



BRITISH ANTIQUE PRINT GALLERY COLLABORATES WITH INVENSIS TO ACCOMPLISH ACCURATE IMAGE SCANNING AND INDEXING OF LARGE VOLUMES OF ANTIQUE MAPS AND PRINTS WITH SIGNIFICANT COST REDUCTIONS

THE CLIENT

An established antique print agency, in the business of selling high quality, valuable and rare original vintage maps and antique prints to niche clientele including private collectors, media, museums, embassies, antique trade practitioners, and others through their website and other eCommerce portals; the client enjoys greater than 99.9% positive feedback from satisfied eBay customers.

THE REQUIREMENT

Building an online collection of scanned images of antique maps and prints, along with an index for reference which would serve as a guide for customers looking to make a purchase

THE OUTCOME



10,000+ Images scanned and indexed every year



8+ Years of outsourcing partnership



99% Accuracy



Cost reduction by around 50%



ABOUT THE CLIENT

Our client is an established family-run antique business, located in England and Wales. They have greater than 35 years of experience selling rare and antique prints and maps, ranging from the 17th to the 20th centuries, to individual antique purchasers and organizations such as museums and embassies, through their website as well as through eBay and Amazon.

Since the original maps and prints are sold to the buyers, the client wanted to create a scanned copy of these valuable prints and index them with captions for uploading on their websites for customers to browse through. In addition, the customers will also receive a scanned copy of the original document along with the original paper document.

As image scanning and indexing were not their core functions and would have required a considerable investment of resources, the client desired to enter into a long-term outsourcing arrangement of image scanning and captioning of the valuable ancient documents so as to ensure reproduction of the highest quality.

THE BUSINESS CHALLENGE

The client wanted to focus on their core business of selling antique and vintage maps, prints and documents to their customers. At the same time, they wanted to establish an online collection of the prints they sold, by scanning these images and captioning them suitably.

For this, they required high quality scanning of close to 10,000 original documents, maps, and vintage prints every year, while ensuring that the original documents remained undamaged. They determined that the best solution to this requirement was to collaborate with a professional and reliable data entry BPO service provider. Invensis Technologies, a leading IT-BPO outsourcing company, was approached for this task.

THE INVENSIS ADVANTAGE

Requirement Analysis

- Consultations with the client to ascertain their business needs
- Establishing the Standard Operating Procedure (SOP) - the documents and images would be delivered by courier to Invensis by the client; the scanning, captioning and uploading of the scanned images would be carried out by Invensis' team; the original documents would be mailed back to the client on completion of each task.

Process Implementation

- Dedicated, skilled personnel are deployed for this task, which requires considerable attention and diligence in handling the original documents and scanning the images.
- The personnel uses client-provided instructional material for familiarizing themselves with the task.
- The process requires the use of scanners, Photoshop software and MS Excel, as well as access to the client server/system.
- We handle the physical copy of the antique and vintage documents with the utmost care to ensure minimal damage, as they have to be dispatched back in intact condition to the client.
- The documents and prints are scanned, captioned and tagged for archiving and retrieval purposes.
- The whole process is carried out with priority given to high-fidelity reproduction of the document with minimal errors in image indexing.
- Regular reporting to the client enables monitoring of progress and incorporation of feedback.

THE RESULT



50-60% Cost reduction by Outsourcing



Over 10,000+ images scanned and indexed every year



Continuing outsourcing partnership between Invensis and the client



99% Accuracy in the image indexing tasks



High-quality image scanning and captioning of 100,000+ maps and documents till date

Invensis has achieved the ISO 9001:2008 certification, which is a testimony to our commitment to providing quality service according to the client's expectations. We also ensure that data security and confidentiality policies are stringently enforced as evidenced by our achieving the ISO 27001 certification.

Thus, the client has benefited immensely by outsourcing their image data processing requirements to us. They were able to leverage Invensis' expertise, manpower and technology resources to ensure high quality scanning and captioning of their valuable documents and prints. They achieved considerable savings in terms of time and resources and were able to focus on their core goal.

Invensis' image processing team ensured that attention to the highest possible levels of accuracy was maintained during the scanning. This single-minded dedication to the client task and focus on ensuring the quality and integrity of the original documents, have repeatedly reinforced the client's faith in us, resulting in a continuing partnership.

INVENSIS FACT FILE

- ▶ 16+ years of experience
- ▶ ISO 9001 and 27001 certified
- ▶ Multiple delivery centers
- ▶ 2000+ trained professionals
- ▶ 9+ service verticals
- ▶ 200+ clients served around the world

OUR WORLDWIDE CLIENTELE



CONTACT INVENSIS

For more information on how Invensis' Image Data Entry BPO Services can accelerate your business operations, contact us today





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10 Most Promising
BPO Companies in India**