INFOGNANA

Committed to be your most preferred IT partner

Mission:

Provide world class product /services in the following market spaces:

Embedded programming and system level

Design

- IT Enabled Services – BPO Services, Litigation Support

Values & Beliefs:

- ✓ Customer First
- ✓ Employee Centric
- ✓ Team Work
- ✓ Quality

About Us:

- ✓ Incorporated in the year 2000
- ✓ Located in Coimbatore, India
- ✓ Promoted by Technocrats
- ✓ Current Lines of Businesses
  - BPO Services & Litigation Support
  - Training
- ✓ Embedded Systems Design & Development

Office Infrastructure:

- ✓ Office located in a multistory building well connected by highways with quick access to Airport, train station and bus service
- ✓ Currently occupying 4000 Sq. Ft of office space
- ✓ Additional 10000 Sq. ft space available for immediate expansion
- ✓ Spacious work place and excellent ambience

The Building

Production Facility

Redundant Power Systems:

- ✓ Servers/Nodes backed up by uninterrupted power supply
- ✓ Standby UPS available (for servers) in case of main UPS
  - Failure
- ✓ Backup power generator in case of city power supply
  - Failure

Power System:

Data Communication:

- ✓ Reliable high speed data communication line available Round the clock (internet connection)
- ✓ Backup ISDN line
- ✓ Local network powered by state-of-the-art Cisco switches And routers, structured cabling by using Lucent Components

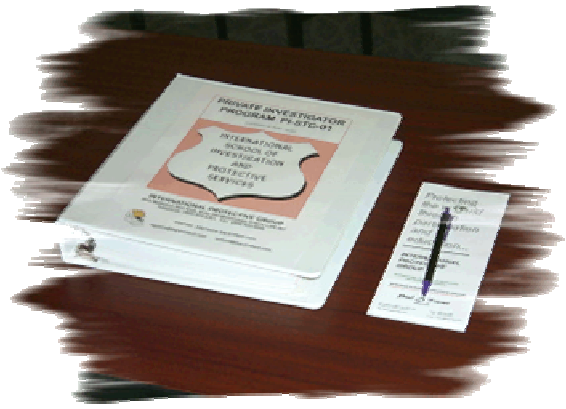
Data Communication:

BPO Services:

Our Spectrum of BPO Services:

- ✓ Litigation Coding
- ✓ Document Coding
- ✓ Document Analyzing
- ✓ Full Text Data Capture
- ✓ Form Based Data Capture
- ✓ Web Research Data Mining
- ✓ E-Book Conversion

Litigation Coding:



This involves coding of voluminous paperwork, which is the result of any major lawsuit. This paperwork comprises of several documents, which range from a single page email or letter to a several pages long contract. Litigation coding requires expertise and understanding of these documents.

We provide high quality offshore document coding services that are deadline-driven, cost-effective, and guarantees accuracy levels exceeding industry standards.

OUR SPECIALTY IN CODING AREAS

- ✓ Bibliographic Coding
- ✓ Subjective Coding
- ✓ Full text Capturing

Our Range of Litigation Coding includes:

Our work force has an in-depth understanding over legal terminology and documentation, and is specialized in extraction of specific data content from documents to create database information.

Logical Document Determination (LDD):

In Unitization/LDD process, we review each image file and set logically determined document boundaries by placing physical breaks and key variables as reference tools to distinguish documents from each other.

We have experience and expertise in unitizing documents from images by following the established project specific guidelines. We work closely with our clients for the different occurrences.

We are aware of the fact that correctly unitized documents is the secret to have an accurate database, which saves the Attorney's, and Paralegal's time and effort.

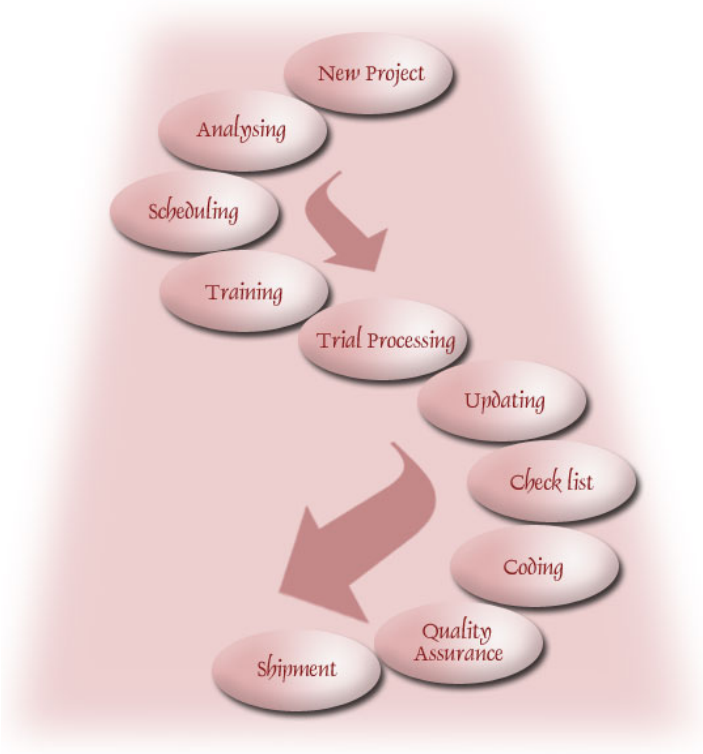
Objective/Bibliographic Coding:

Basic coding processes are performed per coding manual and the data is segregated within the specified fields such as document type, date, subject/title, author/affiliation, recipient/affiliation, copyee/affiliation etc.

Subjective/In-text Coding - A more comprehensive coding process in addition to the above with keywords, in-text names and other relevant data from the document text made flexible and specific to individual client's requirements.

Full Text Capture – Equipped with OCR techniques and manual editing, full entry of all content data from image file is provided.

Project Flow:



Analyzing:

On receipt of the new project our core team will analyze the full range of documents and the database. After making necessary observations over the client's instructions an in-depth discussion is carried out wherein every aspect of unitization viz., document unitization guidelines, fields to be coded and the data programs to be used during coding are scrutinized. Thereafter project specific updating training module is designed for the coders.

Scheduling:

A team of Operations Head, Project Manager, Quality Management Personnel, and the Coding Team Leaders would assess and formulate various internal aspects to cater to the project requirement.

Some of them are scheduling workflow, assessment and allocation of manpower requirement, training to match the project requirements, project turn around time etc.

Our normal pattern of a team is four coders, one quality management person and a team leader.

Training:

The total production team will undergo "Project specific updating training". The core team members will explain various case issues, possible errors in coding and the unique qualities of the project. Project specific updating instructions are thoroughly studied. For the entirely new projects, classroom sessions will be conducted to equip the work force to handle the task...

Trial Process:

After thorough discussion and study over the project, the team will undertake a trial process.

A set of documents with different categories and types will be processed and doubts raised by the coders will be clarified.

On critical issues, the Operation Head and the Project Manager will interact with the client and get necessary instructions and keep the work force updated on that..

Updating:

Team leaders will assess the individual and team feedback on the trial process and promote the discussion for the consistency on the decision-making among members of the production team

Checklist:

With the project specifications, feedbacks on the trial process and, updated instructions, a checklist is designed separately for unitization, coding, quality control and quality assurance operations. At every stage the checklists are verified and documented.

Document Coding:

The term 'Coding' applies to the extraction of required information from the documents. This information is then entered into a computerized database, or a load file. We handle all types of documents many that need to be read to locate names, specific terms, information, financial details etc randomly throughout the document, and others where the required data is located consistently in every document.

Some typical applications are:

- ✓ Company Financial documents
- ✓ Invoice type documents
- ✓ Census Data
- ✓ Resumes
- ✓ General documents etc.…

Document Analyzing:

Studying the documents from first to last page what ever the size may be and preparing expected output like summary, key notes, searching key words. Output formats may in excel, word and in any specific editor.

Some typical applications are:

- ✓ US Bonds
- ✓ Agreements
- ✓ Document Notes
- ✓ Legal Notes
- ✓ Instruction Manual
- ✓ Accounting Instructions etc..

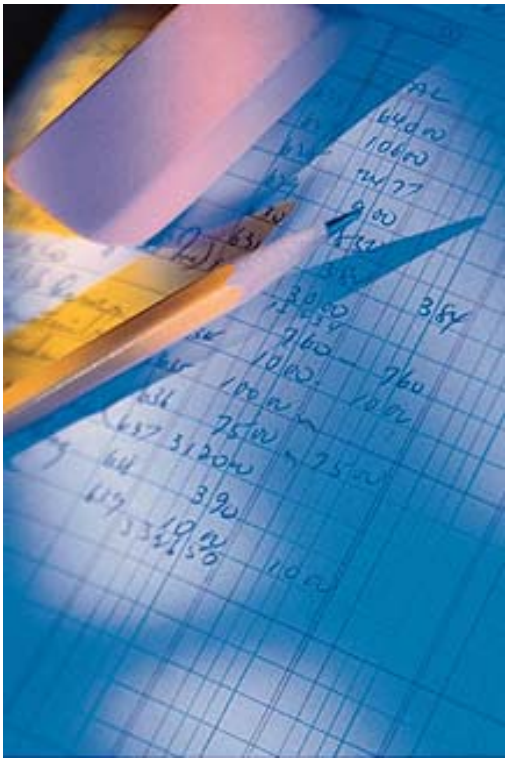
Full Text Data Capture:

For textual data entry projects, we are able to capture most types of textual materials including full-text and tabular oriented materials with SGML, HTML or special markup/encoding.

Some typical applications are:

- ✓ Legal databases
- ✓ Books
- ✓ Research Journals
- ✓ Catalogs and brochures
- ✓ Technical manuals
- ✓ Resumes

Form Based Data Capture:



We have extensive experience in data capture from handwritten, typed and printed forms. This experience coupled with our customized software which enables us to provide you with a fast, accurate, and cost-effective solution, to your form processing needs.

Some typical applications are:

- ✓ Airway bills
- ✓ Attendance records
- ✓ Birth & marriage records
- ✓ Credit card applications
- ✓ Customer survey forms
- ✓ Direct mail responses
- ✓ Insurance forms
- ✓ Medical claim forms
- ✓ Product registration cards
- ✓ Subscription forms
- ✓ Tax forms
- ✓ HCFA 1500

Web Research Data Mining:

Searching web sites and finding out relevant information which includes extracting contact information, email addresses, business list and so on

Preparing Business list from Web Directories Online research and capturing data from web sites into database.

Compilation of mailing lists from web sites Web search and online form entry and web to web entry, Internet search, Product research, Market Research, Survey, Analysis.

E-Book Conversion:

We undertake conversion of existing publications to e-Books or create new e-Books.

We can create e-books from Hard Copies, images, or electronic files. Based on the input files the files are either double keyed or edited.

Files are then formatted and converted to e-Books.

The e-Books can then be read through a PC, PDA, or an electronic device designed specifically for reading e-Books (e-Book reader).

Quality Metrics:

HIGHLIGHTS:

- PROFESSIONAL AND DEDICATED MANPOWER
- IN-HOUSE TECHNICAL AND TRAINING TEAM
- FREQUENT UPDATING DISCUSSIONS
- WELL-DESIGNED APPLICATIONS
- STAGE WISE CUSTOMIZED CHECKLISTS
- AUTO REPORT GENERATION FOR ALL ACTIVITIES
- FIRM INTERNAL DOCUMENTATION
- CUSTOMIZED US NAMES DATABANK
- CUSTOMIZED US STATES, CITIES AND COUNTIES DATABANK
- THREE STAGE QUALITY PROCESS

Why to select our service?:

We offer a one-stop solution to all your off shore data entry and indexing needs. No matter how complex your data, we guarantee a minimum accuracy level of 99.95% in quick turnaround time.. With our extensive experience, we offer solutions that are tailor-made to your requirements - precise yet innovatively simple, accurate yet competitively priced.

- ✓ Our strengths
- ✓ Accuracy
- ✓ Cost competitive
- ✓ Rapid turnaround
- ✓ Technology & Software Tools
- ✓ Customized Solutions
- ✓ Trained Team Members

Benefits:

- ✓ Cost Benefits up to 40% - 50% compared to domestic coding
- ✓ Effective Client Interaction Methods
- ✓ We handle volumes
- ✓ Assured Quality
- ✓ Round the Clock service
- ✓ Good Expansion Scale
- ✓ Quick Turn Around
- ✓ Exhaustive planning before and during each project.
- ✓ A large, well-trained and experienced group of document coders, Unitizes, quality control and quality assurance personnel.
- ✓ Production scalability that can be rapidly implemented on single or multiple projects.
- ✓ Large production capacity that can satisfy demanding delivery Schedules.
- ✓ An Absolute quality guarantee – we stand behind our work
- ✓ Dedicated Project Managers who are accessible and responsive.
- ✓ Experienced Production Managers who are capable of Coordinating
- ✓ Diligent project management and reporting throughout the Project.
- ✓ The technical expertise to master any required delivery format

Benefits of Outsourcing:

- ✓ Statistics prove that outsourcing work is safe, effective and Extremely economical.
- ✓ Enormous cost savings.
- ✓ Reliable large scale single point service
- ✓ Easily scalable.

What you are relieved off...

- ✓ No maternity leave and absenteeism
- ✓ No vacation pay & paid holidays
- ✓ No Workmen's Compensation
- ✓ No recruitment & Training
- ✓ No unemployment tax
- ✓ No employee benefits

Data Security(Personnel Related):

- ✓ infognana employees are on a different continent from the United States and do not have an interest in the cases
- ✓ Access to control systems in all premises include a 24 hours Uniformed security and employee photo ID cards
- ✓ We conduct background checks for all new employees and have confidentiality agreements in place
- ✓ All of our employees work full-time with us and we do not hire temporary or part-time employees
- ✓ Client details and other confidential project information are not disclosed to employees or used internally
- ✓ Access to the Internet, email, printers and media drives is strictly controlled
- ✓ Zero paper policy provides tighter information security

Technology Related :

- ✓ Domain based network, access control dependent on functional needs
- ✓ LAN & WAN completely protected through frequently updated

Firewalls and Antivirus Software:

- ✓ On site automated backup and recovery in dual media
- ✓ Daily secured offsite backup
- ✓ Qualified technical network administrators conduct periodic
- ✓ assessments of technology resources to ensure environment
- ✓ integrity
- ✓ Inventory control systems ensure receipt and processing of every
- ✓ received image, ensuring data protection and output quality

What can be outsourced?

Any structured process non core operations can be outsourced.

By this, an organization can focus on their primary process or service, also benefited by cost saving, no infrastructure setup, served by domain experts with IT knowledge, No Monitoring Issues, Best Turn Around Time, Data Security too.

Example Areas of outsourcing Day to Day forms which is entered manually in to computer database

Accounting Information which entered manually in to database Coding for large volume of images.

Try us with pilot project:

- ✓ We customize our service to your requirements.
- ✓ We carefully study your needs and understand your process.
- ✓ Based on that we train our staff to handle your project.
- ✓ As a first stage they go for internal trial work and after required update they do final process as a second stage.
- ✓ Final output will be delivered to our client within committed turn around Time.
- ✓ We work very closely with our clients to understand their requirements and provide effective service.
- ✓ Experience our service and get the best benefit out of it.

Contact Information:

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