

# Quick & Flexible Ramp-up: 1,000 FTEs Within 8 Months Across 3 Cities for a Data Entry and Indexing Process



## The Customer

Leading nationwide Data & Analytics provider

### Business Situation



Multiple challenges while building nationwide title plant

- Short timeframe to ramp up and complete historical build
- Keep cost low
- Capture various states/county nuances

### Solutioning



Deployed onsite resources to accelerate business requirement understanding & documentation

Customized “Pre-processing” & “Key from Image” application to reduce indexing and data entry time

### Execution



Implemented workflow to send & receive documents/ images via ftp, hard drives

Built infrastructure for a quick ramp up (spread across 3 sites for Business Continuity)

### Value Delivered



#### Large and Flexible processing capacity built for customer

- Created capability to ramp up from 0 to 1,000+ FTE's within 8 months spread across 3 locations
- Indexed over 50 million documents within 30 months while meeting service levels



*I have provided a mid-month update for our October turn-around times. The team is on my pace to meet the projections given earlier this month. Great job!*

*Data Currency supervisor*