

BUSINESS INTELLIGENCE SECTOR

Increased Speed, Accuracy and Scalability through Data Processing

Challenge	Solution	Benefit
 <p>Increasing volumes of requests through a growing base of application users</p>	 <p>Offshore processing to gather data and import directly into the client's database</p>	 <p>Increased accuracy, timeliness, and enhanced scalability</p>

The company, a key player in the business information on sector, constantly looks for better ways to collect data and transform it into value for their customers. SPS provided the client with a data management solution to streamline its processes and optimize document workflows.

Opportunity and Objectives

Following the client's successful launch of their electronic receipt capture and processing application, they needed a solution to meet the demands of its growing base of application users. Their incumbent partner could not handle the increasing volume of receipt processing requests (from initial monthly volumes of 7,000 receipts to over 1 million per month in a wide variety of formats) in a cost-effective manner, leading them to investigate new partners as well as the feasibility of bringing the process in-house. Ultimately they recognized that an in-house operation would have an escalating burden on internal resources, and decided to search for a scalable and more cost-effective outsourcing solution.

In addition, as an organization committed to innovation, the company sought a partner that shared this commitment and would provide them with an innovative solution.

Solution

Taking a collaborative approach, SPS developed a solution which gathers and processes the receipt images into data which is then imported directly into the client's database based on defined business rules. SPS recommended an offshore processing approach and offered to implement a pilot test to showcase the company's immense delivery capabilities in Vietnam. The pilot exceeded the client's expectations, impressing with its speed, accuracy, scalability and cost, leading them to select SPS as their partner.

Results & Benefits

SPS' solution allows the client to securely process information with great accuracy, increased timeliness, and enhanced scalability. In addition, the solution saved them the cost and associated risks of building out the infrastructure within their own organization. Finally, by outsourcing to SPS, the company has been able to remain focused on the high value core services delivered to their clients.

About the Client

The organization combines consumer and retail point-of-sale data with analytic solutions to interpret today's market trends, while anticipating tomorrow's.

WEBSITE

DOCUMENT PROCESSING SERVICES

