



ESTABLISHED U.S. BASED SAFETY DATA MANAGEMENT SOLUTION SPECIALIST PARTNERS WITH INVENSIS TO AUGMENT BUSINESS EFFICIENCY THROUGH DATA VALIDATION OF OVER 2,000,000+ FORMS PER MONTH

THE CLIENT

An established and reputed U.S. based document scanning and reporting technology business, specialized in offering safety data management related organization transformational solutions; their proprietary technology helps clients across US, Canada, Norway, Singapore, and Columbia.

THE REQUIREMENT

Fast and accurate verification of OCR / ICR data capture of 5,000 forms within 24 hours as per the priority and deadline assigned by the end users of the client's technology

THE OUTCOME



5,000+ Forms validated for OCR / ICR data capture on a daily basis



24x7x365 Data validation



4-Hour turnaround time (TAT) for high-priority batches



Continuing outsourcing partnership



ABOUT THE CLIENT

Our client is a diversified and dynamic US-based company that was established in 1976. Initially set up with the aim to cater to industrial and retail interests in their area of operation, they soon diversified. They offer industrial and retail businesses an extensive range of services, spanning organizational safety optimization, employee skill set development, promotional products, Tally books, pocket toolbox, and more. The client presently serves over 500 companies across the world. The company and its founder have received numerous awards in recognition of their outstanding contributions to the field of construction safety and accident reduction.

As part of their services, the client has developed a proprietary technology that caters to the document scanning and reporting requirements of organizations related to forms on behavior-based safety, hazard ID, job safety analysis, etc. The service allows enterprise customers to upload scanned image files of these forms, and, within 24 hours, download reports, analysis, PowerPoint presentations and pre-configured posters for use at their business. With informative, error-free and actionable reports, these organizations can take steps to identify and resolve safety issues, and create a lasting worker-management partnership.

Introduced in 2006, this revolutionary concept and the associated technology has been leveraged by enterprise customers in the US, Canada, Norway, Singapore and Columbia.

THE BUSINESS REQUIREMENT

The client's proprietary document scanning system and technology enables enterprise customers to scan and upload image files of various types of forms – such as behavior-based safety, hazard ID, job safety analysis, competency assessment tracking and others. At the backend, Optical Character Recognition

(OCR) and Intelligent Character Recognition (ICR) technology are utilized to capture and extract handwritten data from different fields, which is then used for reports, analysis, PowerPoint presentations and preconfigured posters.

To ensure the accuracy of the data captured by the OCR / ICR software, the client required data validation expertise and a dedicated team. As their business expanded, the data validation requirement rose to 5,000 forms every day (as of 2015). Moreover, these forms had to be addressed as per the priority assigned by the enterprise customer. The required turnaround time for data validation varied between 4 hours to 24 hours. With end users being situated across time zones, the client needed a team that would take up the responsibility of the data processing work 24x7.

Unable to manage this requirement in-house as the business expanded, the client approached Invensis, a leading BPO service provider with a proven track record in data processing.

THE INVENSIS SOLUTION

Requirement Gathering and Analysis

- Close collaboration with the client to understand the business requirement
- Establishing the training requirement for our professionals to deliver the results within the required timeline and according to the assigned priority

Process Implementation

- Assigning capable data processing professionals to the project and assessing their training requirement
- Training the professionals on practice files of handwritten forms and then graduating them to live data
- Providing training on the technology tool of the client to ensure seamless delivery of output
- Establishing the Standard Operating Procedure (SOP) for the process:
 - Operators log into the client's system.
 - After login, the batches appear as per the priority assigned by the end user.

- Verifying priority through a batch monitor link provided by the system
 - Validating captured text from the image file of the form and making any corrections, if required.
 - In case handwritten text has not been recognized and captured by the OCR /ICR technology, the professional would need to swiftly perform manual data entry to extract the required information from the field.
 - Submitting exceptions to the system operator at the client end in case of errors in a batch
 - Approximately 5,000+ forms processed daily.
- Scaling up the trained resources assigned to the project with the expansion of the client's business to different markets – leading to an increase in the number of FTEs
 - Setting up 24x7x365 operations for the project – resources are divided between two shifts every day throughout the year, thereby ensuring the client is able to deliver their service to enterprise customers in different time zones
 - As a result of the client's satisfaction with our results, they have also outsourced offline data entry tasks for a database on an annual basis.



THE RESULT



5,000+ Forms validated for OCR / ICR data capture on a daily basis



24x7x365 Data validation that ensures continuous service to enterprise end users across time zones



4-24 Hour turnaround time (TAT) for batches as per priority



Dedicated outsourced team working on delivering results



99% Accuracy in data validation



50% Resource cost saving by outsourcing



Ongoing outsourcing partnership



Easy, seamless scalability with increase in the number of FTEs as project increased in scope

Outsourcing to Invensis has given the client access to a well-trained data validation team that could deliver results with the desired speed and accuracy. The client requires validation of thousands of scanned forms, within the specified turnaround time, when the image is uploaded. With 24x7x365 operations, Invensis satisfies the client on all counts.

As an ISO 9001 and 27001 certified company, we ensure accuracy and efficiency in the execution of the operation, and stringent data security. Our ample resource base has enabled us to scale up the number of FTEs assigned to the project as per the evolving demand of the client. With our continued support from 2006 to present, the client has been able to expand their operations beyond the US to other countries as well.

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**