



TIVA

Teamglobal is has launched TIVA (Teamglobal Interactive Virtual Assistant) and offering customer service using latest Chatbot Technology giving info pertaining to Sailing Schedules, Track & Trace, Agent details on Watts App and Mobile App. In addition to these services we offer online business transactions like e-BL, e-DO, e-invoice, e-statement on our Web Portal. For registration just send a mail to tiva@teamglobal.in

About our Digital initiative

We have already made a good beginning by launching our Virtual Assistant called "TIVA". We are the first organization from Transportation & Logistics industry to launch this and our customers can now chat with TIVA via popular social media applications to obtain Track & Trace details, get Sailing Schedules information or locate agent details.

We firmly believe in SMACs (Social, Mobile, and Analytics & Cloud) adoption and Teamglobal has already implemented these technologies to effectively serve our customers. We are active on Social Media applications like Facebook and LinkedIn to showcase our services and we recently launched TIVA mobile app (available on Apple & Google Play Store) that provides information at customer's finger tips. Internally, Teamglobal has deployed a Business Intelligence dashboard to provide a holistic view of all processes covering customers and suppliers. We have decided to adopt a "mobile-first" approach and all new applications that are getting developed can be accessed via mobile & tablet devices. Our entire hardware infrastructure is hosted on a private cloud and we have established a disaster-recovery site to ensure un-interrupted services.

We also offer E-commerce solutions such as eDO and eBL which enable customers to print their Delivery Orders and House BLs at their own premises. Our online sailing schedules option provides 6 weeks vessel details to make a booking on direct boxes. Customers are also provided a login based access which enables them to submit online transactions, download copy of BL, Invoice and CAN based generating specific reports.