



## U.K. BASED GLOBAL DOCUMENT MANAGEMENT TECHNOLOGY SOLUTION EXPERT PARTNERS WITH INVENSIS AND ACHIEVES ACCURATE DATA CAPTURE FROM OVER 20,000+ FORMS PER MONTH

### THE CLIENT

A UK-based award winning information management solution and service provider that is enabling 400 of the largest businesses in the world, across a wide range of business sectors, to increase their business efficiency and effectiveness, by providing tailored business solutions using their core products.

### THE REQUIREMENT

Swift and accurate manual data entry of customer details from large volumes of product registration and guarantee forms that are in French and German

### THE OUTCOME



20,000+ Handwritten forms in French and German processed per month



Increased process efficiency



99% accuracy in manual data capture



Successful continuing partnership





## ABOUT THE CLIENT

Headquartered in the UK, our client is an award-winning document management and information management technology solution and service provider, which is now part of a leading global provider of mailing solutions. The company caters to the requirements of 400 of the largest businesses in the world that includes Lufthansa, Exxon Mobil and others. The client deploys Electronic Document Management (EDM) and Business Process Management (BPM) systems, and scanning and data capture services and applications. Through their service offering, the company empowers customers to embed automation into the creation, management and dissemination of data that is contained in emails, invoices, financial reports, and other digitized documents. They ensure that their clients enjoy content-rich interactions with their customers, business partners, and employees.

## THE BUSINESS REQUIREMENT

In 2012, the client's enterprise customer requested for manual data entry and capture of the end user details contained within product registration and guarantee forms that are in French and German. These details were filled by the end user by hand. With manual data capture not being a core competency of the client, they did not consider it viable to invest internally in new talent recruits and technology just for this task. Instead, they decided to outsource the process to a specialist BPO service provider.

Providing high quality manual data entry services since 2000 and possessed of considerable expertise in processing non-English documents, Invensis was the partner they were looking for, in terms of achieving both process and cost efficiencies.



## THE INVENSIS SOLUTION

### Requirement Analysis

- Close collaboration with the client to understand the business requirement
- Secure file sharing method established for the outsourcing process through the client's FTP

### Process Implementation

- Qualified personnel are trained in the specific requirements of the process, particularly with regard to the meaning of the French and German field names they would encounter in the scanned forms; this would enable them to capture the right data without any confusion.
- Data entry professionals efficiently capture details such as serial number, name of customer, address, contact details, type of treatment and pharmacy stamp into the assigned column in an Excel sheet.
- The monthly requirement for this client is manual data capture from 20,000 handwritten forms.
- The outsourcing partnership continues till date.





## THE RESULT



Over 20,000+ handwritten forms in French and German processed through manual data capture per month



Increased data processing efficiency



99% accuracy in manual data capture of end user details



Continuing outsourcing partnership



Scalability of project as per client's changing requirements



Efficiency in completing the manual data entry tasks without error within required turnaround time (TAT)

Outsourcing to Invensis in 2012 provided the client with access to a trained team of 100 expert data entry professionals, technology resources, and best practices for completing data capture of large volumes of handwritten forms. We are an ISO 9001 certified company and ensure accuracy in all manual data entry tasks, by providing in-depth training as well as quality checks. Additionally, the client is able to count on information security for the confidential end user information, on account of our ISO 27001 certification.

Witnessing our capability to process 20,000+ handwritten forms in French and German per month in a seamless and cost-effective manner, the client continues its outsourcing partnership with Invensis.



## 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' Data Entry BPO Services can accelerate your business operations, contact us today.





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10 Most Promising  
BPO Companies in India**