Document Management (Scanning, Storage and Indexing) companies

Ascendeon have multiple clients in UK and Ireland who are specialized in the areas of "Online Publishing", "Document Scanning / Storage / Management" and "Document Digitization" services. Ascendeon is providing long term outsourcing services to their clients maintaining nearly 100% accuracy level since its inception in 2010.

Abstract

Data extraction from both paper and electronic documents can get extremely messy because of the unstructured nature of the source documents and other problems like illegibility, missing data, domain complexity etc. In such exercises, any brute force technique consisting mainly of a 100% check-recheck work-flow works well to a certain extent for less voluminous repositories, but, fails miserably for large ones.

For larger repositories a well thought out, QA best practices based work-flow is important to take out the elements of uncertainty as best as is humanly possible. It is in such cases that Ascendeon's statistical quality assurance and Six Sigma based approach work wonders.

Our Service Features

Ascendeon's solutions combine the latest technology based work-flow, skilled professionals, six sigma based processes and about three years of experience in providing comprehensive information management solutions and services.

We possess expertise, experience and specialization in providing high-volume document and data processing services to law firms, corporations, government agencies, online publishing companies, document scanning/management companies at a considerably low cost without compromising with the quality.

We also provide Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR) technologies to convert scanned documents into editable, searchable text in the format of your choice (MS Word, TXT, RTF etc.).

We have experience in handling various types of legal, structured and unstructured documents, which include:

- Correspondence
- Forms and records
- Statement and invoices
- Facsimiles
- Receipts
- Ballots, surveys and questionnaires
  etc.

We prepare the database and convert it into required form, ready for upload into third party or proprietary database systems.

Process Overview

The whole process may be described through the following diagram:
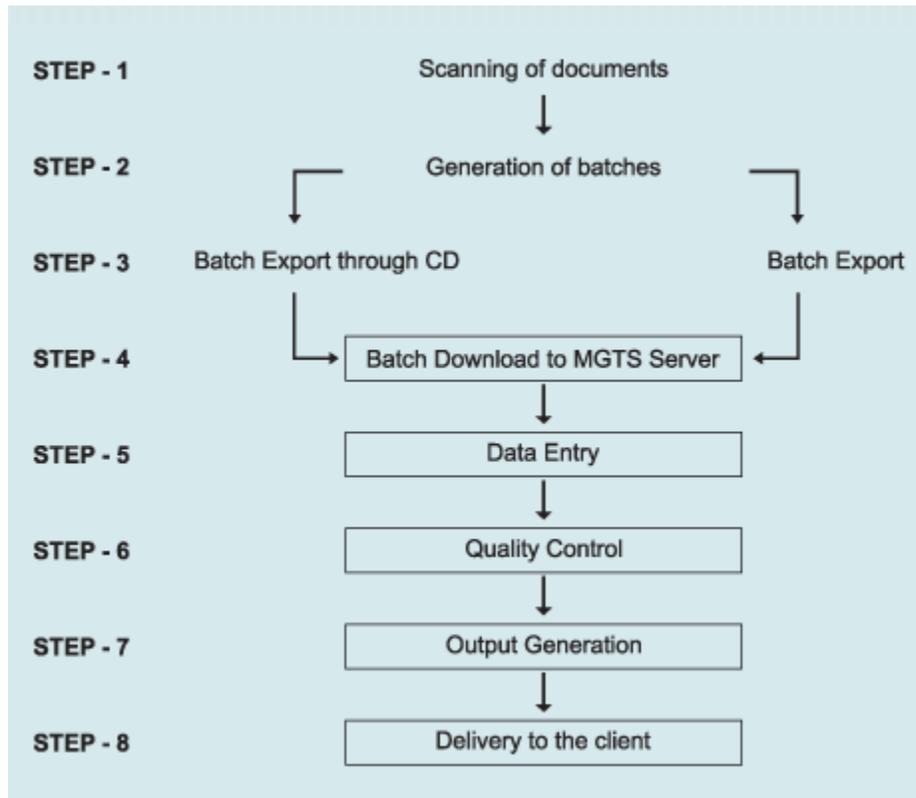
Process Highlights:

- Central repository of images in the server
- Data are captured into a database
- Server based work-flow solution with central database
- Operating System independent Web based applications
- Open Source platform to reduce the total cost of ownership
- Images are grouped into LOTs before assigning them to the operators
- Quality check process as per BS6000 sampling method after data capture
- Centralized data backup policy
- Data can be delivered in any format as desired by the client

Roll Name	Responsibility
Project Manager	Person leading the whole project team and responsible for successful project execution and delivery.
Shift In charge	Person responsible for the overall monitoring of activities in a shift.
Team Leader	The total work force will be divided into various teams each having 8 members. Each team will have a Team Leader, who is responsible for both the quantitative and qualitative performance of each of the team members.
Data Entry Operator	Performs the Data Capture and Updation activities.
QC-1 Operator	Performs mismatch correction in case of the double entry method.
QC-2 Operator	Performs the sample quality check (BS 6000) before the delivery phase.
Trainer/ Specialists	They are a team of highly efficient operators with a very good knowledge of the domain. They are supposed to provide training and guidance to the new entrants and also supervise overall quality parameters.

Resources

- Ascendeon's offshore facility at Kolkata, India already have 100 personnel in regular payroll. Further, we have about another 100 trained contractual operators, who can be mobilized within a very short notice for any emergency requirement.
- Thus we can handle the fluctuating workload of this project by engaging our contractual staff as and when required.
- Our ITES operations have various levels of personnel with defined responsibilities.