

LEADING BPO COMPANY



A leading US Based BPO asked ISPL to custom develop a complete application to capture images related to the HR process at the client site, transfer the images to an offshore location and do key-from-image with 100% verification. The project was executed on a "Build-Operate-Transfer" basis.

BPO REQUIREMENT

This Company needed a complete application to fulfill the following requirements:

- Source data from disparate MIS systems circa 1979 to 1997.
- The records were provided in multiple formats, changing over time and from one form of output to another.
- Employee Name and Social Security Number to be captured and indexed.
- Total volume: over half a million records.
- It was estimated that about 50% of the pages were good enough for automated recognition.
- Deliverable on DVD/CD media with built in search and retrieval engines.

KEY CHALLENGES

- Multiplicity of MIS system's sourcing information entailed image segregation by format and specific layout definitions for each.
- Variations in image top-edge offset was caused both by the original printer and while scanning.
- Custom Density of output varied sometimes with no spacing between records - a serious challenge for any image processing application.

IMPLEMENTATION

- Scanning was done in USA, images were transferred to India by FTP for indexing using OCR & Key-On-Image technology.
- ISPL ScanWiz was deployed for Image Pre-processing including rotation, image enhancement, bookmarking and multi-page file creation before the submission into the production workflow.
- ISPL KeyWiz Admin module was deployed for field and layout definition, batch preparation, work assignment, monitoring, productivity analysis and verification.
- KeyWiz was deployed on multiple workstations.
- Customized solution was deployed within a week of receipt of the first batch of images.



ACHIEVEMENTS

- Reduction in the estimated number of staff required to execute the project from 120 to 40.
- Improved estimated accuracy of data from 96% to 99.998%.
- Reduced the need for dedicated supervisors and quality checkers. Multitasking was now possible.
- Provided detailed MIS reports of the work being executed so that staff utilization was maximized.
- Provided the client with a software solution – so that ‘stickiness’ is created leading to further work being offered to the Company.

Since 1991, Imaging Solutions Pvt. Ltd has been helping companies to capture and manage their corporate information using highly customised software solutions and services built around PowerFile - a state of the art Enterprise Content Management (ECM) framework. PowerFile provides a solution that spans the entire information management lifecycle, from capture and recognition to storage, archival, retrieval, viewing, workflow, dissemination and disposal. Our solutions combine business process management and content management to help reduce costs, increase operational efficiency and ensure regulatory compliance.

All the Intellectual Property is owned solely by Imaging Solutions Pvt. Ltd., and is the result of 15 years of continuous development and customisation at over 300 client installations in most market segments.... recent wins include HDFC Bank, Motorola, Glaxo, GE, Hughes, DLF, Unitech and IREO.