for-collateral-management-and-warehousing-services/news-now/28142</a>
8	23-01-2020	Rediff.com	SLCM digitalise agri-warehousing call centre	<a href="https://realtime.rediff.com/news/business/Credit-Saison-and-Capital-Float-join-hands-to-offer-digital-financing-to-SMEs/27d6c304ea1a0a21?src=interim_a!sreadheadline#!slcm">https://realtime.rediff.com/news/business/Credit-Saison-and-Capital-Float-join-hands-to-offer-digital-financing-to-SMEs/27d6c304ea1a0a21?src=interim_a!sreadheadline#!slcm</a>

**Print Coverage**

Center

Kolkata

Publication

Echo of India

Date

24-January-2020

## SLCM re-engineers it's dedicated 24\*7 Call Centre

*Aims for Collateral Management and  
Warehousing Services and make it paperless*

EOI CORRESPONDENT

**KOLKATA, JAN 23/--**/Sohan Lal Commodity Management (SLCM), India's leading Agri services solutions provider with operations across India & Myanmar had set up its first dedicated 24\*7 call centre in the early 2010 to cater to its Agri-warehousing operations in India and Myanmar. The call centre has now been digitally transformed into a paperless entity integrating Artificial Intelligence, to make it more efficient and seamless. The call Centre is a part of SLCM's endeavor to provide real time technologies for managing the Agri space, in line with its multiple awards winning Agri Reach technology. It will have a dedicated team of customer support executives who will provide support to the field staff, 24\*7.

The system uses real time data integrating it with Artificial Intelligence to provide seamless experience to the field staff thus adding a much needed human yet smart element to the technology enabled platform "AGRI REACH". AGRI REACH is an algorithm which combines series of processes, audits and Real Time tracking of the facilities to give error-free results and deplete the risk of crop damage. SLCM is the only Company in this domain which has a Centralized Real Time Process Management System and the patent for "AGRI REACH" is pending. It uses techniques like geo-fencing to Real Time tracking, bar-coded storage receipts to avoid thefts/ pilferage, Internal Audits

along with a "Maker and Checker" policy at each level.

In an archaic industry like agriculture, SLCM has once again showcased its ability for innovation. Through this call centre, SLCM strives to enhance service standards and constantly raise the bar on scientific storage by eliminating the paper work and providing the evidence of the calling details. It will also help in reducing the timelines which will lead to an overall improvement in the efficiency of the system.

Talking about the initiative, Sandeep Sabharwal, Group CEO, SLCM said, "In a market place model, Intelligent Call centers have an extremely important role to play as they create a physical touchpoint. The idea behind augmenting this dedicated 24x7 call center is to create an interface that warehouse managers may be more comfortable using. The call centre builds upon our Centralized Real Time Process Management System "AGRI REACH" and integrates it with Artificial Intelligence for real time monitoring, thus enhancing the level of service. So far, the interactions with these warehouse managers have been through online portal and emails. Now, through this call centre they will have a dedicated customer care person to talk to, to discuss issues related to inventory, and other logistical issues. As all of our warehouses are now online, we wanted to setup a virtual customer service network which complements our digitization efforts and this call centre is a step in that direction."

Center	Mumbai		
Publication	Navbharat	Date	25-January-2020

## SLCM का कॉल सेंटर हुआ डिजिटल

मुंबई, व्या.प्र. एग्री लॉजिस्टिक क्षेत्र की प्रमुख कंपनी सोहन लाल कमोडिटी मैनेजमेंट (SLCM) ने 2010 में अपना पहला 24'7 कॉल सेंटर शुरू किया था, जो भारत व म्यांमार में एग्री-वेअरहाउसिंग परिचालन में मदद करता है. अब इस कॉल सेंटर का डिजिटल परिवर्तन करके इसे पेपरलेस बना दिया गया है, इस हेतु आर्टिफिशियल इंटेलीजेंस का उपयोग किया गया है.

## एसएलसीएम का कॉल सेंटर हुआ डिजिटल

मुंबई। भारत और म्यांमार में कृषि सेवाएं प्रदान करने वाली अग्रणी कंपनी सोहन लाल कर्मांडिटी मैनेजमेंट (एसएलसीएम) ने 2010 में अपना पहला 24x7 कॉल सेंटर शुरू किया था जो भारत व म्यांमार में ऐग्री-वेअरहाउसिंग परिचालन में मदद करता है। अब इस कॉल सेंटर का डिजिटल परिवर्तन करके इसे पेपरलेस बना दिया गया है, इस हेतु आर्टिफिशियल इंटेलिजेंस का उपयोग किया गया है जिससे यह और भी ज्यादा सक्षम और दक्ष बन गया है। एसएलसीएम कृषि के क्षेत्र में रियल टाइम टेक्नोलॉजी मुहैया कराने के लिए प्रयासरत है और यह कॉल सेंटर इसी कोशिश का एक हिस्सा है।

गौरतलब है कि कंपनी को अपनी ऐग्री रीच टेक्नोलॉजी के लिए कई पुरस्कार मिल चुके हैं। इस कॉल सेंटर में ग्राहक सेवा कर्मियों को एक समर्पित टीम है जो फील्ड स्टाफ को हफ्ते के सातों दिन, चौबीसों घंटे सहयोग देती है।

## एसएलसीएम का सर्विस कॉल सेंटर हुआ पेपरलैस

नई दिल्ली, भारत और म्यांमार में कृषि सेवाएं प्रदान करने वाली अग्रणी कंपनी सोहन लाल क्रमॉडिटी मैनेजमेंट ने 2010 में अपना पहला 24x7 कॉल सेंटर शुरू किया था जो भारत व म्यांमार में ऐग्री-वेअरहाउसिंग परिचालन में मदद करता है। अब इस कॉल सेंटर का डिजिटल परिवर्तन करके इसे पेपरलैस बना दिया गया है, इस हेतु आर्टिफिशियल इंटेलीजेंस का उपयोग किया गया है जिससे यह और भी ज्यादा सक्षम और दक्ष बन गया है। एसएलसीएम कृषि के क्षेत्र में रिचल टाइम टेक्नोलॉजी मुहैया कराने के लिए प्रयासरत है और यह कॉल सेंटर इसी कोशिश का एक हिस्सा है, गौर तलब है कि कंपनी को अपनी ऐग्री रीच टेक्नोलॉजी के लिए कई पुरस्कार मिल चुके हैं। इस कॉल सेंटर में ग्राहक सेवा कर्मियों की एक समर्पित टीम है जो फील्ड स्टाफ को हफ्ते के सातों दिन, चौबीसों घंटे सहयोग देती है।

इस सिस्टम में आर्टिफिशियल इंटेलीजेंस के साथ रिचल टाइम डाटा इंटीग्रेटिंग का इस्तेमाल किया जाता है जिसके बल पर फील्ड स्टाफ को बिना किसी बाधा के सहयोग मुमकिन हो पाता है और इस तरह से टेक्नोलॉजी में एक मानवीय एवं बेहद स्मार्ट पहलू मिल पाता है। एसएलसीएम का तकनीक सक्षम प्लैटफॉर्म है 'ऐग्री रीच', यह अल्गोरिथ्म प्रक्रियाओं, ऑडिट्स और सुविधाओं की रिचल टाइम ट्रेकिंग की श्रृंखला को संयोजित कर के त्रुटिमुक्त परिणाम देता है तथा फसल के नुकसान को कम करता है।

## Online Coverage

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Sensex LIVE  
41,506.03 ↑ 119.63

NSE Loser-Large Cap >  
Adani Green Energy ...  
182.60 ↓ -9.60

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Mirae Asset Large Regular- Growth  
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## SLCM digitalise agri-warehousing call centre

SLCM had set up its first dedicated 24x7 call centre in the early 2010 to cater to its agri-warehousing operations in India and Myanmar.

By *Sutanuka Ghosal*, ET Bureau | Updated: Jan 23, 2020, 05:28 PM IST



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**Sohan Lal Commodity Management (SLCM)**, a leading agri services solutions provider with operations across India and Myanmar, has now re-engineered its call centre into a paperless entity integrating Artificial Intelligence, to make it more efficient and seamless.

It had set up its first dedicated [24x7 call centre](#) in the early 2010 to cater to its [agri-warehousing](#) operations in India and Myanmar. The re-engineered call centre will have a dedicated team of customer support executives who will provide support to the field staff, 24x7.

The system uses real time data integrating it with Artificial Intelligence to provide seamless experience to the field staff thus adding a much needed human yet smart element to the technology enabled platform "AGRI REACH". [AGRI REACH](#) is an algorithm which

combines series of processes, audits and Real Time tracking of the facilities to give error-free results and deplete the risk of crop damage.

In a release issued by the company, it said that SLCM is the only company in this domain which has a centralized real time process management system and the patent for "AGRI REACH" is pending. It uses techniques like geo-fencing to real time tracking, bar-coded storage receipts to avoid thefts/ pilferage, internal audits along with a "Maker and Checker" policy at each level.

Through this call centre, SLCM strives to enhance service standards and constantly raise the bar on scientific storage by eliminating the paper work and providing the evidence of the calling details. It will also help in reducing the timelines which will lead to an overall improvement in the efficiency of the system.

Talking about the initiative, Sandeep Sabharwal, Group CEO, SLCM said, "In a marketplace model, Intelligent Call centers have an extremely important role to play as they create a physical touchpoint. The idea behind augmenting this dedicated 24x7 call center is to create an interface that warehouse managers may be more comfortable using. The call centre builds upon our Centralized Real Time Process Management System "AGRI REACH" and integrates it with Artificial Intelligence for real time monitoring, thus enhancing the level of service. So far, the interactions with these warehouse managers have been through online portal and emails. Now, through this call centre they will have a dedicated customer care person to talk to, to discuss issues related to inventory, and other logistical issues. As all of our warehouses are now online, we wanted to setup a virtual customer service network which complements our digitization efforts and this call centre is a step in that direction."



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## TOP NEWS

### SLCM makes 24X7 agri-warehousing call centre paperless, integrating AI

Tuesday, 28 January, 2020, 08 : 00 AM [IST]

#### Our Bureau, New Delhi

Sohan Lal Commodity Management (SLCM), India's leading agri services solutions provider with operations across India and Myanmar, has digitally transformed the 24X7 call centre dedicated to its agri-warehousing operations in India and Myanmar into a paperless entity integrating artificial intelligence (AI), to make it more efficient and seamless.

The call centre, which was established in 2010, is a part of SLCM's endeavour to provide real-time technologies for managing the agri space, in line with its multiple award-winning Agri Reach technology. It will have a dedicated team of customer support executives who will provide support to the field staff.

The system uses real-time data integrating it with artificial intelligence to provide seamless experience to the field staff, thus adding a much-needed human yet smart element to the technology-enabled platform Agri Reach, an algorithm which combines series of processes, audits and real-time tracking of the facilities to give error-free results and deplete the risk of crop damage.

SLCM is the only company in this domain which has a centralised real-time process management system, and the patent for Agri Reach is pending. It uses techniques like geo-fencing to real-time tracking, bar-coded storage receipts to avoid thefts/pilferage and internal audits, along with a maker and checker policy at each level.

## Portal- Rural Marketing

Link - <https://ruralmarketing.in/industry/agriculture/slcm-agri-warehousing-call-centre-goes-digital>

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### SLCM's agri warehousing call centre goes digital

*The call centre builds upon SLCM's Centralized Real Time Process Management System "AGRI REACH" and integrates it with Artificial Intelligence for real time monitoring, thus enhancing the level of service*

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Sohan Lal Commodity Management (SLCM), India's leading agri services solutions provider with operations across India & Myanmar, has made its agri warehousing call centre paperless. SLCM had set up its first dedicated 24X7 call centre in the early 2010 to cater to its agri-warehousing operations in both the countries.

The call centre has now been digitally transformed into a paperless entity integrating Artificial Intelligence, to make it more efficient and seamless. The call centre is a part of SLCM's endeavour to provide real time technologies for managing the agriculture operations, in line with its multiple awards winning Agri Reach technology. It will have a dedicated team of customer support executives who will provide support to the field staff.

Talking about the initiative, Sandeep Sabharwal, Group CEO, SLCM said, "In a marketplace model, intelligent call centres have an extremely important role to play as they create a physical touch-point. The idea behind augmenting this dedicated 24x7 call centre is to create an interface that warehouse managers may be more comfortable in using. The call centre builds upon our Centralized Real Time Process Management System "AGRI REACH" and integrates it with Artificial Intelligence for real time monitoring, thus enhancing the level of service."

"So far, the interactions with these warehouse managers have been through online portal and emails. Now, through this call centre they will have a dedicated customer care person to talk to, to discuss issues related to inventory, and other logistical issues. As all of our warehouses are now online, we wanted to set up a virtual customer service network which complements our digitisation efforts and this call centre is a step in that direction," Sabharwal added.

The call centre will have all warehouse contact details predefined for auto dialling besides all incoming or outgoing call divided into three types, morning, afternoon and evening. All the calls will also get automatically recorded across the platforms. These calls will later be verified for quality and training needs of back office and field staffs.

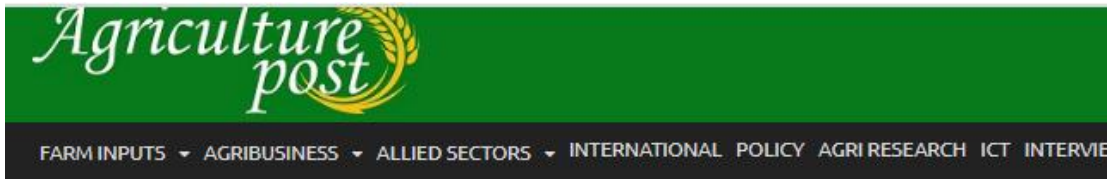
To make things convenient for the call centre representative, the call centre will come with landing page, for incoming and outgoing calls, which will be prefilled with balance stock and basic details. For unhindered service, the call centre will have manual entry option in case phone lines are not working.

SLCM is the only company in this domain which has a Centralized Real Time Process Management System. It uses techniques like geo-fencing to real time tracking, bar-coded storage receipts to avoid thefts or pilferage, internal audits along with a "Maker and Checker" policy at each level.

In an archaic industry like agriculture, SLCM has once again showcased its ability for innovation. Through this call centre, SLCM strives to enhance service standards and constantly raise the bar on scientific storage by eliminating the paper work and providing the evidence of the calling details. It will also help in reducing the timelines which will lead to an overall improvement in the efficiency of the system.

Portal- Agriculture Post

Link - <https://agriculturepost.in/slcm-makes-its-agri-warehousing-call-centre-paperless-digital/>



AGRIBUSINESS / ICT / WAREHOUSING

## SLCM makes its agri warehousing call centre paperless & digital

January 23, 2020 - by Agriculture Post Bureau - Leave a Comment



*The call centre is a part of SLCM's endeavour to provide real time technologies for managing the agriculture operations, in line with its Agri Reach technology*

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## Portal- Realtyplusmag

Link - <http://realtyplusmag.com/slcm-re-engineers-its-dedicated-24-7-call-centre-for-collateral-management-and-warehousing-services/>

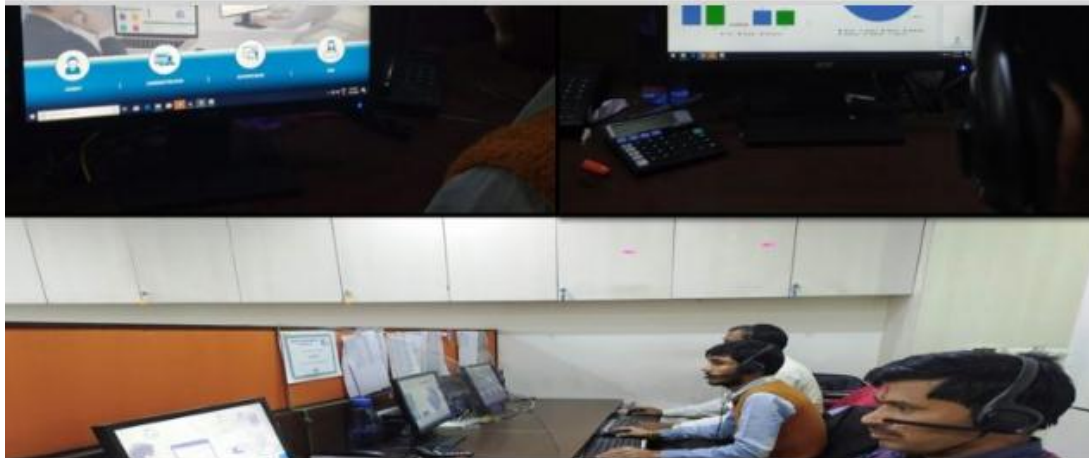


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SLCM re-engineers its dedicated 24\*7 Call Centre for Collateral Management and Warehousing Services



27/01/2020, by Realty Plus, in ALLIED

Sohan Lal Commodity Management (SLCM), India's leading Agri services solutions provider with operations across India & Myanmar had set up its first dedicated 24\*7 call centre in the early 2010 to cater to its Agri-warehousing operations in India and Myanmar. The call centre has now been digitally transformed into a paperless entity integrating Artificial Intelligence, to make it more efficient and seamless. The call Centre is a part of SLCM's endeavor to provide real time technologies for managing the Agri space, in line with its multiple awards winning Agri Reach technology. It will have a dedicated team of customer support executives who will provide support to the field staff, 24\*7.

The system uses real time data integrating it with Artificial Intelligence to provide seamless experience to the field staff thus adding a much needed human yet smart element to the technology enabled platform "AGRI REACH". AGRI REACH is an algorithm which combines series of processes, audits and Real Time tracking of the facilities to give error-free results and deplete the risk of crop damage. SLCM is the only Company in this domain which has a Centralized Real Time Process Management System and the patent for "AGRI REACH" is pending. It uses techniques like geo-fencing to Real Time tracking, bar-coded storage receipts to avoid thefts/ pilferage, Internal Audits along with a "Maker and Checker" policy at each level.

In an archaic industry like agriculture, SLCM has once again showcased its ability for innovation. Through this call centre, SLCM strives to enhance service standards and constantly raise the bar on scientific storage by eliminating the paper work and providing the evidence of the calling details. It will also help in reducing the timelines which will lead to an overall improvement in the efficiency of the system.

Talking about the initiative, **Mr. Sandeep Sabharwal, Group CEO, SLCM** said, "In a marketplace model, Intelligent Call centers have an extremely important role to play as they create a physical touchpoint. The idea behind augmenting this dedicated 24x7 call center is to create an interface that warehouse managers may be more comfortable using. The call centre builds upon our Centralized Real Time Process Management System "AGRI REACH" and integrates it with Artificial Intelligence for real time monitoring, thus enhancing the level of service. So far, the interactions with these warehouse managers have been through online portal and emails. Now, through this call centre they will have a dedicated customer care person to talk to, to discuss issues related to inventory, and other logistical issues. As all of our warehouses are now online, we wanted to setup a virtual customer service network which complements our digitization efforts and this call centre is a step in that direction. ."

The call centre will be equipped to provide the evidence of the calling details and will have technical features like MySQL Version: 5.1.73 – Backend Database Interface Coded in PHP 5.3.3, perl v5.10.1 used for automation process, Asterisk 1.4.32 – Dialer HTML5 – Graphic User Interface. Additionally, it will have all warehouse contact details predefined for auto dialing besides all incoming or outgoing call divided into three types, Morning, Afternoon and Evening. All the calls will also get automatically recorded across the platform. These calls will later be verified for quality and training needs of Back office and field staff.

To make things convenient for the call centre representative, the call centre will come with landing page, for incoming and outgoing call, which will be prefilled with balance stock and basic details. For unhindered service, the call centre will have manual entry option in case phone lines are not working.

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News National News

# SLCM re-engineers its dedicated 24\*7 Call Centre for Collateral Management and Warehousing Services and makes it paperless

By TEXTILE VALUE CHAIN - January 24, 2020

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Sohan Lal Commodity Management (SLCM), India's leading Agri services solutions provider with operations across India & Myanmar had set up its first dedicated 24\*7 call centre in the early 2010 to cater to its Agri-warehousing operations in India and Myanmar. The call centre has now been digitally transformed into a paperless entity integrating Artificial Intelligence, to make it more efficient and seamless. The call Centre is a part of SLCM's endeavor to provide real time technologies for managing the Agri space, in line with its multiple awards winning Agri Reach technology. It will have a dedicated team of customer support executives who will provide support to the field staff, 24\*7.

The system uses real time data integrating it with Artificial Intelligence to provide seamless experience to the field staff thus adding a much needed human yet smart element to the technology enabled platform "AGRI REACH". AGRI REACH is an algorithm which combines series of processes, audits and Real Time tracking of the facilities to give error-free results

and deplete the risk of crop damage. SLCM is the only Company in this domain which has a Centralized Real Time Process Management System and the patent for "AGRI REACH" is pending. It uses techniques like geo-fencing to Real Time tracking, bar-coded storage receipts to avoid thefts/ pilferage, Internal Audits along with a "Maker and Checker" policy at each level.

In an archaic industry like agriculture, SLCM has once again showcased its ability for innovation. Through this call centre, SLCM strives to enhance service standards and constantly raise the bar on scientific storage by eliminating the paper work and providing the evidence of the calling details. It will also help in reducing the timelines which will lead to an overall improvement in the efficiency of the system.

Talking about the initiative, **Mr. Sandeep Sabharwal, Group CEO, SLCM** said, "In a marketplace model, Intelligent Call centers have an extremely important role to play as they create a physical touchpoint. The idea behind augmenting this dedicated 24x7 call center is to create an interface that warehouse managers may be more comfortable using. The call centre builds upon our Centralized Real Time Process Management System "AGRI REACH" and integrates it with Artificial Intelligence for real time monitoring, thus enhancing the level of service. So far, the interactions with these warehouse managers have been through online portal and emails. Now, through this call centre they will have a dedicated customer care person to talk to, to discuss issues related to inventory, and other logistical issues. As all of our warehouses are now online, we wanted to setup a virtual customer service network which complements our digitization efforts and this call centre is a step in that direction. ."

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## SLCM sets up call centre for collateral management and warehousing services

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UPDATED 14:28:27 IST

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## SLCM digitalise agri-warehousing call centre

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