

Client

Client provides expert legal support services to Law firms globally

Client Requirement

- ▶ 10K French documents for coding
- ▶ Document types like emails, letter, legal, agreements
- ▶ Coding required for standard bibliographic fields
-Date, Doc type, Title, Author/ Recipient/ CC



Challenges

- ▶ To maintain overall cost of the project
 - by avoiding translation of the all the documents
 - Code French alphabets without changing the English keyboards
- ▶ Code documents with existing staff and hiring few native speakers
- ▶ Meet the deadline of 2 week with 100% accuracy

IDS Solution

▶ Resource Planning and Timelines:

- In-house team member with knowledge of French identified
- Imparted required training of bibliographic coding to the French speaker
- Identified team of 5 people with good analytical skills, high typing speed and accuracy level
- Trained them to analyze similar documents and code them independently with ease by taking minimum help from the French speaker

▶ Technology Support

- Modified few configurations in control panel to type French alphabets through English keyboards

Deliverables: .dat file was delivered with the coding info.

Client Feedback

“ I appreciate your smart work on for accommodating this project in house at such a minimum cost. You guys are excellent. All the best! ”

Business Results

- ▶ 40% savings for the client
- ▶ One-stop shop for Client's coding requirements – handling all type of requests
- ▶ Client was very happy as he could now go and sell multi-lingua coding capabilities
- ▶ IDS received coding projects in other languages like Spanish, Bahasa etc.
- ▶ Client stickiness as we met Client's expectations by delivering other than English coding projects

