

CASE STUDY ON LOAN REPAYMENT DATA ENTRY FOR US-BASED COMPANY



Flatworld Solutions helped a us based company clear its loan repayment data entry backlog and migrate their data to Salesforce in just one week

Our Client

Flatworld Solutions was contacted by a lending agency that offered both comprehensive and fast turnaround solutions for companies and individuals in need of financing.

The Requirement

The client had a large backlog of loan repayment data entry and was looking for a business partner who could assist them with their data entry and data migration requirements. Along with data entry, the client wanted their partner to transfer/migrate the data from their existing database to their Salesforce database.

More than 3 years of data needed to be migrated over to the new Salesforce database, and due to the sensitive nature of financial data, they needed the data to be included in the new database within one week and under strict security.

The client chose Flatworld Solutions (FWS) due to the swift response from our customer engagement team, our extensive experience in data entry and financial services, and our ability to meet their requirements.

Challenges Faced

The main difficulty lied in the volume of data. Loan repayment details were made on a daily basis for over 3 years. This resulted in a very large volume of data that would need to be entered into the new database. Given the short time frame, entering in that volume of data would require a larger team, and some solutions that would assist with time management.

The Solution Offered

In order to meet the client's needs and complete the project accurately and on time, Flatworld Solutions took the following steps -

- + First, the Flatworld Solutions team and the client worked together to better understand the meaning of the data. This helped Flatworld Solutions get a better understanding of the project.
- + Next, using Optical Character Recognition (OCR) software, the data entry team at Flatworld Solutions converted loan statements in PDF version to Microsoft Excel Spreadsheets. This helped the team filter the records by individual name and update the records more quickly. Once completed, the data was migrated to Salesforce.
- + The Quality Assessment (QA) team at Flatworld performed quality checks at every stage of the project to ensure accuracy and quality. The QA team ensured that all project guidelines are adhered to and the project met the client's expected quality benchmark.

The Results

Given the importance of the data, accuracy was critical. Flatworld Solutions was able to report an accuracy level of 100%, indicating no errors within the data. This well exceeded client expectations. Further, the data migration was completed within one week, and the client reported a savings compared to in-house data entry of over 50%.

The client was so happy their backlogs were cleared that they recommended Flatworld Solutions to their colleagues, and continued to be a long term client.

To learn more about our [data entry](#) and data migration services, [contact Flatworld Solutions](#) today.