



**SIMPLIFIED DATA**  
AMPLIFIED PROCESSES

# INVENSIS IS USHERING IN A NEW ERA OF BUSINESS PROCESS OUTSOURCING

Partnering with Invensis Technologies for your back office business processes means more than just streamlined operations; it means creating a relationship built on long term success and superior business outcomes.

Since our beginnings in 2000, we have grown to become a leader within the business process management industry for our ability to look beyond quick fix solutions and strive for ways to deliver tangible value for clients' organizations.

The professionals at Invensis are extremely passionate about their work and endeavor to discover innovative ways to improve each of our client's operations. We aim to enhance your organization by enabling process efficiencies.



**"We are extremely satisfied with their professionalism, dedication and quality of service. Without their superior services, our business would not have expanded as it has."**

**CEO – Virginia based Client**

# OUTSOURCE DATA MANAGEMENT SERVICES TO INVENSIS AND FOCUS YOUR TIME AND RESOURCES TOWARDS YOUR CORE COMPETENCIES

Accurate and efficient data management is a crucial aspect of every business, as it allows for reduced costs and enhanced operational efficiency. Invensis has been specializing in back office data management services since our foundation in 2000. Since that time we have continuously worked on our offering and now process in excess of 250 million documents each year. We aim to add significant value to our clients' operations by streamlining data management processes and allowing businesses to focus their efforts completely on their core competencies.

## Our services include:

- ▶ [Data Entry](#)
- ▶ [Data Mining](#)
- ▶ [Scanning Services](#)
- ▶ [Indexing and Archiving](#)
- ▶ [eCatalog Management](#)

## DATA ENTRY

We identify data from a source and enter this information into a database, lessening the administrative burdens for our clients.

### Online and Offline Data Entry

- ▶ Copy Paste Data Entry
- ▶ Document Data Entry
- ▶ eBook Data Entry
- ▶ Image Data Entry
- ▶ Product Data Entry

### Data Conversion

#### Data Extraction

#### Data Processing

#### Optical Character Recognition



# DATA MINING

We analyze voluminous data from numerous sources and collate this into strategic business intelligence. These tactful insights will help you make the decisions to drive the growth of your organization.

## SCANNING AND INDEXING SERVICES

We can scan any type of document, record, image or book and transfer this into a digital format, while also indexing the content – resulting in easier access and retrieval of data.

- ▶ Document Scanning
- ▶ Book Scanning
- ▶ Invoice Scanning
- ▶ Microfiche Scanning and Conversion
- ▶ Microfilm Scanning

## ECATALOG MANAGEMENT

Invensis digitizes your paper catalogs, providing you with an effective online marketing and sales tool. We also update product information and prices, supporting images, design elements and classify products.

- ▶ Online Catalog Management
- ▶ Catalog Updating Services
- ▶ Catalog Processing
- ▶ Catalog Content Management
- ▶ Catalog Conversion
- ▶ Catalog Building and Indexing





## WE FORM A PARTNERSHIP WITH CLIENTS, TO DRIVE THEIR BUSINESS FORWARD

Some support organizations become so absorbed in their own established processes they lose sight of their clients' needs. We institute SLAs prior to the launch of the project to provide us with a comprehensive understanding of the client's desired outcome.

Invensis maintains consistent communication with clients throughout the entire data management process. By involving clients, we are able to promote transparency and ensure all requirements and SLAs are being completely fulfilled.

We provide support 24/7 and are available to connect via:

- ▶ Email
- ▶ Skype
- ▶ Telephone
- ▶ Instant messenger

### DEDICATED STAFF WORKING 24/7

- ▶ Invensis offers a dedicated team of agents for each customer. Split across numerous shifts, our personnel are available 24 hours a day, including weekends and other public holidays. No matter how short your deadline, we will deliver.
- ▶ Our expert team is on hand 24/7, to provide support any time of the day. Any queries or issues that arise will be immediately rectified.
- ▶ We are committed to providing the greatest level of service to our customers – our focus is towards developing strong customer relationships.

# HIGH QUALITY DATA TO DIFFERENTIATE YOUR ORGANIZATION

Invensis is an ISO 9001:2008 certified organization – we ensure all output is of the highest quality and accuracy. With over 15 years of data management experience, we have many well established guidelines and processes in place. We encourage feedback from all our clients and thrive on the opportunity to utilize this to further enhance our processes.

A dedicated project manager is assigned to each client for the duration of their project to ensure quality standards are being upheld.

**Accuracy of data is  
maintained at above 98%**

The system our data management professionals use is directly linked to the quality assurance team. Allowing them to have immediate access to output and ensure quality standards are being upheld at all times.

## HOW WE ENSURE QUALITY

**The Four Eyes Approach** – At least two people must sign off on all data cleansing and advanced data entry assignments. This reduces the occurrence of errors.

**Double Entry System (DES)** - The same set of data is entered by two different operators. Whenever there is a discrepancy between the entered data, the system notifies the operators and allows for corrections to be made.

**Field validation and re-key verification**

**Automated Data Recognition**

# TRAINING METHODOLOGY

Thorough training is provided to all employees to instill the highest standards of

## **Quality**

## **Accuracy**

## **Security**

All data management executives receive meticulous induction training before they work on a live project. Assessment is undertaken once this training is complete and each agent's skills are evaluated. It is then determined which project the agent is most suited for and they are placed within this team for further training.

Project specific training is also provided, followed by a written examination, to ensure all necessary skills and knowledge has been acquired.





# DATA SECURITY IS OUR TOP PRIORITY

## SECURE SYSTEMS

We understand that the protection of your secure information and intellectual property is a top priority. As an ISO 27001 certified organization, Invensis places the utmost importance on data security and has practices in place at all levels of the company to ensure this is upheld.

### Data Protection

A critical component of data security is ensuring information is exchanged over a secure platform. Invensis retrieves data through Virtual Private Network (VPN), to affirm no data remains on the Invensis system. As a further method of administering data protection, image capturing devices are not permitted in the work place.

### Disaster Recovery

We have an expansive Disaster Recovery and Business Continuity plan in place to assure that no data is ever lost. Regular backups of data are taken and information is stored in our main office, as well as in an additional offsite center.

### Technical Security

Each Invensis system is secured by antivirus software and firewalls to contain and cure worms, Trojans, viruses and malicious programs. A secure login and logout of all resources is used, with a report being logged for each employee when they login to their systems.

### Privacy

Invensis enters into Confidentiality Agreements with all of our staff members. Prior to the commencement of a project we enter a non-disclosure agreement (NDA) with all clients. The intention of this agreement is to ensure that data is only used for the specific purpose which is identified by the owner.

Data management agents are not given access to hard copies of documents and are unable to download or print any materials.

### Physical Security

Invensis has security personnel positioned in all entry and exit points of our building and RF-Id technology is utilized to ensure the whereabouts of employees is known at all times. Invensis operates within a paperless environment and personnel are prohibited from carrying cell phones, PDAs, cameras, USB drives or any image capturing devices while on the work floor.







**"We have seen consistent improvement on quality, turnaround time and customer satisfaction which is outstanding"**

**President  
Global Logistics Company**

## OUR INNOVATIVE APPROACH TO INCREASE THE POTENCY OF YOUR PROCESSES

- ▶ Over 12 years Data Management experience
- ▶ In excess of 250 million documents processed each year
- ▶ 800+ dedicated Back Office Data Management executives

### **Develop Operational Efficiencies**

While some organizations view outsourcing purely as a means for cost savings, we look at it as an opportunity to enable process efficiencies. Invensis provides data management with paramount quality, allowing you to focus time and resources towards your core business practices.

### **Unmatched Quality**

Maintaining the utmost level of accuracy with data management is imperative. Invensis possess a dedicated quality assurance team, who painstakingly analyze all data management output. Our commitment to quality has allowed us to emerge as a leader within the industry and consistently satisfy clients.

### **Customized Solutions**

At Invensis, we understand that every business is different. Invensis tailors data management services to deliver outcomes specific to the needs of each client. We work in union with our clients to gain a detailed understanding of their organization and adapt our services to suit their requirements.

### **Accelerated Business**

Accurate and efficient data management will provide a more convenient method for you to access, analyze and retrieve the data you require.

With your data in a more accessible, efficient digital format, your organization will become more productive.

# ABOUT INVENSIS

Starting out as an ambitious team of 5 in Bangalore, India, Invensis has grown steadily over its 20 year history, now boasting in excess of 3000 personnel. From the outset, Invensis has based its offering around providing reliable and secure services, which produce consistent results. Consistency and accuracy with output is an aspect we have emphasized over our history and has been a major source of the company's success.

At Invensis, we understand that every business is different and requires a personalized solution. We choose to collaborate with each and every one of our clients in order to gain a greater understanding of their organization and their goals. By working with our clients, we are able to customize our services specifically to suit their needs and enhance the value of their operations.

A people focused organization, Invensis has always maintained that the company's employees are its greatest asset. This is instilled by the training and development opportunities Invensis provides employees and our commitment towards continual improvement.

Invensis has clients ranging from Fortune 500 companies, to small and medium enterprises located across the USA, Canada, Australia, UK, Germany, Singapore, UAE, Ireland, South Africa and several other countries. Invensis is constantly striving to enhance client's operations through a wide range of services, which include:

## **By Business Need**

- › [Back Office Data Management](#)
- › [Call Center Services](#)
- › [Finance and Accounting](#)
- › [Transcription](#)

## **By Industry Solution**

- › [Logistics and Supply Chain](#)
- › [Customs Brokerage](#)
- › [Healthcare](#)
- › [Insurance](#)
- › [Retail](#)
- › [Chemical and Manufacturing](#)





## THE INVENSIS ADVANTAGE

- ▶ 3000+ professionals
- ▶ ISO 9001 & 27001 certified
- ▶ Fully customizable service to suit every business
- ▶ Over 20 years of experience
- ▶ Numerous global delivery centers
- ▶ Highly trained personnel

## OUR WORLDWIDE CLIENTELE



## ABOUT INVENSIS TECHNOLOGIES

**Invensis Technologies** is a business process outsourcing firm with delivery centers located in Bangalore and Hyderabad, India. Since 2000, Invensis has been catering to the diverse outsourcing needs of clients in a wide range of industries, including manufacturing, automotive, hospitality, customs brokerage, healthcare, energy and banking. Invensis is constantly striving to add value to clients' businesses through streamlined back office processes and significant cost savings. To learn more about how Invensis can assist you, [contact Invensis today](#).