

## Use Case: Historical documents entry

**Client:** Professor in a reputed US university

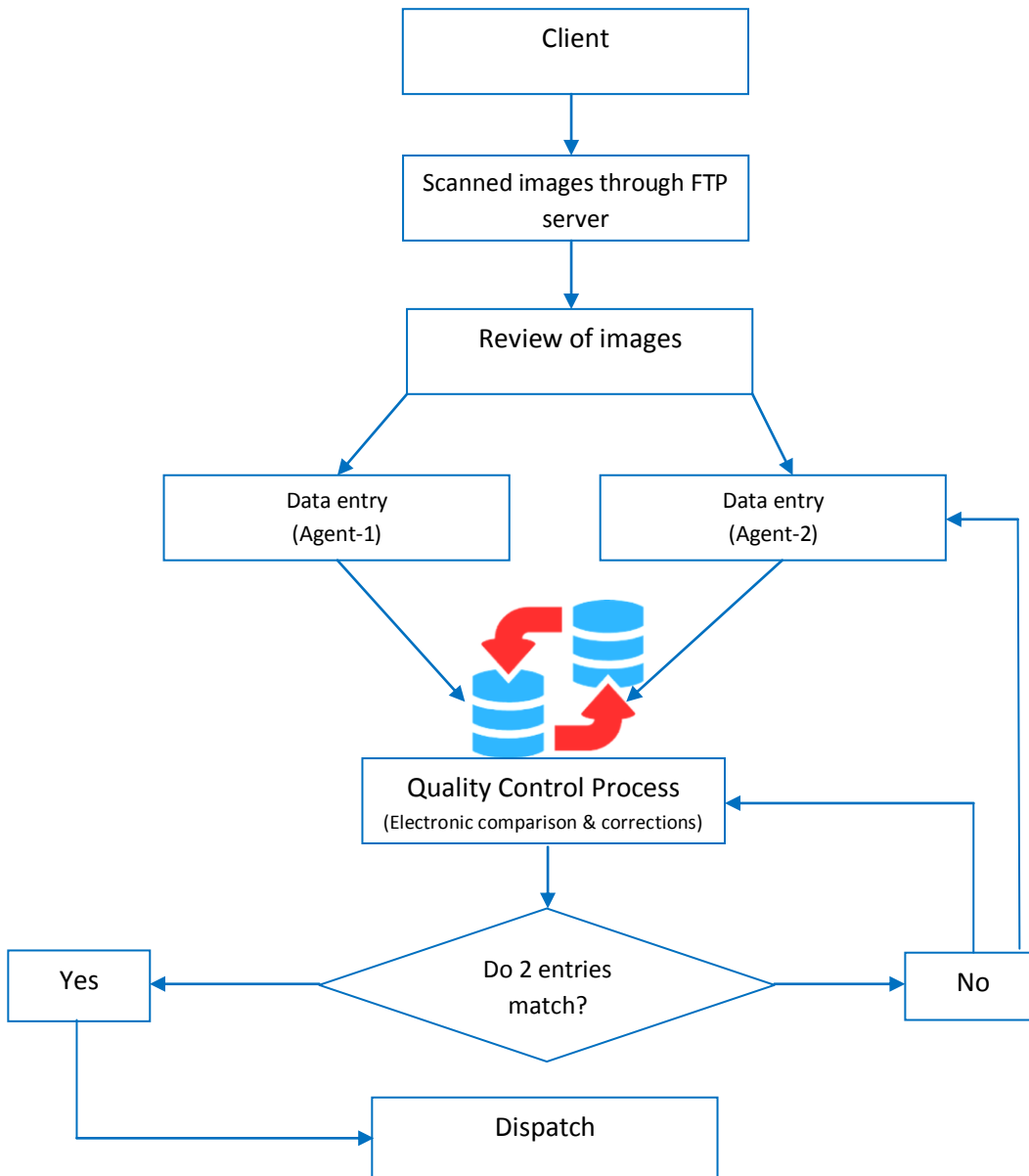
**Scope of work:** To digitize historical documents from scanned images in Excel spreadsheet

**Challenges found:**

1. Illegible data to read (both printed and handwritten)
2. Volumetric data (150,000 images to digitize in 30 working days)
3. Client's limitation to provide us better scanned images

**Solutions provided:**

1. Double keying process:



The double keying process requires:

- Entry of each record by 2 separate agents
  - Electronic comparison of the 2 entries in Excel with respect to the source image.
    - If the 2 entries match each other, they will be accepted in first attempt.
    - If the 2 entries mismatch, they will be checked for discrepancy by our Quality Controller.
    - If there are less number of errors, they will be fixed by the quality controllers.
    - If there are more number of errors, the erroneous records will be sent for digitization again.
- This process enabled us to deliver accurate output as expected by our client.

#### **Process optimization efforts:**

- We used automation to capture some data points from image to Excel. It enabled us to increase our productivity.
  - We used Excel macros to automate some steps in our quality control process.
  - We used US names (First name and Last name) database to verify handwritten names in data file.
  - We verified the US postal codes with an application which verified all the postal codes with USPS.
2. The total volume of project was 150,000 images to digitize in 30 working days. We trained 30 agents (15 each for Entry-1 and Entry-2), and 10 agents for Quality control process. Digitization productivity target was to each agent as 500 records per day (i.e. 62 records per hour). Quality control target was given as 1,200 records per day (i.e. 150 records per hour). The entire project was successfully accomplished within the given timeline of 30 working days.
3. Considering the fact that client did not have better images, we had complete trust in our work process to deliver accurate work. We had sought client's help in certain images that were difficult to read. After verification of our data, we received client's positive feedback and appreciation for our accurate work and timeliness in handling this volumetric project.

#### **Benefits to the client:**

1. Eventually, the client could transform illegible hard copies in accurate electronic data as an output which he could utilize in his multi-purpose objectives.
2. By outsourcing the project to Infobizz IT Solutions, he could save ample of time, cost and could focus on his core business objectives.

#### **Applications used:**

MS Excel, FTP client, Image Viewer application, MS Outlook, VBA Excel macros