Client Requirement

- 18K Arabic documents for Coding to English
  - include all type of document like emails, letter, legal, agreements
- majority financial documents i.e. checks
- Client required coding of fields – Date, Type, Title, Author/Recipient and Amount (for financial docs)

Challenges

- Sporadic inflow of documents in small batches within 3 months
- Availability of the Arabic speakers only when the project is received i.e. for 3-4 days in a month
- Needed speakers with expertise in both the languages i.e. English and Arabic
- Maintain overall cost of project by hiring minimum number of native speaker and meet the deadline
- Most of the financial docs were checks with handwritten numbers in Arabic
- Train native speakers on basic knowledge of coding process to easily analyze the documents for coding information

IDS Solution

- Resource Planning:
  - Hired 2 Arabic native speakers
  - Aligned 4 coding team members with each speaker so that they only analyze the documents for coding information and convert them into English
  - IDS team then captured data using our in-house coding software

- Training
  - Imparted training of bibliographic coding to both the native speakers
  - Most of the documents were check in same format - we trained IDS team members for Arabic numbers so they can code Date and Amount fields under the guidelines of the translator(s)
  - Lowered effort of the native speakers, speed up the coding process to meet the short deadline

Deliverables: .dat file was delivered with the coding info

Client Feedback

“Thanks for your support and giving us confidence that IDS team can handle all type of projects”

Business Results

- Client was very happy as he could get English and other language coding from one partner only. Later we delivered projects in French and Hungarian as well
- Client had around 50% cost savings