



Case Study

Project Name	Global Storage Company with 77 + branches.
Client	The client is the world leader in information management services, assisting more than 140,000 organizations in 39 countries on five continents with storing, protecting and managing their information.
Volumes per annum	Approximately 18 million forms per annum
Mode of delivery of images	Over secured File Transfer Protocol
Mode of upload of data to client	Over secured File Transfer Protocol
Turn around time	6 hours from receipt of the images at Tricom. 100% returned daily.
Process followed	<ul style="list-style-type: none"> ✓ Holdback accounts which cannot be keyed are separated from the ones which can be keyed through software application. ✓ Stamping of images to segregate the images and set guidelines to capture the text as per the instructions received. ✓ Double Key ✓ Compare ✓ Quality checks ✓ Final checks ✓ Deliver cumulated data to client. ✓ Notifications sent to different district's via email based on the rejections generated.
Challenges faced	Our client was faced with processing hugely differing form formats, changing instructions from their customers for each form format (almost daily) and sometimes, changes in form format without prior notice.
	Total of 26 fields to key in with various business rules attached to most & 25 Different Versions used.
	These forms required quick processing turn-around-times as well as high accuracy in processing to ensure that their customers' assets are fully protected, traceable and retrievable. All this, at the lowest cost possible.
How Tricom helped transform Client's business	The business rules were moved into the software layer so that the processors needed to remember very few, least complex rules
	<p>In stamping stage instructions were identified & marked based on Permanent instruction or For this order instructions. Stamping also bifurcated the 25 different versions of forms</p> <ul style="list-style-type: none"> - A master database having the permanent instructions for different accounts was stored, updated on a daily basis. - The operator was guided through software to know whether the account

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	<p>was permanent or for this order.</p> <ul style="list-style-type: none"> - The operator could view the instructions and key the data as per the instructions shown. Two different operators were routed a same batch and the data from both the operators was compared programmatically then routed to a third “verify” operator if any character differences were found to ensure quality. - Different business rules were kept in Quality check stage to ensure that application made a halt where the business rules were not met. - In the Final check stage the operator could view the data and the instructions provided to check if the data was keyed as per the instruction provided.
	<p>Tricom has processing centers at Mumbai, Nashik & Chennai in India. These sites were utilized to key in the data to maintain the large volumes & TAT.</p> <p>The added benefit was this could be used as a Business continuity plan.</p> <p>Tricom added a data merge phase for all data elements processed out of the different facilities.</p> <p>This ensured that the client expectations were met in totality while the data was supplied back to the client as a consolidated entity</p>
<p>Value to the Client</p>	<p>The primary value of this operation is reduced labor costs, The outsourcing project will save over \$9 per labor hour the client used to pay full time and temporary labor services The estimated savings for the client at peak volume will be greater than \$2 million per year.</p> <p>In addition to labor costs, this business partnership has freed up labor resources to focus on the primary business function and provide additional services to the client.</p>
<p>Client appreciation</p>	<p>The client has repeatedly acknowledged the ‘out of box’ thinking brought in by Tricom along with technical insights provided by Tricom to manage this project with high quality given high volumes.</p> <p>Tricom is today considered as a partner of the client based on the relationship growing from strength to strength since the year 2005. The client project manager gave her evaluation of the project in an email dated September 22,2007:</p> <p>“I wanted to share with you the resounding positive comments about the Tricom partnership from all at the (customer account name deleted at customer request) Account Services meeting. There were some that admitted to being initial "skeptics", who are now full believers in this program. The team members were impressed with the technical infrastructure and support, and the operations and quality of the Tricom team. Over a million transmittals processed by Tricom, with a greater than 99.9% accuracy rate. Great performance!”</p>