

FLATWORLD SOLUTIONS PROVIDED SURVEY DATA ENTRY SERVICES TO A US CHRISTIAN RESOURCES PUBLISHER



The Client

Our client is a publishing division of the Southern Baptist Convention and church business services provider based out of Nashville, Tennessee. The client is a reputed retail arm of Christian literature.

Client Requirement

The client had printed questionnaire for churches and handwritten answers. This content had to be converted into documented in digital format for record keeping and further use by its members for helping

Christian ministries through custom research projects. By considering Flatworld's prior experience and outcome, the contract was awarded to us.

Client Challenges

The contracted project accompanied complications that warranted the precision and care of our data entry operators. The handwritten forms included challenges such as complex letter shapes, spacing issues, spelling errors, punctuation errors, and much more. In addition, the client sought delivery of 500 forms per day. This was a tough task for other providers and therefore Flatworld was considered because we had the bandwidth to accommodate the client's uneasy requirement.

FWS' Solution

The data entry project was broken down in phases and the pilot project involving 25 forms was carried out by a single resource. Feeling satisfied with the initial run, the client chose a full-time contract with a minimum requirement of 250 forms per day on an ongoing basis. We allocated two resources based on the custom plan.

Our Process

We downloaded the scanned PDF files from the Google drive and analyzed its content. It consisted of one survey per row and one question per column. The data was extracted from all forms uploaded by the client. We optimized the questions by adding "how many students" and "how many years served in ministry" and several more. The data was added to the excel sheet and the finalized file was sent by email.

The Results

As the project neared completion, we inquired with our client to understand their satisfaction with our service levels and the solution itself. By outsourcing survey data entry services, the client was elated to observe the following merits -

- + The agility in the completion of eligibility and benefit verification
- + Drastic reduction of A/R load from month-on-month
- + 100% satisfaction with the service, quality, and growth

Outsource Survey Data Entry Services to Flatworld Solutions - Data Entry Experts

Flatworld Solutions is an ISO 9001:2015 accredited company with 16 years of experience in [data entry services](#). We offer a range of data entry services that can help businesses across various verticals to digitize data for streamlined research and documentation. Our data entry services can be scaled up or down to your preference and are highly [affordable](#). Experience satisfying service levels and 100% accuracy with data entry services. We can offer you a personalized platform for communicating with our project heads and round the clock assistance to handle all concerns. Further, we follow ISO/IEC 27001:2013 accredited data protection and management policies to keep your digital assets in safe hands.

[Get in touch with us](#) and get a fully-customized Survey data entry services at an unbeatable rate.